**Master Service Agreement**

**Edger, Edger/Miter, Beveler, CNC Machines**

**Customer Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Master Service Agreements** are very valuable to mitigate costly unscheduled downtime. An HHH Service Technician will identify issues that could potentially stop production and address them so that repairs can be scheduled around production needs.

**Description of work to be performed:**

The purpose of the MSA is to assess the condition of the machine, lubricate and calibrate the machine, and do basic operator and maintenance personnel training. Basic checks are performed to identify abnormal wear and broken or missing parts. The machine is greased and oiled at all greasing and oiling points. The Service Technician goes over the basic functions of the machine with the operator, making sure they know how to run the machine properly. A MSA visit requires approximately sixteen labor hours, where the machine will not be available for production. The operator should be available during this time to assist and receive training. Following find the list of MSA activities.

**Additional work may be identified during the MSA visit, that is outside of the above-mentioned scope. This work MAY require a return service trip, at customer’s expense.**

**MSA Activity List for Edger:**

1. Check machine for worn, broken, or missing parts.
2. Grease and oil machine.
3. Check coolant and cerium levels and quality.
4. Check condition of front and back track bearings.
5. Measure track pins and elements ensuring that they are within factory specs.
6. Check air cylinders on any slide that is equipped with an air cylinder.
7. Check that all diamond spindle slides are locking properly.
8. Check diamond spindles for endplay.
9. Check condition of spindle bearings.

**MSA Activity List (cont.):**

1. Check condition of all rubbers and brushes.
2. Check entrance and exit conveyors bearings and belts.
3. Check all movements of machine: track thickness, wheel beam movement, and angle adjustment.
4. Check all amp gauges and electrical switches on the main control panel.
5. Recalibrate machine.
6. Check wheel print on glass.
7. Check Safety Covers and Safety Switches are installed and working properly.
8. Conduct basic operator training.
9. Conduct training for maintenance staff.
10. Machine Status Report issued to customer.

**MSA Activity List for CNC:**

1. Clean work surface
2. Clean cooling tubes
3. Visual inspection of covers, broken or missing parts
4. Grease all lubrication points
5. Clean/replace electrical cabinet air filter
6. Drain condensation water and clean air filter in pneumatic system (if equipped)
7. Check/replace air filter in vacuum pump
8. Check/fill oil level in vacuum pump
   1. Replace vacuum pump oil at 1000 hours
9. Clean water circulation tank
10. Clean and check for spindle rotating joint leaks
    1. Replace spindle rotating joint gasket at 1000 hours
11. Lubricate all gears, racks, head unit, bearings and spindle sleeve bearings (if equipped)
12. Remove and clean diaphragm on cooling water solenoid valve (if equipped)
13. Fill oil in hydraulic unit (if equipped)
14. Fill grease tank (if equipped)
15. Clean Cerium pump (if equipped)

**MSA Activity List (cont.):**

1. Check safety covers and safety switches are installed and working properly
2. Conduct basic operator training
3. Conduct PM training for maintenance staff
4. Machine Status Report issued to customer

**Annual fee entitles the Customer to ten (10) hours of phone or remote support services for each machine and first priority emergency response to immediate downtime related issues.**

**Annual fee entitles the Customer to two (2) business week days (Monday through Friday except holidays, weekend premium upcharge of $200 per day), per machine per year, on-site Support Services, which could include consulting services such as equipment audit, maintenance program evaluation, operator/maintenance training.**

**Additional on-site visits to perform Support Services will be billed at the published field service rates provided by Supplier, less 15%.**

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| **Machine Brand** | **Machine Model** | **Machine Serial Number** |
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**Additional Expenses to be paid by customer:**

1. Airfare
2. Ground Transportation
3. Hotel Accommodations
4. Per Diem
5. Travel Time
6. Miscellaneous Expenses (i.e. materials for the job)

Normal work schedule is Monday through Friday (except holidays). If required and available, the Service Technician may work Saturday and Sunday at a premium rate.

Any changes pertaining to the Service Technician’s itinerary, must be communicated and approved by Technical Services Director in advance.

**Parts Discount:** A 5% *discount* on all parts purchases for the term of the agreement. Tooling and supplies are not included in discount pricing. Discount will not apply until Master Service Agreement is paid in full.

* **Term begins on date of signature by Technical Services Director, or Date of install if signed prior to Install.**
* **MSA automatically renews annually. To cancel MSA HHH Equipment Resources must be notified 60 days prior to expiration date.**

**Purchase Order Number:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer Name and Title (Please Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Tech Service Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please email the completed form to pm@SalemFTG.com**