SUCCESS
WITH MACHINE PREVENTIVE MAINTENANCE PLANS

Prevent downtime and production delays with one of Viking Masek’s Service Audit and Preventive Maintenance Packages

- **Peace of mind**
  Relax. Our experts will visit regularly to give your equipment a thorough check-up.

- **Reduce downtime**
  With regular maintenance, you can be confident in your machine’s performance.

- **Predictable costs**
  Take the guesswork out of your machine maintenance costs with a prepaid package.

Be proactive - not reactive

With periodic equipment service audits and maintenance performed by a trained expert, you can be confident in the health of your packaging machinery, enabling you to maximize uptime and profits.
All maintenance packages include an onsite visit by a certified Viking Masek Service Technician. Other benefits include:

<table>
<thead>
<tr>
<th></th>
<th>TIER 1: Basic</th>
<th>TIER 2: Intermediate</th>
<th>TIER 3: Advanced</th>
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</thead>
<tbody>
<tr>
<td>Onsite visit frequency</td>
<td>Annual (1 visit)</td>
<td>Biannual (2 visits)</td>
<td>Biannual (2 visits)</td>
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<tr>
<td></td>
<td>1 - (8) hour day</td>
<td>2 - (8) hour days</td>
<td>3 - (8) hour days</td>
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<tr>
<td>Regular Inspection</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Wear parts list</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Phone support</td>
<td></td>
<td>30 hours</td>
<td>45 hours</td>
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<tr>
<td>Preventive maintenance</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Operator efficiency training</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Service tech audit</td>
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<tr>
<td>Spare parts check-up</td>
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<td>Critical spare parts kit</td>
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<td>Maintenance technical training</td>
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MAINTENANCE PACKAGE BENEFITS

INCLUDED IN ALL TIERS

Regular Inspection
- Machine visual inspection
- Detailed report of mechanical issues
- Safety Circuit check
- Observation of operators
- Recommendations for improving processes, speed, and quality

Wear Parts List
- Visual inspection of wear parts for normal wear and tear (ex: belts/heaters)
- Inventory recommendations based on product and run frequency

INCLUDED IN TIERS 2 & 3 ONLY

Operator Efficiency Training
- Observation of operators running machine(s)
- Recommendations for improvements in process, speed, and quality
- Training on efficient methods

Preventive Maintenance
- 6-Month PM program
- Machine tune-up
- Replacement of worn parts (if on hand through customer inventory)
- Maintenance schedule follow-up and recommendations
- HMI Review

Phone Support
- Free with select plans - 30 or 45 hour yearly allotment
- Use of customer’s preferred platform (Facetime/Skype/Phone)

INCLUDED IN TIER 3 ONLY

Maintenance Technical Training
- In-depth maintenance training on mechanical machine components
- In-depth maintenance training on electrical machine components
- Training on maintenance and troubleshooting to keep machine running efficiently

Spare Parts Check-up
- Inventory of customer’s spare parts (ex: encoder/printer)
- Recommendations of parts needed on-hand based on production needs

Service Tech Audit
- Detailed inspection of all machine mechanical components
- Checklist of worn and broken parts
- Report of replacement needs

Critical Spare Parts Kit
- Inventory of critical spare parts (ex: motor)
- Recommendations of parts needed on-hand based on production needs