



SYSTEMS IN MOTION: AFTERMARKET SERVICES (AMS)

THE COMPLETE RESOURCE FOR ALL YOUR AFTERMARKET NEEDS

Aftermarket Services (AMS) has a reputation for providing extraordinary service. Our AMS Team starts by listening to customers' needs and responding quickly to their requests.

From routine part-related inquiries to system outage emergencies, AMS is your trusted source for any system repairs. We offer various Maintenance Packages to align with the requirements of each customer and provide exceptional reporting software to document work completed in the field.

OUR SERVICES

-  24/7 SERVICE & SUPPORT
-  ON-SITE SERVICES
-  DEDICATED MAINTENANCE
-  TECHNICAL SUPPORT
-  SPARE PARTS

EQUIPMENT WE SERVICE

- CONVEYOR
- CAROUSELS
- DOCK LEVELERS
- HIGH SPEED DOORS
- CASE SEALERS
- LIFT TABLES
- SECURITY CAGES



INDUSTRY RECOGNITION



- Systems in Motion has been a proud member of MHEDA, the Material Handling Equipment Distributors Association, since 1997. MHEDA represents the Gold Standard of material handling as a trade organization that helps drive the proficiency of its member companies across North America.
- We have been awarded the MVP status by MHEDA each year the status has been available. MVP status is given to companies dedicated to their employees, customers and community. We are proud of achieving this designation every year.
- Systems in Motion represents our customers in many industry associations, including MHEDA, WERC, MHI, Dorner Council, Hytrol IP Council, MHEDA-net groups, and more.



24/7 SERVICE & SUPPORT

- With a support agreement in place, our engineers are available to assist you by phone, remotely, or on-site. It all starts with a phone call. From there, we will quickly discern whether your issue is mechanical or controls related. Our highly experienced team is available to help you through every situation.

ON-SITE SERVICES

- Our skilled technicians are ready to provide on-site support to get your operations back up and running quickly. With Systems in Motion's on-site service, we minimize downtime and associated costs. Additionally, we offer comprehensive maintenance plans, including after-hours support and rapid response for both mechanical and controls-related issues.



DEDICATED MAINTENANCE

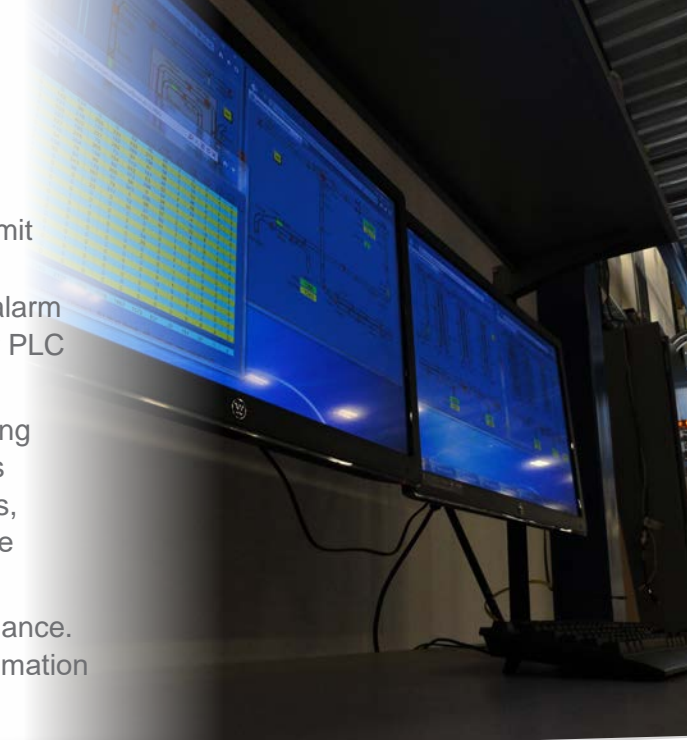
- We have several different maintenance plans to support your system. With a maintenance agreement, Systems in Motion becomes your on-demand maintenance department or an extension of your existing team.
- Our Strategic Care plans are designed to catch potential system failures before they happen. Utilizing the latest technology, technicians provide reports on the health of your system. With these reports, we analyze the mean time between failure and identify ways to increase efficiencies.
- Our Facility Appointed Service Technician program (F.A.S.T) provides you with a dedicated on site technician and delivers immediate response to your maintenance needs.

Strategic Care Programs Mechanical					Strategic Controls Programs		
	SILVER	GOLD	PLATINUM	DIAMOND		PLATINUM	DIAMOND
Discounted rates for service calls	X	X	X	X	Discounted rates for service calls	X	X
Free phone support for mechanical issues	X	X	X	X	Discounted rate on PM services	X	X
One-year warranty on new parts	X	X	X	X	One-year warranty on new parts	X	X
Optional billing cycles		X	X	X	Optional billing cycles	X	X
Complete follow up report detailing findings and proposals for repairs		X	X	X	Complete follow up report	X	X
Guaranteed phone response times (time's vary by package)		X	X	X	Guaranteed phone response times	X	X
Predetermined number of planned maintenance visits		X	X	X	Support hours included per month	X	X
Field Service Management Software			X	X	Normal business hours remote & onsite support	X	X
One-year warranty on labor			X	X	Afterhours remote & onsite support	X	X
Quarterly onsite spare part inventory count			X	X	Field service management software access	X	X
Emergency mechanical response 24/7			X	X	Key performance indicators	X	X
Unlimited mechanical service 24/5			X	X	Automated service status notifications		X
Key performance indicator (KPI's) reporting			X	X	Discounted bulk pricing on spare parts		X
Unlimited mechanical service 24/7				X			
Discounted bulk pricing on mechanical spare parts				X			
Monthly system inspection				X			

TECHNICAL SUPPORT

Breakdowns can happen without warning. We are here to help you limit down time and get you back up and running when a situation occurs.

- Remote Connect Services - If your conveyor malfunctions or an alarm sounds, call us. A skilled engineer will remotely troubleshoot your PLC or WMS to minimize downtime and resume production quickly.
- Remote Alarm System Monitoring - Our Remote System Monitoring tracks up to 50 daily alarms, identifying trends and alerting clients to potential issues. Clients receive a detailed report with problems, causes, and solutions, helping to enhance efficiency and minimize downtime.
- Software Support - Our programs ensure optimal system performance. Systems in Motion's Control System software connects floor automation components like barcode scanners and PLCs, displaying data graphically for on-site or remote access.



PEAK SEASON

- Systems in Motion wants to make sure that you are ready for the most important season. The Aftermarket Services team is ready to offer qualified equipment health assessments to prevent conveyor failure during peak season.
- Please contact Aftermarket Services at AMS@systemsinmotion.com and schedule your assessment. With AMS, you can always rest assured that you're receiving exceptional aftermarket services.

BRANDS WE SERVICE

HYTROL | **SICK** Sensor Intelligence. | **MHS** CONVEYOR | **FKI Logistex** | **Buschman Mathews** | **INTERROLL** AND MORE...
PANTHER | **AmbaFlex** SCIENCE IN SPIRALS | **transnorm** your best move | **ROACH** CONVEYORS. | **RYSON** ROYAL APOLLO GROUP | **DORNER**
Allen-Bradley by ROCKWELL AUTOMATION | **T&W** LIVING LOGISTICS | **DEMATIC** Continuing the *Rapiatan* Tradition | **BESTFLEX** POWER FLEXIBLE CONVEYORS | **ACS** AUTOMATED CONVEYOR SYSTEMS, INC.
Intelligrated | **PHILMOT** REDEFINING CONVEYOR