

EZ START-UP & TRAINING SERVICE WITH EVERY SYSTEM

To guarantee a successful first impression, Combi provides our EZ Start-Up & Training Service.

- Equipment installation inspection
- Proper machine set-up and power-up testing
- Multi-point safety checks and machine operational sequences
- Maintenance & Operator training for up to 6 people and 4 sessions to include safety, functionality, troubleshooting and preventative maintenance
- Supervise initial production run and share operational improvement recommendations

ON-SITE INSTALLATION SERVICES

For customers that desire additional support getting equipment in place prior to Combi's EZ Start-Up & Training Service.

Combi's executed work includes:

- Offloading of new equipment
- Rigging, setting, and anchoring of new equipment
- Connect equipment to power and compressed air
- Disposal of packaging materials on-site
- Other services available upon request

Combi supervision and inspection of installation work performed by customer

- Ensure equipment is anchored in place according to best practices and manufacturer requirements.
- Validate installation and connection of power and air.
- Provide assistance to ensure proper communication between integrated pieces of equipment.

PREVENTATIVE MAINTENANCE PROGRAM

COMPREHENSIVE ASSURANCE

Recommended for operations where uptime is essential, Comprehensive Assurance includes everything from Uptime Edge plus:

- Preventative maintenance service call every three months performed by combi expert technicians
- Pre-defined maintenance parts are replaced at no charge according to Combi's recommended schedule

UPTIME EDGE

For customers looking to augment Essential Care with additional support.

- Preventative maintenance service call every six months performed by Combi expert technicians
- 5% discount on parts and service
- Component lubrication and cleaning

ESSENTIAL CARE

Intended for customers looking to manage remote support costs and safeguard productivity with an annual on-site equipment evaluation.

- Free unlimited phone support
- Yearly audit inspection that includes a detailed report of recommended maintenance activities and evaluation of spare parts inventory



EZ Start-Up & Training Service Terms

The EZ Start-Up & Training Service includes travel time to and from the customer's site. Services requested outside of standard business hours may incur additional charges. A pre-site visit checklist will be provided in advance. Failure by the customer to meet the checklist requirements may result in service delays and additional fees. Site Acceptance Testing (SAT) requirements are not included in this service and must be quoted separately. All pricing reflects the completion of services in the most efficient and effective manner possible.



MAXIMIZE UPTIME, MINIMIZE DOWNTIME

COMBI IS YOUR PACKAGING AUTOMATION SERVICE PARTNER

- ▶ Industry-certified technicians
- ▶ Nationwide coverage
- ▶ Rapid response times
- ▶ Deep expertise in all major packaging technologies
- ▶ Proactive support tailored to your needs



1-866-472-5236

COMBI KNOW-HOW KEEPS YOUR LINE RUNNING AT FULL SPEED

Whether you need help launching your new system or want peace of mind with ongoing support, Combi's service team is here every step of the way.

Call us now to schedule a consultation or learn more about our service packages.

