



# Preventive Maintenance Contract

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## Executive Summary

The Wright Line Service Team can provide customers with a comprehensive Preventive Maintenance Program. A customized service contract can be established to best suit the specific needs of the customer, the Wright Line products, and the customer’s facility. Typical contracts will provide for periodic inspections and service to ensure that your Wright Line product maintains its form, fit, and functional characteristics and performs at optimum levels through the product life cycle. A service log is created and updated at each scheduled visit.

Additional services offered by Wright Line are listed in the [Other Services](#) section on page 4.

Features	Benefits
Service can be provided for 5x8 at standard rates, or 7x24 at premium rates	A highly flexible scheduling ability adapts to dynamic conditions for each customer.
Trained and Certified Service Professionals	Ensures that Wright Line product is maintained to correct specifications, and that products remain covered per the specific warranty terms.
Problem Prevention	Program is designed to address potential minor problems before they become a major inconvenience.
Corporate and Factory Support.	The Service Team is backed by the entire manufacturing capability of the company to meet demands in short cycle times.

## Details of Service

The goal of this service is to provide a means for our customers to capture the full life cycle usefulness of our products by ensuring maximum performance through regularly scheduled service visits. The Wright Line Service Team will develop a preventive maintenance plan to match your specific product, your environment, and your level of need.

A Wright Line certified service technician(s) will visit your site on a regularly scheduled basis to inspect and test product functionality, inspect and adjust mechanical assembly connections for tightness and alignment, inspect moving parts for signs of abnormal wear and apply lubricant where product instructions require. The technician will inspect the overall product integrity to confirm compliance with original Wright Line product life cycle specifications.

Product training and orientation for customer's new personnel can also be provided as an added feature of this service.

Service	
Activities	Description
Regularly scheduled visits	Schedules typically call for one to four visits per year depending on product mix, configuration, and use cycles.
Skilled technicians inspect the product	Inspections and minor adjustments are performed to ensure proper alignments and settings.
Perform preventive maintenance where specified	Ensure proper functioning of moving parts and key connections
Engineering change order review	Technician will review current engineering change orders and perform any service required.
Advise customer of issues requiring additional attention	Should significant issues arise outside the scope of the normal maintenance agreement, the technician(s) will advise the customer of the need, and of the likely time, material, and costs to repair. Some issues may be "fixable" on the spot, while others may require a return visit.
Provide a service log	Identifies the details of the service visit, and keeps a history of service to help identify any possible long term issues that may require additional attention.

Check-out & Review	
Activities	Description
Service log review	Technician will review the details of the service log with the customer to recap details of the visit.
Warranted parts	Any parts covered by warranty that cannot be replaced / repaired during the regularly scheduled visit will be ordered by the technician, and an additional service call will be planned for the replacement of the part(s), requiring a service fee only. Customer may choose to have warranted parts replaced at the next scheduled service call if the need is not urgent (saving a return service call fee).
Non-warranted parts	Technician will review status of non-warranted parts that may require replacement. Non-warranted replacement parts and installation can be quoted / ordered through the technician, or the local Wright Line Sales Representative.
Plan	Identify and set dates for next scheduled visit.

## Assumptions

Customer satisfaction is Wright Line's top priority. This includes timely, accurate, and complete delivery of services. To provide a superior level of service, Wright Line makes the following assumptions when developing a price quote and setting the expectation of service delivery:

1. A means to gain entry to and from the building (badges, escorts etc).
2. Ability to bring tools and transportation assistance products to the site.
3. Use of some power tools may be necessary (Wright Line technicians will keep distractions to a minimum).
4. Technicians will have access to work stations to complete service steps.
5. Service will be provided during normal weekday business hours on a 5x8 basis unless otherwise noted.

## Scope of Responsibility

Wright Line Scope of Responsibility:

- Schedule certified Installers to perform service.
- Ensure Inspection is per manufacturer's specifications.
- Conduct work in a timely manner.
- Identify any open issues.
- Provide a service point of contact to the customer.
- Technicians are OSHA safety certified.

Customer Scope of Responsibility:

- Provide an authorized point of contact to the Service Team for scheduling and on site coordination.
- Notify Wright Line Service Team of any special clearance or other security or insurance issues affecting their visit to the site.
- Make dates available for scheduling of service.
- Provide a point of contact at completion for sign-off and acceptance.
- Identify any related work impacting service delivery..

## Other Services

Wright Line offers the following services, which can be integrated with the Preventive Maintenance process:

- Extended Warranty Coverage

## Pricing

Pricing for this service is available on an order by order basis. A pre-quote consultation and/or walk-through by a Wright Line Service Team member are advised (required for truckload deliveries) to determine the scope of services. Changes in the product set or changes in the assumptions or detail of work after the original scope of work is set may require a new quote. Contact your Wright Line Sales Representative for a quote according your specific requirements.

## Terms and Conditions

Standard Wright Line Terms and Conditions apply, available in the sales quote package, at [www.wrightline.com](http://www.wrightline.com), or by contacting your Wright Line Sales Representative.