



Quality >> Reliability >> Innovation

# **Guaranteed Reliability Programme**

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## Periodic Inspections

The periodic inspection is the basic building block of our reliability programme. Simply put it is a warrant of fitness that maximizes production availability by detecting developing problems so we can resolve them before they have an impact.

The inspection scrutinises a broad spectrum of potential problem areas like machine integrity, application integrity, regulatory compliance, staff competency, operating procedures, inventory holdings, stock rotation, disaster recovery and health & safety.

Upon finding a developing problem we will either deal to it straight away, or quote you a remedial job with enough warning for this to be conducted at an opportune time. Even if you don't initially commit to the remedial job we will reserve the required materials, just in case they are urgently needed.

The price is \$125 + GST per inspection, all up!



## ELSA

Machines that obtain pass-grades on their periodic inspection are automatically covered under our Equipment Level Service Agreement (ELSA). This coverage only lasts for four weeks so continued coverage is dependent upon ongoing pass-grade periodic inspections.

The ELSA membership benefits listed below reflect our confidence in the effectiveness of the periodic inspection and the improved productivity they bring to our service delivery.

- After hour callouts are billed the same as normal business day callouts.
- 5% discount on spare parts (that our technicians fit).
- Travel is free for remedial jobs.

## Reliability Contracts



Our reliability contracts are, in the basic implementation, a formal agreement to conduct an agreed number of performance inspections over an agreed period. The maintenance contract extends the ELSA benefits with the following additional benefits;

- One simple monthly bill.
- 7 year linear warranties on major assemblies.
- Component lifetime guarantees.
- 10% discount on spare parts (that our technicians fit).
- Special consumable re-charge rates.
- Comprehensive reporting on fleet condition.

On entry into a contract any work required to achieve optimum fleet condition can be conducted up front with the costs being loaded into the contract.

Likewise, interval based service work and contingencies may also be pre-loaded into the contract and even retro-loaded in special cases.

## Benefits Summary



Whether in an ELSA or Reliability Contract the common benefits are;

- Improved production availability of your fleet through consistent monitoring and pre-emptive action.
- Lower service costs through a combination of problem prevention, conditioning and membership benefits.
- Remedial work jobs can be scheduled for opportune times and at agreed terms & prices.
- Ordering and execution of remedial work is much easier by comparison to breakdown work.
- You know the quality of your fleet and can employ asset placement, load balancing and replacement strategies.



## Jump Zones

To make our programme more widely available we have established jump zones in locations where we are not permanently represented. To be in a jump zone your site must be within 50km of our named jump zone airports.

Each jump zone has a visit window which is on a fixed cycle with an open booking system. During the visit window our travel charge is fixed at two hours and is the only travel related expense charged.

Periodic inspection pricing and ELSA benefits are only available in jump zones during the visit window.



## FAQ's

**Do you discount periodic inspections for multiple machine sites?**  
Yes, but only with reliability contracts under certain conditions.

**If my machine fails an inspection does ELSA coverage stop that day?**  
Technically yes, but in reality there is a small grace period. Coverage is reset when the machine returns to a compliant condition.

**Do I have to use approved consumables to get ELSA benefits?**  
Yes, improper consumables are a major cause of quality and reliability problems. Whilst manufacturer approval is a must, you are not obliged to purchase these consumables from RGL.

**What exactly is a 7 Year Linear Warranty?**  
This is an additional warranty cover tied to the operating life of your machine. If a named assembly fails and your machine is 3½ years old then the replacement part will only cost 50% of your standard price.

**How does the component lifetime guarantee work?**  
We simply rebate unutilized endurance pro rata if wear components are replaced before our stated minimum service life.

**Do I have to buy RGL consumables during the maintenance contract?**  
Yes, in fact we require you to sign a consumable contract but there are some exemptions for certain “dry” consumables.