

**FULLER®**



PROTECT YOUR PRODUCTIVITY WITH EXPERT SUPPORT

# **PFISTER® SERVICE AGREEMENTS**

# PROACTIVE MAINTENANCE TAILORED TO FIT YOUR PLANT

When your feeding system is down, your whole operation suffers. Waiting for a site visit could mean weeks of downtime and every tonne of lost productivity takes a toll on your bottom line.

With the Pfister® service agreement, there's no need to wait when trouble strikes. We can be with you whenever you need us with remote troubleshooting, support and advice. Our technical experts can connect directly to your feeders to analyse the problem and provide guidance on how to resolve it. No more prolonged downtime. Just responsive, stress-free problem solving.

## KEY BENEFITS

**01**

Prompt, timely support

**02**

Expertise at your fingertips - 24/7

**03**

Reduced downtime

**04**

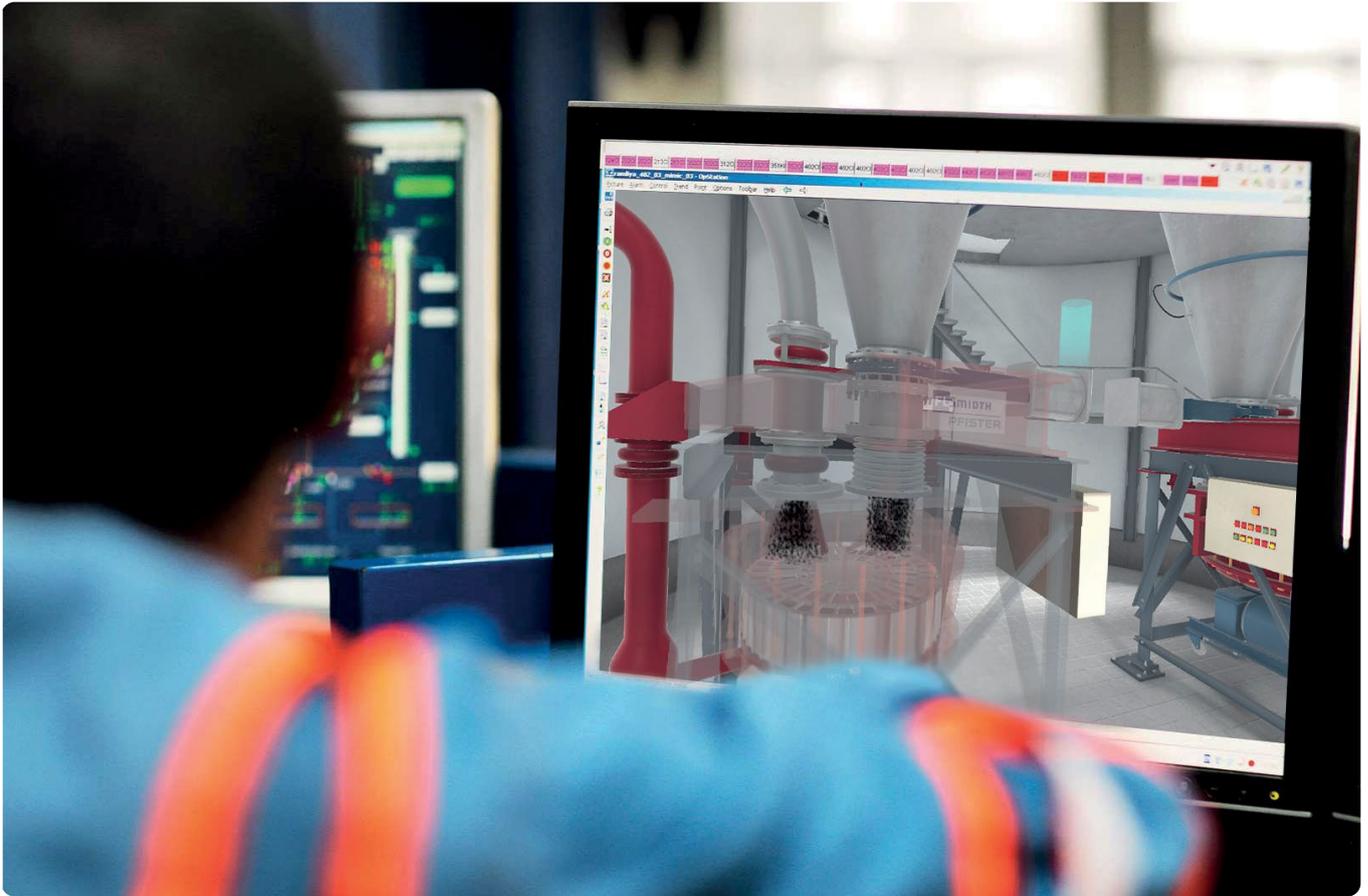
Lower maintenance costs

**05**

Optimised performance over the long term

**06**

Scalable service to match your setup



### What does a breakdown cost you?

Feeding and dosing equipment provides an important link in your flowsheet. Without it, the process slows or comes to a complete standstill. Lost productivity is lost profit, and depending on where in your plant the problem is, the impact can be widespread.

On top of the financial consequences, there is also the potential fallout when customers are disappointed – not to mention the stress it places on your team.

Thankfully, our Pfister feeders are robust and problems are rare. But the downside of that is that when issues do occur there might not be anyone on site who knows how to resolve them.

### Remote support – whenever, wherever

Advances in digital technologies enable us to help close this skills gap by providing expert support whenever and wherever you need it. Our support specialists can access your feeder – via existing hardware for newer

machines, or with a simple upgrade for older models – to evaluate and diagnose issues. We then use the feeder's unique data to identify the likely source of the problem and our expertise as OEM and experienced team of support specialists and field engineers to guide you towards the solution.

Remote support avoids the need to wait for an onsite visit. The service agreement also provides you with the reassurance that should something go wrong, you won't be left to deal with it alone. Our experts are available 24/7, wherever you are in the world.

Remote support agreements are priced per feeder, with discounts available on an annual subscription for multiple feeders. We support Pfister DRW, TRW, FRW, SCF and SLF models. If your Pfister feeder does not have the necessary hardware, we can upgrade your feeder with a remote upgrade package for your CSC or FDC controllers.

# EXPERT SUPPORT

WHENEVER AND WHEREVER YOU NEED IT

## With PlantLine – or without

Are you a PlantLine customer? If so, you'll be familiar with this type of service agreement and you can simply bundle the Pfister® service agreement in with your PlantLine Agreement (PLA). But you don't need to be a PlantLine customer to benefit from the Pfister Service Agreement – we use dedicated hardware to offer this service and can offer our expertise together with PLA or independently.

## Annual service visits

In addition to the remote support contract, we also offer an optional annual shutdown visit. This agreement ensures a Pfister service engineer will be with you in person during your shutdown. Prior to the site visit, we will conduct a remote evaluation of the condition of your feeders so that we can make the most of the service visit. Then, during your shutdown, we'll perform a full inspection and evaluation of your critical components and system integrity and advise of any maintenance needs. While onsite, we can also provide refresher training for your team to optimise operations and maintenance.

Onsite support during a shutdown is a great opportunity to get expert oversight of your equipment, ensuring its ongoing reliability and performance for the year ahead.

## Feeder condition reports

Our remote service agreement is a responsive service offer, available to you whenever your Pfister feeding



and dosing systems experience an issue. But if you would like a more proactive picture of the overall condition of your equipment, we can provide quarterly reports detailing feeder performance and highlighting any areas of concern that could develop into future outages. This will help with maintenance planning and may even help prevent downtime by enabling you to act before a problem occurs.

Feeder condition reports are an additional service not included with the remote support package. With the connection in place for remote support, the data is available to our experts for analysis and no additional hardware is required.

**FULLER**<sup>®</sup>  
TECHNOLOGIES



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