

Surface preparation services and support



Service and maintenance packages for Wheel, Air & Vibro machines

Wheelabrator Plus is dedicated to protecting your investment in surface preparation equipment.

At Wheelabrator Plus, we understand the self-consuming nature of the process. Over a century of expertise in design and manufacture has taught us the importance of proper maintenance and care of wheel and air blast equipment.

Such practices not only extend the useful life of machinery, but possible upgrades also increase the productivity of your operation. Wheelabrator Plus services

equipment made by others as well as Wheelabrator equipment.

Services include:

- Servicing and inspection
- Equipment Modernisation Programmes (EMP)
- Operation & Maintenance incorporating
 - Training
 - Replacement parts

Machine downtime is undesirable, but not unavoidable with proactive servicing and inspection. Wheelabrator Plus understands

the work pressures of your internal resources. We are well-equipped and prepared with a nationwide team of service technicians. Availability of spare parts is overnight in most cases.

Wheelabrator Plus expertise can assist you to manage the complete life cycle of your surface preparation process.

The results often lead to:

- Lower unit cost
- Greater output
- Reduced downtime
- Higher productivity

Contact Wheelabrator Plus for an evaluation of your existing surface preparation equipment, regardless of its manufacturer. Upon assessment, Wheelabrator Plus professionals will follow-up with a detailed report providing the roadmap to achieve the above results.

Wheelabrator Plus wants you to concentrate on your core business by helping you with what you do best.

View our service packages overleaf.

Wheelabrator Plus is dedicated to lowering your cost per part

Wheelabrator Plus Key facts

- Over 30 globally situated sales and service centres
- Over 22,000 product lines in stock
- Serving customers in over 100 countries
- Over 400 technical experts globally

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SMART Care preventative maintenance options

Wheelabrator Plus will always service their clients with an urgent response to Emergency breakdowns or a request for one-off health checks but sometimes, these services, because they are reactive or unplanned, can impact on your delivery to your customers and can have a bigger financial impact on your business because of the premium cost of emergency work.

In response to customer needs, we have developed three packages in addition to our SMART Care Emergency and SMART Care Health Check, these are SMART Care Standard, Silver and Gold. Read below to see which package is best suited to your requirements.

SMART Care Standard

This is a one-off agreement to carry out a service on one or more machines. The SMART Care Standard package offers you a full inspection of your machine, including a full service, minor adjustments to the machine*, a full report on the condition of your machine and a quote for parts.

The SMART Care Standard package is designed for those customers who may have some in house maintenance, but may require additional expertise on an occasional basis e.g for major refurbishments / planned shutdown maintenance as an example. You will be able to book the SMART Care Standard service up to four weeks in advance.

SMART Care Silver

This level of service is designed for customers who need the productivity and efficiency benefits of regular, professional preventative maintenance services which balance their machine usage with business or financial demands.

It is suitable for customers whose machine downtime will have a moderate impact on their business, it is ideal for customers who need to plan their cash flow and benefit from lower maintenance costs. Customers benefit from reduction in re-worked parts due to machine efficiency being continuously maintained.

This package ensures the number of preventative maintenance visits are agreed per annum and booked in advance, you benefit from a discount on call out charges should an emergency occur. Flexible payment terms are available too. SMART Care Silver customers additionally benefit from technical support in working hours.

SMART Care Gold

Our SMART Care Gold service is for customers whose businesses depend on the productivity, uptime and quality of what their blast machines deliver in order to service their customers. Our customers benefit from the best service offering, enhanced from the Silver package as it delivers our recommended number of preventative maintenance services based on our expert assessment of your usage and the specific machine(s) you use to deliver products to your customers.

It is designed to offer you an unrivalled customer service which focuses on regular preventative maintenance and identifying potential

issues before they arise, thereby reducing machine downtime and avoiding emergency work.

We are so confident that SMART Care Gold maintenance will avoid breakdowns, that, if you have an unforeseen issue, you benefit from out of hours technical support as standard ** and free emergency callouts***, Gold cover can also extend your warranty if you use Wheelabrator approved parts and they are fitted by Wheelabrator Plus. As a SMART Care Gold customer, our response to your emergency will be prioritised against those customers who do not have a Gold contract.

This package ensures the number of preventative maintenance visits are agreed per annum and booked in advance. The package enables you to plan the cost in advance and flexible payment terms are available, enabling you to manage cash flow.

A summary of the main differences between our service options appears below:

	SMART Care Emergency	SMART Care Health Checks	SMART Care Standard	SMART Care Silver	SMART Care Gold
Inspection of shot blast equipment	<48 hours	Inspection	Ad hoc service	Customer defined no. of visits per year	Agreed no. of visits per year <small>Wheelabrator recommendations</small>
Identify current fault only	○				
Full assessment/inspection		○	○	○	○
Service of your machine			○	○	○
Minor adjustments to equipment*			○	○	○
Follow up report detailing all work completed, machine condition, recommendations for repair, and replacement parts inventory, including quotation		○	○	○	○
Helpdesk support during working hours				○	○
Emergency call outs				30% Discount	FREE
Priority on emergency call outs					○
Flexible payment terms				○	○
Extended warranty					○
Out of hours support line					○

* Subject to parts availability, any parts required that need fitting on the day of inspection will be subject to availability on engineer's van, and if available will be charged in addition.

** Out of hours support is until Midnight and after 6am.

*** Emergency callouts will be chargeable if fault is found to be caused by the customer.