

# Service Contracts

More affordable than you think. Routine maintenance can play a huge role in reducing machine failure. Yamato offer several types of contract, some of which are tailor made to meet your exact requirements, and the others offer fixed response times and site visits as per below.

## Gold Pack

- Offering rapid response to failures on site, we will ensure one of our engineers reaches you within 12 hours of receiving your request.
- You will also benefit from a twice yearly service visit, where our engineer will check over your machine and ensure that it is running efficiently and effectively.

## Silver Pack

- Offering 24 hour response time
- 1 yearly visit.

## Bronze Pack

- Offering 36 hour response time

## Benefits of regular maintenance are:

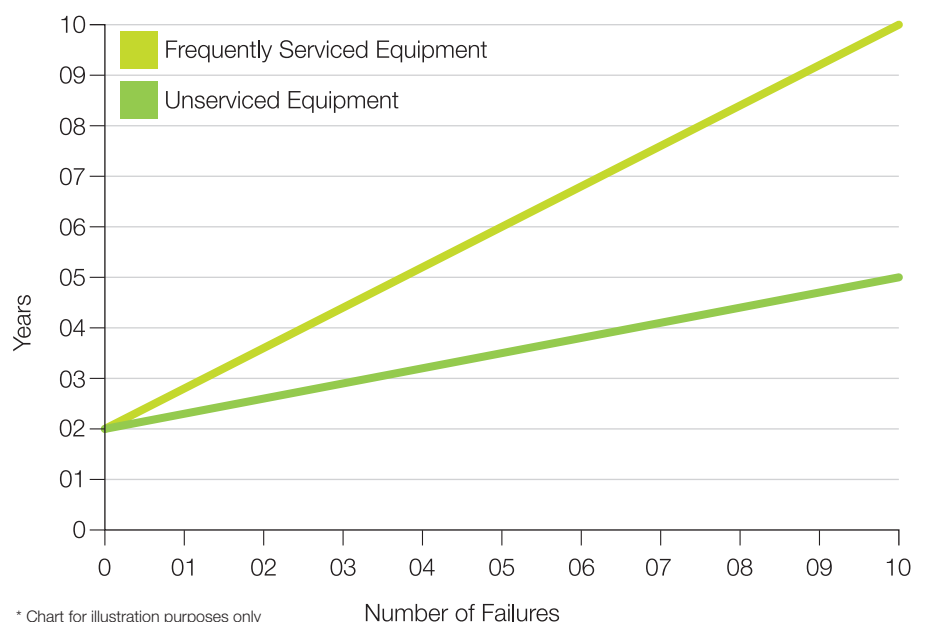
- Reduced Downtime
- Reduced Failures
- Increase Component Life
- Cost effective
- Reduced Risk
- Health & Safety Security
- Regulation Compliant
- Peace of Mind.

## Which Contract is Best for Me?

	Gold Pack	Silver Pack	Bronze Pack
Response Time	12 hour	24 hour	36 hour
Service Visits	Twice yearly	Annual	—

## Potential Differences Between Serviced and Unserviced Machines

The chart below demonstrates the difference in failures in a regularly serviced machine and an unserviced machine.



## Further information

All Yamato customers have access to our free help desk. Speak to your local service engineer or call the office for further information:

**T:** 0113 322 1546 ext 104 **E:** [service@yamatoscale.co.uk](mailto:service@yamatoscale.co.uk)