



# PREVENTIVE/BREAKDOWN MAINTENANCE PROGRAM

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Support to your business throughout  
the lifecycle of your equipment.

Manufacturing  
& Logistics Automation

*Turn-key solutions for all industries*



## RA Service

### PREVENTIVE/BREAKDOWN MAINTENANCE PROGRAM - VALID FROM: 01/07/2017

**ROBOTIC AUTOMATION P/L (RA)** PROVIDES COMPREHENSIVE SUPPORT TO YOUR BUSINESS THROUGHOUT THE LIFECYCLE OF YOUR EQUIPMENT.

#### Equipment covered includes:

- Motoman Robots
- Daihen OTC Robots and Weld Systems
- Automated Guided Vehicles
- Trunions and other peripherals
- Stretch Wrapping Systems
- Strapping Systems
- Shrink & Hood Wrapping Systems
- Sealers & Tapers



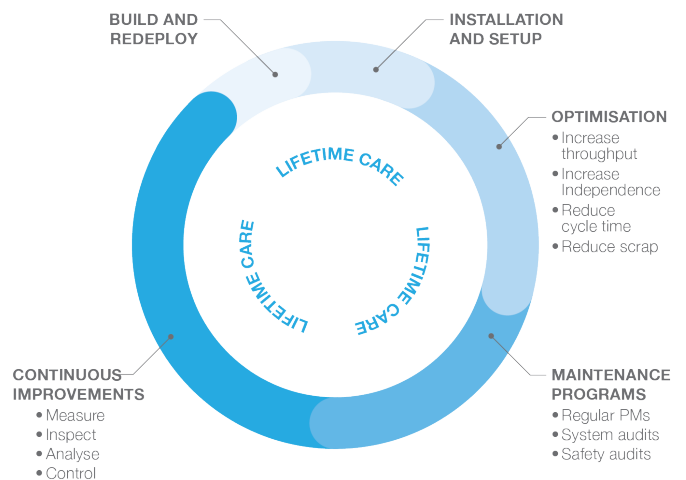
#### RA offers its service agreement customers, the following:

- Discounts on Labour and Spares
- Customer Training and Support
- 24 Hour Breakdown Service
- Telephone Support
- Planned Upgrade Management
- Customer Loyalty Benefits
- Consultancy Services



## LIFE CYCLE MANAGEMENT

A fully comprehensive, value-added support program designed to ensure maximum robot performance and returns on investment over the life of the asset. We offer customers a full range of services that can be tailor made for any application that meets their requirements or specific needs. You can be comfortable in the knowledge that overall your organisation will receive value for your service dollars you spend with us.





# Maintenance

## SERVICE MAINTENANCE CONTRACTS

### PREVENTIVE / BREAKDOWN MAINTENANCE PROGRAMS

Over a period of time, all equipment needs some form of maintenance to ensure optimum performance. RA has the expertise and capability to support you in maintaining your equipment.

In any maintenance environment, it makes sense to be proactive about maintaining your equipment and protecting your investment. RA has found that companies that are proactive about a preventive/predictive maintenance program have less chance of an unplanned breakdown resulting in costly downtime.

**To ensure our customers are able to keep production running, we offer the following preventive/predictive maintenance program:**

- Manufacturer's recommended lubrication
- Regular replacement of Backup Lithium Batteries
- Complete Backup of Robot Programs including CMOS
- Inspection of operation and Axes Backlash
- Factory software updates where applicable
- Inspection of attached tooling
- Provision of Preventive Maintenance Report
- Other inspections and Data collection as specified in the report

A Preventive Maintenance Report will be issued for each piece of equipment serviced. This report allows for appropriate scheduling of additional repair work as may be required to be carried out prior to the next.

Preventive Maintenance is carried out in a planned manner at mutually agreed times with an element of flexibility to allow for production schedule variations. RDOs and planned shutdowns are ideal times for performing maintenance work.

**A Service Contract offers the additional benefits of:**

- I) Access to 24 hours Technical Assistance and After Hours Call-Out
- II) Before/After Hours Emergency Telephone Support
- III) Before/After Hours Emergency Dial up/on-line PLC support to existing programs
- IV) Telephone Assistance -First 15 minutes free during Business Hours and charges thereafter

Breakdown/Repair Service Work and Emergency Response

- I) Next Business Day Response (75% of Calls and balance as per mutual agreement).
- II) Response within 6 hours for Emergency Before/After Hours Breakdown Calls.
- III) Discounts will be applied for Breakdown Labour and Travel Charges.

### Spare Parts

RA carries a comprehensive range of Spare Parts in our Central Spare Parts Store at our Melbourne premises. Discounts will be applied on Robot/Wrapper/SGV Spare Parts as and when fitted by an authorized RA Service Technician.



## SPARE PARTS

At RA, we realise how critical it is to keep your automation running. Let's face it, equipment breaks down and machines malfunction. The key objective in a manufacturing environment is to minimise unplanned downtime. RA offers Spare Parts packages to ensure you aren't left in a situation where you're waiting for a specific component for an extended period rendering your line inoperable. Contact the RA spare parts coordinator for a customised recommendation on spare parts for your organisation.

The recommended spare parts package provides the necessary parts to respond quickly to minor or major repair actions to the robot mechanical system. This package is designed for the customer that requires not only a front line of defence against minor equipment failures, but also against more substantial equipment failures. Customers that purchase this package may have production requirements that would deem too costly to wait for a replacement part.



# Your RA Contacts

## FIELD SERVICE, CONSULTANCY & TELEPHONE SUPPORT

### PRINCIPLE CONTACTS

For service and spare parts support during normal business hours, use the numbers listed in the table below for respective state wide support. Normal business hours are Monday-Friday 8:00am – 5:00pm

STATE	CONTACT	EMAIL	PHONE NUMBERS
NATIONALLY	Mark Krnjaic	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a> (National Service Manager)	PH: 1300 552 333
NATIONALLY	Tom Young	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a> (Service Co-ordinator)	PH: 1300 552 333
NATIONALLY	Norm O'Connor	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a> (Parts/Service)	PH: 1300 552 333 FX: (03) 9753 3333

### AFTER HOURS TECHNICAL SUPPORT

RA provides after-hours technical support to customers with a current service maintenance agreement via the 1300 answering service. This support is delivered by a team of qualified service and project engineers who will be contacted by the Duty Engineer on-call.

### FOR AFTER HOURS SUPPORT CALL:

**1300 552 333**

The Duty Engineer will call the customer generally within 30-minutes of receiving notification. If the Duty Engineer is required, on-site attendance will, in most instances be within 2-4 hours, depending upon location. When calling the 1300 answering service it is critical that the following information is provided to the operator:

- 1) Company
- 2) Contact Name
- 3) Contact Phone NUMBER
- 4) Brief description of fault

*PLEASE NOTE: This telephone number is intended for After Hours use ONLY. Using this number during business hours may cause significant response delays.*



# Investment

## LOYALTY REWARDS PROGRAM

A service maintenance contract ensures your equipment is properly maintained, protecting your investment and minimises the risk of disruption to production due to failure. Upon accepting a Service Contract this entitles you to Labour and Spares discounts listed below. Benefits of continuing a service maintenance contract include:

Loyalty Rewards	Contract Customer
Discount OFF Standard Labour Rate (see below)	10%
Discount OFF Spare Parts List Prices	15%
Free Training or Support	2-hours

NOTE: Free Training or support is to coincide with another service. If an additional visit is required additional charges will apply.

## SUPPORT / CONSULTANCY CHARGES

Type of Work			After Hours & Saturday		Sunday & Public Holidays	
	STD	SAC	STD	SAC	STD	SAC
Mechanical & Electrical Maintenance & Repair	\$153	\$138	\$197	\$177	\$219	\$197
Robot Programming / Training / Component Repair	\$164	\$148	\$208	\$187	\$230	\$207
PLC Programming / Networking / Vision Systems	\$164	\$148	\$208	\$187	\$230	\$207
Travel Time – in RA vehicle	\$115	\$104	\$148	\$134	\$170	\$154
Telephone Assistance*	\$99	\$99*	\$197	\$178	\$197	\$178
Call-Out Fee** (Does not apply to scheduled work)	\$50		\$250			
Scheduled Services (AH)***	STD hours refers to Monday – Friday 8.00am – 5.00pm		\$500	\$250	\$750	\$500

For after hours, weekend and public holiday call-outs a minimum of 4-hours will be charged.

\* First 15 minutes free during Business Hours and charges thereafter.

\*\* After Hours assistance is only available to service agreement customers.

\*\*\* Please note – STD rates apply to SAC customers who do not negotiate regular A/H servicing into agreement

SAC Service Agreement Customer



# Investment

## TRAVEL RELATED CHARGES (if applicable)

### Travel and Accommodation Charges

Taxi, Airfare, Rental Vehicle, Parking	Cost + 10%
Nightly accommodation and meals charge	\$250
Flying travel time hourly rate	\$115

### WARRANTY WORK

All free-of-charge warranty work will be carried out only during normal Business Hours.

### SAFETY

Due to safety concerns, it is the policy of Robotic Automation P/L that no technician, engineer or other employee will work in a facility alone. At all times another person must be in the immediate vicinity while work is being undertaken on any customer equipment.

### GOODS & SERVICES TAX

The above prices do not include GST which is applicable at the rate of 10%. All rates are subject to change without notice and are routinely reviewed for CPI consideration on an annual basis.



# Training & More

## TRAINING

Robotic Automation offers its customers a range of training syllabuses on a variety of equipment listed below.

RA is able to offer training at both your site and at our dedicated Training Facility at our Knoxfield premises in Melbourne.

### Equipment Covered:

- Industrial Robotics specialising in Motoman and Daihen
- Automatic Guided Vehicles
- Stretch Wrapping Systems
- Strapping Systems
- Shrink & Hood Wrapping Systems
- Sealers & Tapers

### Topics Covered:

- Basic Operation
- Basic and Advanced Programming
- Maintenance
- Application Training

Robotic Automation can tailor the syllabus to best suit your applications and your companies needs as required. For further information on what RA can offer, contact your RA state Service or Sales Manager.

## ROBOT REFURBISHMENT & REBUILD PROGRAM

All robot manipulators sent through the RA robot rebuild program are functionally tested and inspected. The robots are then completely disassembled; harmonic drives and RV gears are replaced as required; bearings and internal wiring harnesses are replaced. The robot is then reassembled, lubricated, painted on request, new labels are applied, and a 24-hour repeatability test is completed to ensure that it will operate as per original equipment manufacturer's specifications. Also a Planned Upgrade program is available as your equipment ages; please request further details from your RA State Service or Sales Manager.

## CONSULTANCY SERVICE

RA Consulting, engineer's solutions across the broad spectrum of manufacturing automation for industry. Services include: (for costs please contact RA Service or Sales Manager)

- Site Automation Audits
- Feasibility Studies
- Specification Development
- Pre-order Trials
- Project Management
- Concept Drawings & 3D Visualisation
- Pre-Production Data Modelling
- Real-Time, Full-System Simulation
- Engineering & Technical Consulting





## Contact Us

Sydney | Melbourne | Brisbane  
Adelaide | Perth | Auckland

**Sydney:**

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Australia 2127

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[service@ragroup.com.au](mailto:service@ragroup.com.au)

**Call: 1300 552 333**