
Preventative Maintenance Program

About the Preventative Maintenance Program

At Standard-Knapp, we strive for the ultimate in everything we do, whether it's providing the finest case, tray, and shrinkwrapping machinery available on the market today or supporting those same machines – some of which date back more than 50 years and are still in service today. Our highly skilled service engineers know this equipment well and with this experience, can ensure your equipment is running at its peak operating efficiencies.

Our Preventative Maintenance Program was designed to maintain the quality, safety, and production throughput of your Standard-Knapp packaging equipment throughout its lifespan. By leveraging the knowledge of our experienced field service engineers, you can be confident that your Standard-Knapp machinery is ready for service.



Benefits of the Program

This Maintenance Program offers a myriad of benefits to the Standard-Knapp machine owner. When performed at appropriate regular intervals, maintenance improves overall machine efficiency, and our program offloads the burden of scheduling and provides training for proper maintenance procedures. It also reduces machine downtime by preemptively addressing worn parts and looming issues before they escalate.









Included with this program is informal machine training for your operators and maintenance personnel. This has come to be one of the most valuable pieces offered in this program. Your maintenance team is welcome to oversee, assist and have their questions answered by our highly experienced service engineers.

Additional Cost Savings

After a machine has been serviced under the program, our field engineers will provide a written report covering the overall machine condition and all services performed. While servicing the machine onsite, our field engineer will be available to provide informal hands-on training to machine operators and maintenance personnel.

Besides increased reliability and reduction in machine downtime, there are additional cost savings that you will benefit from in the form of discounts on service and part orders. As part of this program, all customers receive a **5% discount** on all recommended parts ordered from the quarterly service visits. In addition, annual service agreements can be structured as a quarterly, six or twelve-month program and will receive **up to a 10% discount!**

Preventive Maintenance:

-  *Lengthens asset lifespan*
-  *Lowers risk of breakdowns*
-  *Reduces unplanned downtime*
-  *Promotes health and safety*
-  *Boosts customer satisfaction*
-  *Saves money*

Scope of Work

Service visits covered under the Preventative Maintenance (PM) Agreement include the following:

- **Machinery Audit(s)** which includes functional checks to evaluate worn, missing, or damaged parts.
- **Informal Training** of operator and maintenance personnel, hands-on at the machine.
- **Stock Room Audit** to inventory spare parts on site. Compile a list of parts needed to maintain an appropriate stock level of wear and “critical” parts.
- **Written Report from the Service Technician** covering the results of the machine audit, and services performed under the maintenance program. Further recommendations and/or observations will be included.
- **Recommended Parts List** resulting from the audit is generated and quoted at a 5% discount.

Note: Installation of recommended parts and machine rebuilds are not included under this program and will be quoted and scheduled separately

Program Savings

Our Preventative Maintenance (PM) Agreement is designed to deliver significant cost savings when compared to à la carte parts, service, and training visits.

Thanks to an efficient program itinerary and advanced scheduling, we mitigate the risk of unforeseen machine downtime.



Service Labor:

Discounted 10%*

Parts ordered after audit:

Discounted 5%

Hands-on Training:

At no extra charge

** 10% discount applies when signing up for full year Service Maintenance Program. (12 monthly visits)*

How it Works

Standard-Knapp's customer service department will work directly with your production manager to accurately identify and include all Standard-Knapp machinery that you would like covered under this maintenance program. Once identified, we will start with laying out a customized plan specifically suited for your facility and your production schedule. Based on the number of machines you would like covered under this agreement, Standard-Knapp will tailor a plan that works best for you.

Below is an example agenda for quarterly service visits, as detailed in an actual service agreement:

Service Visit (3 Day) – Quarterly Visits

Monday:

- Travel to the Customer's facility

Tuesday: (Machine #1)

- Observe the production run of the specified Standard-Knapp machinery
- Detect any worn, missing, or damaged parts
- Identify any operational improvements that will restore the machine to its peak performance
- Work with the facility's stockroom personnel to check the inventory of the required parts
- Create documentation for the required parts identified during the machine audit

Wednesday: (Machine #2)

- Observe the production run of the specified Standard-Knapp machinery
- Detect any worn, missing, or damaged parts
- Identify any operational improvements that will restore the machine to its peak performance
- Work with the facility's stockroom personnel to check the inventory of the required parts
- Create documentation for the required parts identified during the machine audit

Thursday:

- Finalize a written preventative maintenance report that will cover service performed, observations, any key recommendations, and a recommended parts list (if applicable) for future machine sectional rebuilds.
Installation of parts and machine rebuilds are not included as part of the PM program and will be quoted and scheduled separately.
- Prior to departure, a close-out meeting will be held with the customer point of contact to review the preventative maintenance report, highlighting any items of concern that need immediate attention.

Friday:

- Depart customer's facility