

MASTER SERVICE AGREEMENT OPTIONS

Our Master Service Agreement builds a stronger, long-term partnership by setting clear expectations and a smoother path from project to project. It's flexible and customizable, so you get the coverage and support that fit your operation.

■ All MSA's come with the below standard offerings

- Basic inspections & performance checks at scheduled intervals
- Standard response scheduling
- Maintenance reporting after each visit
- Remote phone support for quick troubleshooting during business hours
- Priority scheduling over non-plan customers

■ Additional plan options include

- Spare part discount rates
- Preventive maintenance performed at scheduled intervals
- Advanced diagnostics & system health monitoring
- Firmware/software version management
- Remote VPN support
- Annual system performance optimization review

■ Options for Robot Maintenance

- Mechanical Unit Inspection
- Electrical/Controller Unit Inspection
- Grease/Oil Replacement
- Battery Replacement
- Service Report

