CLIENT CARE

COMPREHENSIVE MAINTENANCE

SYSTEM SUPPORT

Keep your system running at peak performance.

Whether you are making minor changes or completely re-engineering your operation, ETi will provide the Smart Systems Solutions™.

Client Care Group

ETi's Client Care Group will provide Customer with a direct point of contact to ensure quick response and provide services designed to keep your system running at peak performance.

At the completion of each successful installation the project will be turned over to ETi's Client Care Group which handles the aftermarket activity of projects including warranty claims, spare parts procurement, and field services including technical support, preventative maintenance, equipment audits, and equipment training.

We can offer and provide Customer extended warranty support, preventive maintenance routines, proactive assessments and manage your spare parts program going forward.

Services Offered:

- 24/7 Client Care Support Center Rapid Response
    - Our knowledgeable engineering team will respond quickly to emergency shutdowns to keep your system in production.
        - Includes mechanical, electrical, controls and software troubleshooting.
            - Remote connect to PLC/Servers for remote troubleshooting.
- Annual Comprehensive Preventative Maintenance
    - Includes a detailed point to point system check list *(see check sheet example below)*
        - We will keep your system running and work to prolong the life of your investment.
- Spare and Replacement Parts
    - We will provide you with recommended key components.
    - We will continue to support your operational needs with our parts order system and warranty replacements as required.
- System Training
    - We will provide training to safely operate, maintain and troubleshoot your conveyor system.

ETi Contact

For any questions, please contact your sale representative.

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