

# Graco® UpTime Protection Plan<sup>SM</sup>



Protect Your Investment. Maximize Your Uptime.



PROVEN QUALITY. LEADING TECHNOLOGY.

# Graco® UpTime Protection Plan<sup>SM</sup>

**Protect Your Investment. Maximize Your Uptime.**



Since costs associated with downtime can be significant, setting up a proactive service plan is a must. With Graco's UpTime Protection Plan, you maximize equipment uptime and ROI – with flexible service packages backed by experienced people that give you peace of mind.

## **Advantages**

- Maximize machine availability and uptime
- Protect your equipment investment from premature wear
- Fast response when you need it most
- Minimize unexpected repair expenses
- Extend mean time between failures
- Reduce cost of ownership
- Provide consistent operator training
- Gain peace of mind through service solutions
- Access excellence in service expertise through our experienced service team



**Maximize your uptime • Protect your investment • Responsive service • Peace of mind**

# Six Great Safeguards for Success

A Selection of Flexible Packages to Ensure Productivity.



## UpTime Installation

- Installation management
- Seamless integration
- Process validation
- System testing
- Calibration
- Operator training



## UpTime Parts

- Service parts at a fixed price
- Parts inventory assessment
- Expert parts evaluation



## UpTime Maintenance

- Scheduled maintenance
- System inspection
- Repair of worn parts
- Calibration
- Refresher training
- Check of spare parts inventory



## UpTime On-Call

- Priority response to your service needs
- On-call service is just a phone call away
- Graco certified technicians are strategically located



## UpTime Extended Warranty

- Two- or three-year extended plans available



## UpTime Training

- Training by certified instructors
- Operational and maintenance training
- At your location or at Graco
- One- or two-day training



# Reliable Support from Experienced Professionals

You can trust Graco's team of experienced technicians to protect your investment and keep your equipment up and running. With the industry's largest service team, Graco is committed to service and it shows.

"Several years ago, Mike from Gusmer-Decker's tech support serviced our equipment. Mike was absolutely amazing. I have undying respect for their technical support because they can always solve our problems."

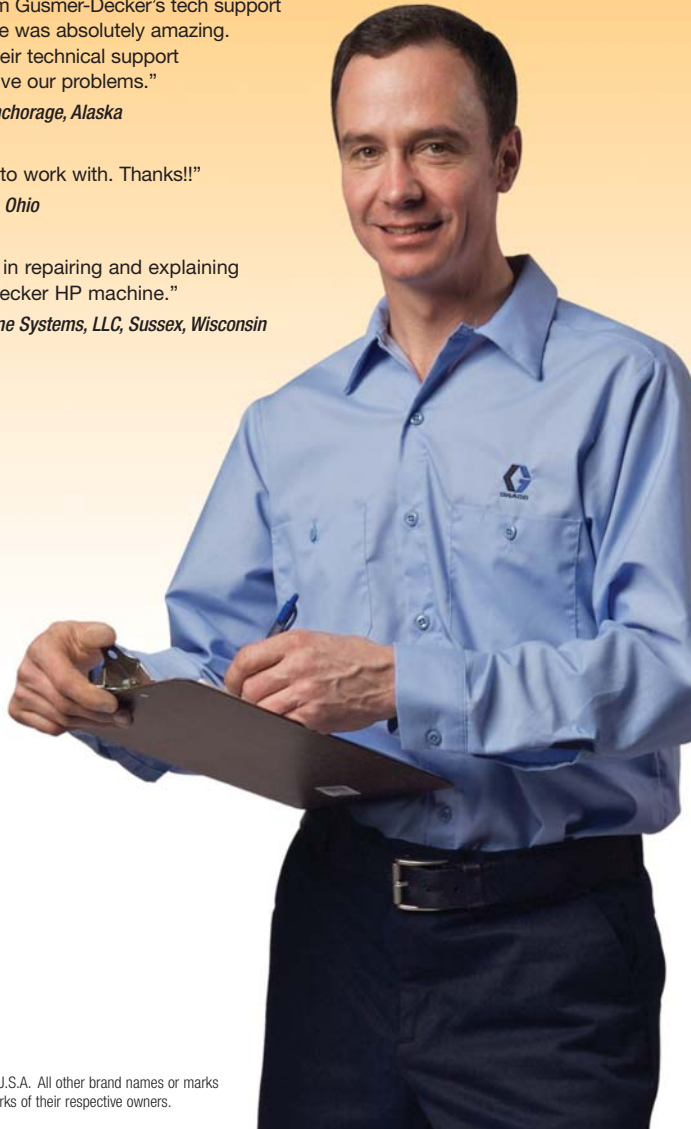
– *Kent Reynolds, Alchem Inc., Anchorage, Alaska*

"Mark has been exceptional to work with. Thanks!!"

– *Ryan Motil, Autoplas, Bellevue, Ohio*

"Alan was extremely helpful in repairing and explaining the proper function of our Decker HP machine."

– *Brad Pederson, BayOne Urethane Systems, LLC, Sussex, Wisconsin*



## UpTime Protection Plan<sup>sm</sup>

Protect Your Investment. Maximize Your UpTime.



### UpTime System Installation and Commissioning

We strongly recommend new system installation to ensure a seamless integration of new equipment into your process. Graco service will contact you before the system is shipped to coordinate pre-installation details to eliminate any delays at start-up.

The on-site commissioning includes machine start-up, system testing, calibration, operator training, basic maintenance and troubleshooting techniques.

Prior to technician arrival, the customer will prep the system prior to the start-up by uncrating the unit and connecting all air and fluid lines. Once the commissioning is complete, our service team will follow up to ensure the system is meeting the performance requirements.

Installation, along with travel to and from the installation site, is conducted Monday through Friday during normal Graco Ohio, Inc. business hours. The installation and commissioning is typically scheduled as a two-day event. Any services provided outside of these times will be invoiced at the prevailing rates unless otherwise agreed to in writing prior to the start of installation. The fixed price includes all travel expenses.



### Uptime Planned/Preventive Maintenance

Maximize productivity and uptime with a scheduled preventive maintenance program for your Graco equipment. It's a smart way to eliminate unexpected downtime and repair expenses.

#### *Your UpTime Maintenance package includes:*

- System inspection and assessment
- Wear part repair or rebuild (specified in the contract)
- System calibration
- Refresher training for operators and maintenance
- Spare parts management (review customer inventory)

UpTime planned service protects your investment at a reduced cost. This special UpTime pricing is only available when you purchase UpTime Installation and Commissioning and/or multiple UpTime Planned/Preventive Maintenance trips.

Customers must schedule service dates at least 30 days in advance. Package price includes all travel expenses, housing and meals. UpTime Maintenance is conducted Monday through Friday during normal Graco Ohio, Inc. business hours. Any services provided outside of these times will be invoiced at the prevailing rates unless otherwise agreed to in writing prior to the start of service.

# Graco®

## UpTime Protection Plan<sup>SM</sup>

Protect Your Investment. Maximize Your UpTime.



### UpTime Extended Warranty

Get extra peace of mind and additional protection by adding a one- or two-year extension to the standard Graco warranty. The warranty package covers the cost of Graco manufactured replacement parts, labor and standard shipping charges for failures caused by defects in materials and workmanship.

Extended warranties must be purchased prior to machine shipment and the warranty term starts at machine shipment. The Graco standard warranty applies except the duration of the non-Graco manufactured products. Travel and living expenses are not covered under standard warranty terms. Please refer to the Graco Terms and Conditions document.

*For pricing just call the Technical Assistance line at 330-491-4900*



### UpTime Parts

With UpTime Parts, you get an inventory of common wear and service parts at your location. This program gives you peace of mind from knowing that parts are available at a moment's notice. No waiting for parts and no costs associated with downtime.

The specific list of parts for your system will be defined by your Graco service technician. When purchased with the UpTime Installation and/or the UpTime Maintenance, you receive 15 percent off the list price **on service parts up to \$5,000 in total**. This offer is good within 30 days of the original installation or at the time of the UpTime Maintenance order.



### UpTime On-Call

When planned maintenance is not an option, Graco's service team is ready when you need it most. With an average of 15 years of experience, our service team gets you up and running asap.

Strategically located, Graco's service is ready to go – just call your local Field Service Tech or Graco's Technical Assistance line (330-491-4900) and set up an appointment. For UpTime On-Call rates, see Schedule A for prepackaged service rates or Schedule C for standard rates.



### UpTime Training

When operators participate in the UpTime Training program, they are better equipped to maximize the output of your equipment. Protect your investment with training for hands-on operation and proper maintenance procedures. Training, which is provided by certified Graco instructors, can be at your location and customized to your machine, or at the Graco training facility in North Canton, Ohio.