



PMSL MAINTENANCE & SERVICE PROGRAMS

(FOR MOST MAJOR OEM MIXING EQUIPMENT)

PROGRAM LEVEL	BASIC	STANDARD	PREMIUM
SCOPE OF INSPECTION	BASIC EQUIPMENT HEALTH SURVEY & REPORT	ENHANCED EQUIPMENT HEALTH SURVEY & REPORT	ENHANCED EQUIPMENT HEALTH SURVEY & REPORT WITH MAINTENANCE
MULTI POINT VISUAL INSPECTION ¹	✓	✓	✓
VIBRATION, NOISE & TEMPERATURE CHECK	✓	✓	✓
VIBRATION, NOISE & TEMPERATURE TRACKING AND TRENDING		✓	✓
REVIEW & MAINTENANCE OF SPARES INVENTORY ²		✓	✓
CUSTOMER ONLINE PORTAL		✓	✓
BI-ANNUAL MIXER MAINTENANCE ³			✓
EXTENDED WARRANTY ON NEW EQUIPMENT & PREMIUM REPAIR PURCHASES ⁴			✓
DISCOUNT ON SPARE PARTS & EQUIPMENT ⁵	5%	7%	10%
PRICE PER GEARBOX PER VISIT	\$100	\$175	\$250
ADD-ON PACKAGES	PACKAGES MAY BE ADDED FOR INDIVIDUAL PIECES OF EQUIPMENT OR FOR ALL EQUIPMENT		
WETTED PARTS INSPECTION ⁶	\$75	\$75	\$75
OIL SAMPLING AND ANALYSIS ⁷	Basic \$25 / Advanced \$50	Basic \$25 / Advanced \$50	Basic \$25 / Advanced \$50
MOTOR INSPECTION ⁸	\$10	\$10	\$10
PMSL FULL SPECTRUM VIBRATION REVIEW ⁹		\$150	\$150
SUPPLY LUBRICATION ¹⁰			OPTIONAL
MOTOR MAINTENANCE ¹¹			\$25

- Customer must enlist a minimum of (10) gearboxes per site visit in the program to qualify for the contract rates, there is no minimum order amount for add-on packages. Alternate pricing is available for customers with less equipment.
 - PMSL field service travel and living expenses will be applied a 10% mark-up and added to the above prices, per PMSL field service conditions (reference QA0203).
1. The Multi Point visual inspection includes inspection of anchorage hardware, high speed coupling, low speed coupling, high speed oil seal, low speed oil seal, oil level, breather and oil or grease leaks.
 2. Review of spares inventory includes PMSL reviewing spare gearboxes and parts with customer to mutually agree on what spare parts are practical to maintain.
 3. Includes greasing of mixer bearings, changing oil and changing of breathers as necessary. (Lubrication & breathers are provided by others).
 4. PMSL will include an additional 6 months warranty coverage on new and premium repair equipment purchases. Standard warranty is 18 months from shipment or 12 months from installation. Must be actively enrolled in PMSL service program at the time of purchase.
 5. Discount is applicable for all parts and equipment purchased during active enrollment. Customer must be actively enrolled in the program for one year prior qualifying for discounts. Discount may not be eligible for capital project purchases, or purchases made through a third party.
 6. Wetted parts inspection can only be completed when site conditions permit. Wetted parts inspection consists of verifying proper impeller installation, checking hardware torque, and installed shaft straightness.
 7. Basic oil analysis includes metal content, water content, and oil viscosity. Advance oil analysis adds acid number & advanced particle count. Oil sampling and analysis cost is per gearbox.
 8. Motor inspections includes vibration, noise & temperature checks. If standard level service is purchased this will also include tracking & trending.
 9. PMSL full spectrum vibration review is recommended for critical equipment.
 10. PMSL can supply oil and/or grease when requested to do so. Pricing varies based on customer preference for industrial, food grade or synthetic lubricants. Disposal of old lubricants is not included with this service.
 11. Motor maintenance includes greasing of motor bearings.

See reverse side for additional services



ADVANCED SERVICE CAPABILITIES

Improve Equipment Reliability

Gearbox & Wetted Parts Replacement Program – We have designed adaptors to allow our mixer gearboxes to be retrofitted to other manufacturers drives. Specific gearboxes can be supported relative to their importance to your operation with stocked adaptors.

Extended Warranty – PMSL provides extended warranty options for new and repaired equipment for up to three years based on certain terms and conditions.

Discounted Spare Parts & Equipment – PMSL provides a discounted rate on spare parts & equipment for customers who meet annual purchasing thresholds.

Portal Account – PMSL can get you setup with a portal account which will allow you 24/7 self-service support to order parts, review mixer health reports, download IOM manuals and product literature, etc. for your specific mixing equipment.

Inspection & Repair Services – PMSL can provide inspection and repair of any mixer gearbox regardless of manufacturer. Repair services can be combined with maintenance and field service contracts for your convenience.

Process Improvement

Laboratory Testing – PMSL has a fully equipped 100,000 Sq. Ft. laboratory facility at our Palmyra, PA headquarters devoted exclusively to sample testing and R&D and is unrivaled in access for our customer utility. Sample testing, as well as lab testing for process development/improvement and scale up are available.

Process Review – PMSL has a fully staffed application and process engineering team that can review your existing process and make recommendations to increase your blend time, quality and/or throughput.

Free up Space

Parts Storage – PMSL can store dedicated parts for your mixing equipment at one of our warehouses. This allows for shortened lead-times on complex parts, resulting in faster turnaround for equipment repairs.

Gearbox Storage – PMSL can store your mixing equipment at one of our warehouses. This gives you the peace of mind that the equipment is being stored and maintained properly. PMSL follows all long-term storage requirements while the equipment is stored at our facilities. With our Philly on-call service, we can make shipment of this equipment available in 24 hours.

Get it faster

Expedited Services – PMSL can provide expedited turn-around on parts, repair, and field services to minimize your downtime, and keep you operational.

Lead-time Reductions – PMSL can provide lead-time reductions if you participate in a service contract. This is accomplished using stocking plans and/or inventory adjustments.

Freight Services – PMSL can provide transportation of your mixing equipment at competitive rates. This removes the risk of freight damage occurring and, in many cases, saves you money.

Onsite Technical Services

Turnkey Services – PMSL can potentially provide complete mechanical removal and installation services. This includes complete removal of your existing equipment as well as installation of your now or refurbished equipment.

Installation & Startup Assistance – PMSL can provide startup services with our factory trained field service technicians. These services give you the peace of mind that everything is put together correctly and that the equipment is operating as expected from inception.

Training Services – PMSL can provide equipment operation & maintenance training with our factory trained field service technicians. This includes hands on installation, removal, gearbox assembly, gearbox disassembly, and troubleshooting.

Technical Seminars – PMSL can provide technical seminars that can be tailored to your staff's needs, to address process, mechanical and equipment maintenance.