

CUSTOMER SUPPORT SERVICES AND PROGRAMS



AFTER-MARKET SUPPORT

YOUR FREE SERVICE PROGRAM

- 24 HOUR PAGER SUPPORT
- RAPID TECHNICAL RESPONSE

EXTENDED SERVICE PROGRAMS

- MAINTENANCE AUDITS
- CONTROLS OPTIMIZATION
- UPGRADES & ADAPTATIONS
- PM INSTRUCTION & TRAINING

WE CAN CUSTOMIZE A PROGRAM TO
MEET YOUR SPECIFIC NEEDS



EMERGENCY RESPONSE

Problems do not have schedules; We provide 24 hour, 7 day/week emergency pager service to all our customers. Simply leave your voice message by dialing (450) 921-0821 and obtain rapid remote assistance.

THE SERVICE PROGRAM

The **ADVANCED DYNAMICS SERVICE PROGRAM** has been developed to satisfy the various service and maintenance needs of every customer, such as:

- Mechanical inspections and adjustment
- Hydraulic and pneumatic inspections and optimization
- Electrical control verification and optimization
- Repairs and upgrade supervision
- Operator and maintenance personnel training
- System safety inspection audits

Each **SERVICE PACKAGE** includes onsite visits and comprehensive reporting, including recommendations for:

- Improvements without extra assistance
- Improvements and upgrades with Advanced Dynamics support
- Replacement of worn/damaged parts and components

SERVICE PACKAGES*

Our **SERVICE PACKAGES** offer significant value with savings from the regular ADCL field service rates.

Listed packages include preparation, site visits and service report drafting totaling 24 man-hours per visit. Airfare, travel expenses, and lodging will be invoiced at cost. Travel time will be discounted from standard rates at the same rate as the package selected. Prices below are listed in U.S. Funds.

- **THE GOLD PACKAGE (20% SAVINGS OVER REGULAR RATES)**_____ **\$7,350.00**
The ADCL Gold Package consists of (4) visits per year to your mill by an Advanced Dynamics technician.
- **THE SILVER PACKAGE (15% SAVINGS OVER REGULAR RATES)**_____ **\$5,875.00**
The ADCL Silver Package consists of (3) visits per year to your mill by an Advanced Dynamics technician.
- **THE BRONZE PACKAGE (10% SAVINGS OVER REGULAR RATES)**_____ **\$4,150.00**
The ADCL Bronze Package consists of (2) visits per year to your mill by an Advanced Dynamics technician.

OUR SERVICES WILL BENEFIT YOU

Advanced Dynamics equipment is designed with fabrication with durability in mind. These service visits are intended to extend the life of your equipment and optimize your investment and operating costs.

We possess over 40 years of experience in the material handling field. Be it pulp and paper or primary metals, nobody knows heavy duty material handling equipment better than Advanced Dynamics.

* Subject to Advanced Dynamics Standard Terms and Conditions provided upon purchase of any Service Package.

Our Ingenuity Delivers Productivity



ADVANCED DYNAMICS CORPORATION LTD.

1700 MARIE-VICTORIN BLVD.

ST. BRUNO, QUEBEC, J3V 6B9

TELEPHONE: (450) 653-7220

FAX: (450) 653-8460

EMAIL: SERVICE@ADVANCEDDYNAMICS.COM

24 HOUR PAGER: (514) 921-0821

