

MasterMover®

Worldwide Electric Tug Solutions

Aftersales Support



MasterMover Service – peace of mind whichever option you choose

As the manufacturer of your MasterMover, we are best placed to maintain your machine and ensure that it operates safely and reliably throughout its life. We realise that your MasterMover may form an integral part of your operation and that people will rely on it to complete their daily work. For this reason, MasterMover offer a complete aftersales maintenance and emergency repair service.

We have a team of regionally based technicians who carry out routine service and equipment inspections as well as respond to emergency breakdowns.

High tech customer relationship management software and 'in vehicle' GPS tracking ensures that we can respond to your needs as efficiently as possible.



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The MasterMover 36 point check – an eye for detail

Whenever one of our technicians visits your site for planned maintenance they will carry out a full 36-point check on your MasterMover.

We check:

- **Full battery check – water top up and load test**
- **Hydraulic systems – pressure and leak test**
- **Electrical connections**
- **Control system diagnostics and parameters**
- **Electric motor**
- **Brake adjustment**
- **Drive tyre and castors**
- **Chassis – structural integrity check**
- **Safety systems**
- **Coupling connection**
- **Charging system**
- **Clean and lubricate moving parts**

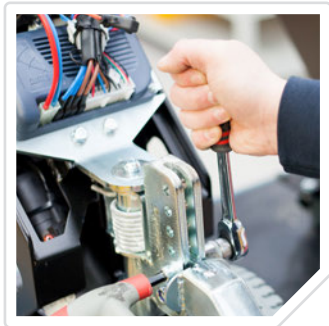
The safety and reliability of your machine is as important to us as it is to you and so every element of the machine is carefully checked and adjusted



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Service Packs



Regular servicing is the key to safeguarding your MasterMover's performance. With this in mind we offer a range of planned preventative maintenance (PPM) programmes designed to ensure that your MasterMover is always safe and reliable.

Your working environment and the level of usage will place unique demands on your MasterMover, please consult with one of our representatives or your MasterMover technician to establish which service pack is the best for you.

	Service pack 2	Service pack 3	Service pack 4
Number of service visits per annum	2	3	4
Priority status*	48 hours	24 hours	8 hours
Parts & labour discount**	5%	10%	15%

Each service pack includes the travel to site and the labour to carry out the service but excludes any parts or labour for additional repairs.

* Priority status – this means that we will aim to have an engineer on site within the indicated time. This does not constitute a commitment to meet these times in every case.

** This is the discount automatically applied to parts and labour charges (a detailed breakdown of costs can be found overleaf)

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Service Pack options

MasterMover Type	Service pack 2 (cost per machine, per annum)	Service pack 3 (cost per machine, per annum)	Service pack 4 (cost per machine, per annum)
MasterTug Range – up to MT10/560 and MT600			
All Terrain Range - up to AT600 TOW			
Pushers	£296.80	£445.10	£593.50
SmartMover Range			
MasterTug Range – including MT20/800, MT800 and above			
All Terrain Range - including AT800 and above	£395.70	£593.50	£791.30
Trailer Moving System			
PS3000+ (single unit)			
PS3000+ Multi-link	POA	POA	POA

Fix your costs for up to five years

Long term, flexible Service Agreements also available. It's an effective way to benefit from fixed cost, inflation-proof servicing.

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Labour and call out charges explained

Transparent and fair pricing policy – With MasterMover there are no hidden extras, so you know exactly what you're paying for and how much it will be.

Standard hours call out charge*	£136.80
Standard hours call out charge - out of area**	£191.20
Hourly labour rate	£56.30

* Standard business hours are Monday to Friday 08:30-17:00

** Prices are based on non-contract status. Customers with a service agreement can receive a discount.



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Certified Operator Training

User Training

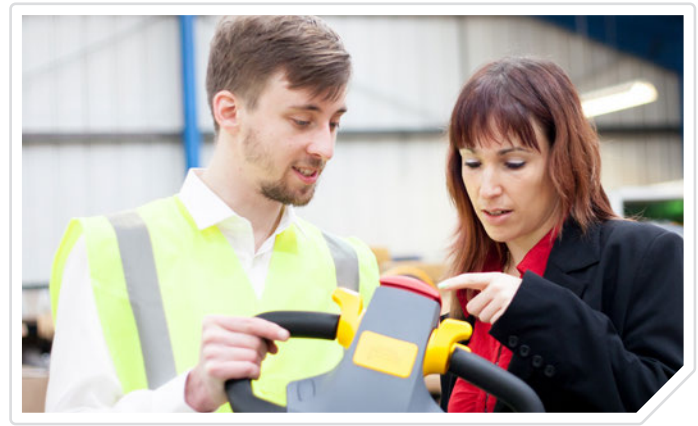
Health and Safety training has to be one of the most important challenges facing businesses today. Government legislation makes safe working practice crucial. At MasterMover we believe regular training ensures you will get the most out of your MasterMover equipment and also ensures they are operated and maintained efficiently and safely. Experienced and informed people are a key asset. As technology advances, so must the competence levels of operators and service personnel, some may even need to learn new skills. We therefore offer both new operator and refresher training. Arrangements can be made to cover shift patterns and weekend work.

Operator training* (all machines) **£87.00pp**

Refresher training* **£65.20pp**

Did you know?

As the manufacturer of your MasterMover we recommend your operators have refresher training every two years.



* Minimum charge for 3 people

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Other Equipment Servicing

Did you know, we don't just service MasterMover equipment?

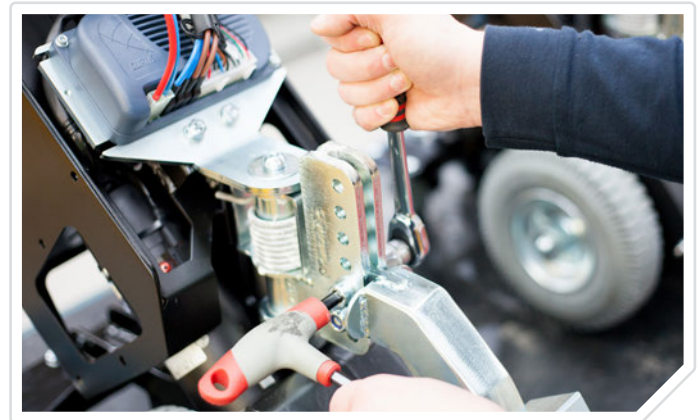
Consolidate all your servicing under one provider – we make it our business to keep yours moving.

Our expert technicians are trained to service most pieces of manual handling equipment, using the latest techniques and diagnostic tools. They are committed to providing a friendly, straightforward and honest service.

Some of the other machines that we service include ride on tugs, pallet trucks, pallet stackers, floor scrubbers, floor sweepers, robot wrappers, AGV machines. These are just some examples, please contact us to discuss your requirements and get a quotation.

We have the supply lines, knowledge and expertise to get you moving again with minimum downtime, whatever your equipment.

Our flexible service agreements are designed to optimize your uptime, along with reduced maintenance and operation costs.



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Other Services

Extended Warranty

We offer extended major component warranty on all of our machines* for up to five years – this will mean you only pay for consumables and damage.

Why extend your existing warranty?

Our warranty cover is great value, and we make sure all warranty repairs are completed by our expert trained technicians using MasterMover genuine parts and specialist tools.

Your MasterMover will benefit from the care and expertise that only MasterMover can deliver.

*Some exclusions apply. This option will only be available with a valid Service Contract in place

Flexible Warranties to suit you

We have two levels of cover on offer – **Major Component** and **Major Component and Consumables**.

Major Component Warranty

- Comprehensive cover against the sudden mechanical or electrical failure of all factory fitted components on your MasterMover.

Consumables

- Easy, simple budgeting with no surprise bills
- Choose from a range of consumables packs to suit your business needs
- Fixed costs for up to five years
- Purchase separately, or with a Major Component Warranty to give you complete protection.

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Genuine MasterMover parts

Our parts are specific to your model of MasterMover and they provide superior quality. By using genuine MasterMover parts, you can be assured that your machine will be restored to the exacting standards it met when being manufactured. In addition, every genuine MasterMover part comes with a 12 month fitted parts warranty.

Each of our technicians has a complete stock of parts on their van which means in most cases we will repair your MasterMover on our first visit. Should your machine require specialist parts, these can be shipped direct from the factory to your premises overnight and fitted the next day. If we have to make a return visit to your site due to the engineer not holding the parts on the van, we will not charge a second call out fee.



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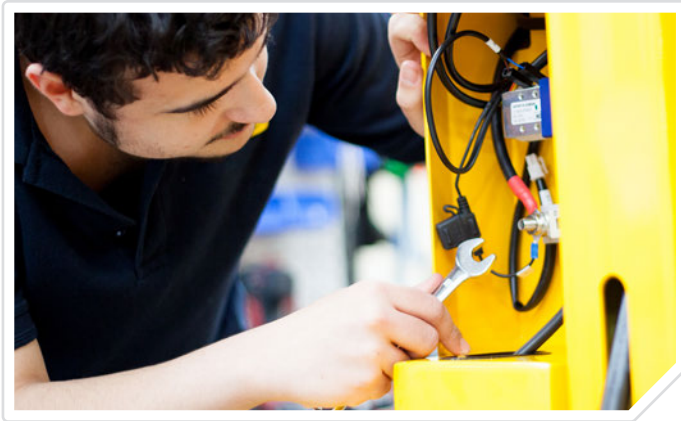
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Trained technicians who think 'safety'

All of our regionally based technicians have undergone a rigorous factory based training programme in order to ensure that you get a fast and reliable maintenance and repair service for your MasterMover. They receive regular update training on the latest components, processes and design changes which equips them to optimise your MasterMover's performance every time they visit.

We understand that safety is a critical factor within your business and that you want to be assured that contractors working on your premises observe the rules of the site and are highly 'safety aware'. It is for these reasons that every one of our technicians undergo a thorough training programme in safe working practices. We are proud to hold the following safety accreditations:



Contact

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Designed and manufactured in the UK

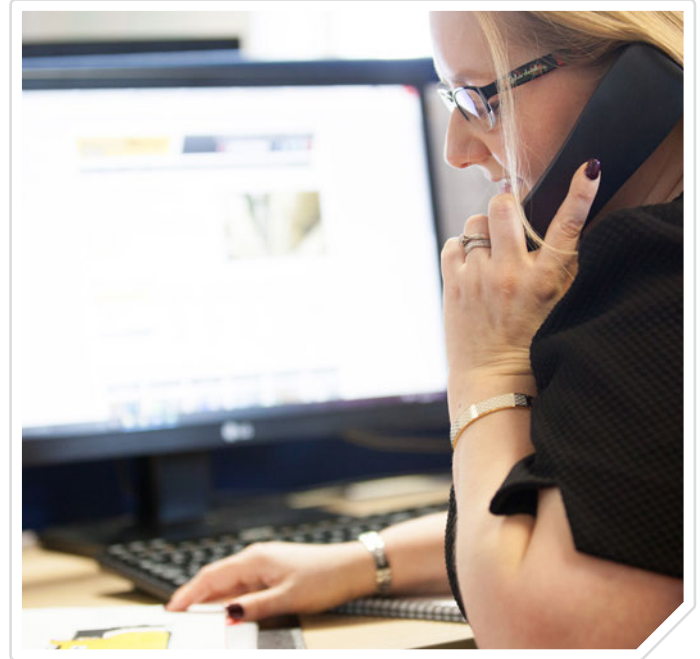
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