

Robopac USA Flat Service Rate Policy



SEMI-AUTOMATIC EQUIPMENT START-UP FLAT RATE SERVICE

For a flat rate of \$1500, Robopac will perform equipment start-up and training up to 6 hours on 1 of the following semi-automatic stretch wrapper models:

- Robot S7
- Ecoplat
- Masterplat
- Rotoplat
- Technoplat
- Compacta 4 – 6 – 9 – 12

For a flat rate of \$2000, Robopac will perform equipment start-up and training up to 6 hours on 1 of the following semi-automatic stretch wrapper models as stand-alone systems:

- Ecowrap
- Masterwrap
- Rotary
- Compacta SPR/SPG – S9 Tire – S12 Tire
- Orbit 4 – 6
- Orbit 5R
- Spiror 400 – 600 – 900 – 1200

For a flat rate of \$3000, Robopac will perform equipment start-up and training up to 6 hours on 1 of the following semi-automatic stretch wrapper models as stand-alone systems:

- Rototech
- Orbit 9 – 12 – 16
- Orbit 9R – 13R

This rate includes any travel time and expenses.

For installation within a 3-hour driving distance of the Robopac USA office, the flat rate is reduced by \$500.



Central to the Robopac Promise is providing world class customer care and user experience to our valued customers and distributor partners. Ensuring that equipment is properly commissioned and that operators have been trained on the safest and most effective ways to operate Robopac equipment is vital to living up to our Promise.

Robopac will be offering start-up service on our semi-automatic stretch wrapping and case sealing equipment to any customer location in the lower 48 US states for a simple, all-inclusive flat rate.

THE ROBOPAC PROMISE **CUSTOMER CARE**

***SELECT, PURCHASE, AND
INSTALL EASILY***

USER FRIENDLY

***QUICK START-UP AND EASY
EVERYDAY USE***

SEMI-AUTOMATIC EQUIPMENT START-UP FLAT RATE SERVICE

FAQ's and Policies

Who will be performing the equipment start-up service?

The equipment start-up service will be performed either by a Robopac technician or a Robopac authorized 3rd party service provider.

What if a negotiated service rate is already in place for a customer?

The negotiated service rate will take priority over the flat-rate service.

What is included in the start-up service?

Travel to the end-user customer location, required assembly, equipment testing, and up to 1 hour of operator training. This service is not for the maintenance, troubleshooting, or repair of equipment.

How many pieces of equipment does the start-up service cover?

The start-up service covers 1 piece of equipment at 1 location. Start-up on each additional piece of equipment at the same location as the first will be billed at a flat rate of \$500 per unit for the following models:

Robot S7

Ecoplat

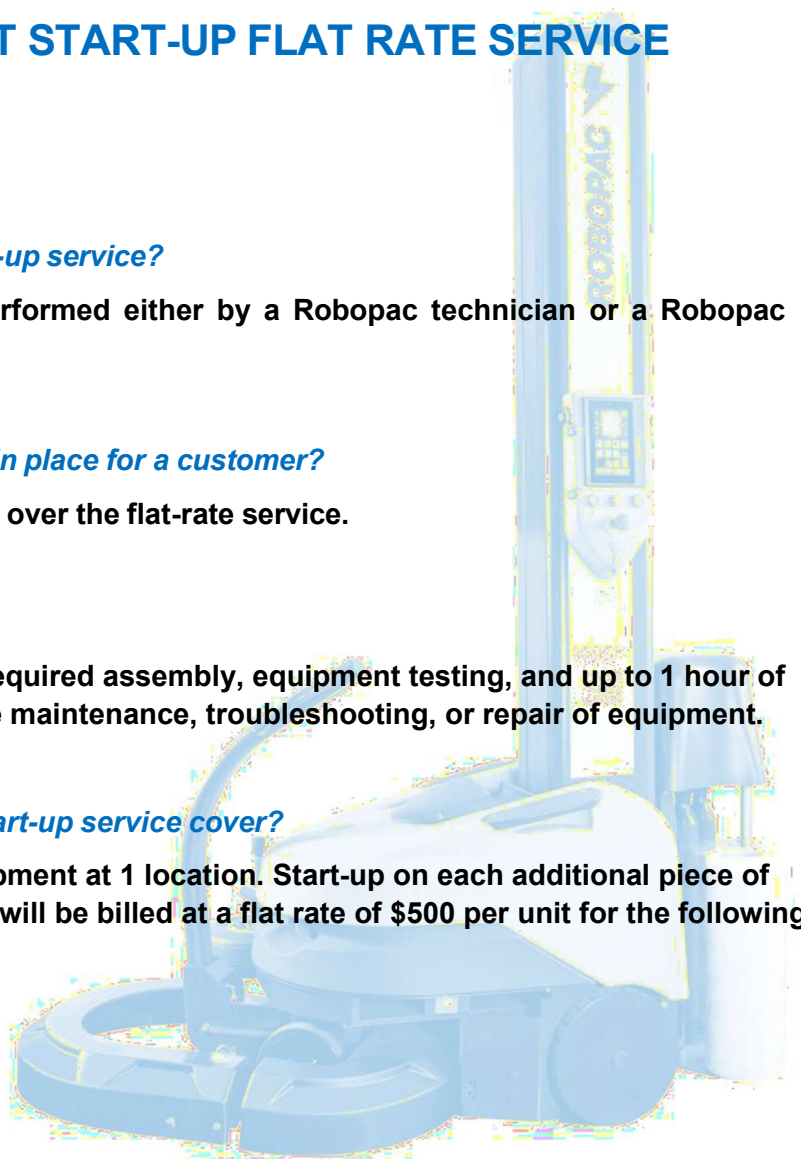
Masterplat

Rotoplat

Technoplat

Compacta 4 – 6 – 9 – 12

For all other models, installation of each additional unit will be billed at the same price as the first one.



Are there additional charges?

Additional charges may be incurred if the technician is delayed beyond the 6-hour window allotted to conduct start-up and training. For example, if a technician spends 2 hours waiting for an end-user to allow access to the equipment which causes the equipment start-up and training to exceed 6 hours. If training for multiple shifts is required, additional charges may also apply.

What are the responsibilities of the end-user customer and/or distributor?

Prior to technician arrival: Provide Robopac with the name, phone number, and email address of the end-user customer contact who will be coordinating installation. Accept delivery of equipment, including inspection of equipment. **Ensure that proper utility service (electrical and/or compressed air) and any required connection hardware is available at the installation location.** Transport equipment within end-user customer facility to approximate installation location. Have at least one roll of film onsite.

After technician arrival: Provide a forklift and a forklift driver to assist with removal of the equipment from the shipping pallet and placement in the installation location. Help Robopac technician lift the mast of the machine. Remove and dispose of shipping materials. Coordinate training with the users that need to be trained on proper equipment operation.

Failure to ensure that all these steps are taken may result in additional charges if the technician is required to wait or make a return trip in order to complete equipment start-up.

Which Robopac units does the flat rate start-up NOT apply to?

For all automatic and in-line systems, please contact us for a customized service quote. Please contact us booking.usa@robopac.com

How much notice do you need to schedule start-up service?

Please provide us with at least 1 week notice prior to the requested service.

Are there restrictions on when the start-up service is performed?

The flat rate start-up service is limited to Monday-Friday from 8am to 5pm excluding holidays. If service is required outside this time frame, please contact us for a service proposal.

Where is the flat rate applicable?

The flat rate is applicable to any location in the lower 48 US states. For locations in Alaska, Hawaii, or Canada, please contact Robopac.

How do we schedule flat rate start-up service?

Contact your local Robopac Regional Sales Manager or send an email to our service coordinator at booking.usa@robopac.com