

# 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*

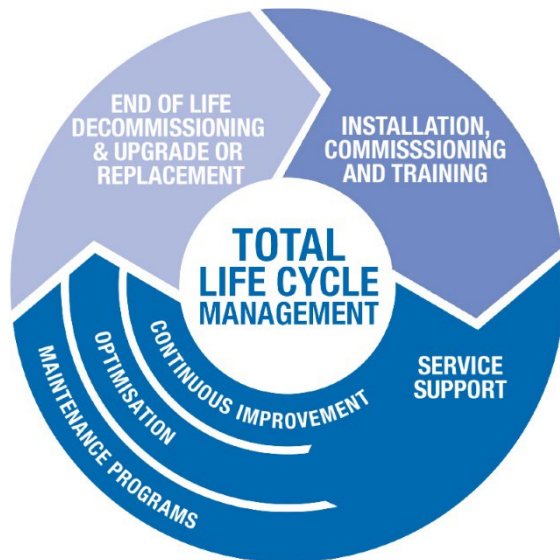
## PREVENTIVE/BREAKDOWN MAINTENANCE PROGRAM - valid from:

01/10/2023

**ROBOTIC AUTOMATION P/L (RA)** provides comprehensive support to your business throughout the lifecycle of your equipment.

### 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.



### How to Ensure Optimum Performance

- RA has the expertise and capability to support you in maintaining your equipment.
- Be proactive about maintaining your equipment and protecting your investment.
- Reduce the chance of breakdown resulting in costly, inconvenient downtime.
- Different companies servicing the same equipment can cause issues and lead to unnecessary costs.

### Service Agreement Benefits

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

### Equipment covered includes:

- *Motoman Robots and Welding Systems*
- *Automated Guided Vehicles*
- *Gantries, Tracks & other Peripherals*
- *Stretch Wrapping & Strapping Systems*
- *Shrink & Hood Wrapping Systems*
- *Sealers & Tapers*



## SERVICE MAINTENANCE CONTRACTS

### PREVENTIVE / BREAKDOWN MAINTENANCE PROGRAMS

*To ensure our customers can 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 additional benefits:**

- I) Access to 24 hours Technical Assistance and After Hours Call-Out
- II) After Hours Emergency Telephone Support
- III) After Hours Emergency Dial up/on-line PLC support to existing programs
- IV) Phone 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 After Hours Breakdown Calls.
- III) Discounts will be applied for Breakdown Labour and Travel Charges.

#### **Spare Parts**

The key objective in a manufacturing environment is to minimise unplanned downtime. RA carries a comprehensive range of Spare Parts. Discounts will be applied on Robot/Wrapper/SGV Spare Parts as and when fitted by an authorised RA Service Technician.

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.

## FIELD SERVICE, CONSULTANCY & PHONE SUPPORT

### PRINCIPLE CONTACTS

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

STATE	CONTACT	EMAIL	PHONE
NATIONALLY	Mark Krnjaic National Service Manager	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a>	PH: 1300 552 333
NATIONALLY	Dina Puntillo Customer Support Co-ordinator	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a>	PH: 1300 552 333
NATIONALLY	Norm O'Connor Parts/Service	<a href="mailto:service@ragroup.com.au">service@ragroup.com.au</a>	PH: 1300 552 333

### 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

## 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

SERVICE	RATE	STANDARD CHARGE	SERVICE AGREEMENT CHARGE
Maintenance & Repairs <i>(Mechanical &amp; Electrical)</i>	Hourly rate	\$183	\$164
	Overtime/Saturday x1.5	\$274	\$246
	Overtime/Sunday x2.0	\$365	\$328
Programming <i>(PLC, Networking, Vision systems &amp; Component repairs)</i>	Hourly rate	\$196	\$176
	Overtime/Saturday x1.5	\$293	\$264
	Overtime/Sunday x2.0	\$391	\$352
Training (Mon-Fri only)	Hourly Rate	\$210	\$189
Travel	Mon-Fri	\$137	\$123
	Sat, Sun, Public Holiday	\$205	\$185
Phone Support	Mon-Fri 7am – 4pm	\$118	\$106
	Overtime/Saturday	\$177	\$159
	Overtime/Sunday	\$236	\$212
Call-Out Fee (After-Hours)	After Hours 4pm-7am	\$295	

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

Phone support will be free for the first 15mins, then charged as per above hourly rates thereafter.

**TRAVEL RELATED CHARGES** (if applicable)

**Travel and Accommodation Charges**

Airfare, Taxi, Rental Vehicle and Parking	Cost +10%
Nightly accommodation and meals charge	\$320 per night

**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**

Robotic Automation offers its customers a range of training syllabuses on a variety of equipment. Training is available at our dedicated Training Facility or at your site for additional travel costs.  
1x Day Training at RA \$1900+GST (8hrs inc. 1hr break)

*Topics Covered:*

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

Robotic Automation can tailor the syllabus to best suit your company's needs.

**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, then reassembled, lubricated, and a 24-hour repeatability test is completed to ensure operation is within manufacturer's specifications. A Planned Upgrade program is also available as equipment ages.

**CONSULTANCY SERVICE**

- 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