



**Acme**<sup>®</sup>  
Manufacturing

## Maintenance Contracts

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# About Acme's Offer

Is your team newer to automation? Acme can offer a maintenance contract to assist your team to ensure your robotic machine runs as efficiently as possible. The maintenance contract ensures that your Acme robotic cell is always performing at optimal levels. Acme sends a technician to your facility to perform critical tasks on your system. Acme recommends regular maintenance visits each year.

Customers will receive a phone call and email from an Acme expert 8-10 weeks prior to visiting to discuss any specific problems to be addressed while on site. This allows time for the required materials to be obtained and shipped to your facility if required.

Normal wear items and media supplies are not included.

## Maintenance Package Prices

### **GOLD** 2 years

This package includes a two-year maintenance package with two, 2-day service visit. This is a great way to get a 10% discount on your spare parts and a 5% discount on labor for any additional service. Also included, a \$2000 credit for machine maintenance parts. This package helps ensure your system is well maintained.

#### Packages Available:

Single Robot  
Two Robot Cell  
Three Robot Cell  
Four Robot Cell

\*Travel expenses not included

### **PLATINUM** 3 years

This package includes a three-year service package with three, 2-day maintenance visits and an onsite training session. This package provides a 15% discount on spare parts and a 10% discount on labor for any additional service. Also included, a \$6000 credit for machine maintenance parts. Additionally, you will receive 12 hours of remote software assistance.

#### Packages Available:

Single Robot  
Two Robot Cell  
Three Robot Cell  
Four Robot Cell

\*Travel expenses not included



# Package Comparison

Service Description	GOLD	PLATINUM
Lubrication of all required components	✓	✓
Robot batteries inspected and replaced	✓	✓
Backlash of robot axis checked and recorded	✓	✓
Verify robot mastering	✓	✓
Robot system will be backed up to prevent costly down time (Image and AOA)	✓	✓
Controller inspection	✓	✓
Value of parts included	\$2000	\$6000
Cable inspection	✓	✓
Review housekeeping of system (standard cell maintenance to be done by customer between visits)	✓	✓
Pneumatics system checked to ensure proper pressures and filter replacement	✓	✓
Documentation of any problem areas	✓	✓
Ongoing Discounts		
Discount on all parts for life of contract**	10%	15%
Discount on labor for any additional service required for life of contract	5%	10%
Added Support		
Training visit	✗	✓
Hours of phone support by an Acme expert for life of contract	10 hours per year	15 hours per year
Hours of remote software service	✗	12 hours

\*\* Not to be combined with other discounts



# Terms & Conditions

## Addendum to Acme Manufacturing's Standard Terms and Conditions of Sale

### **Process**

This is a maintenance contract and service visits do not include process or vision related issues with the cell. A separate service visit may be required for process and vision issues. Package for U.S. based customers only.

### **Payment and Invoicing**

Payment is due at time of signing; travel expenses will be invoiced at cost after completion of service visits.

### **Part Discounts**

Discounts cannot be used in conjunction with pre-shipment discount or 1st month discount. The largest discount available will be used. Shipping costs of parts for service visits are the buyer's responsibility. Discount on parts only applies to parts purchased for machines that are under a maintenance contract.

### **Scheduling**

Service Visits will be scheduled at 1-year intervals from contract agreement. Acme is not responsible if customer is unable to accommodate a visit due to production demands or other unforeseen circumstances. If visits are not scheduled within the life of the contract, visit may be forfeited. Partial refunds may be available.

### **Multi Robot Systems**

Multi robot systems may require additional time on site for each visit to ensure all work is completed. Additional travel cost may be necessary.