

Hendrick Service Plan Options

Hendrick Manufacturing Corporation is pleased to offer our machine users the following service plans. Pricing for each service plan is specific to your machine. Contact the Hendrick Service Department to receive a proposal for your machine(s).

GOLD Service Plan

Services included with this agreement are:

- a) **Unlimited telephone support.**
- b) **Loaning of spare parts***
**Shipped via customer's preferred method & carrier.*
- c) **High Priority scheduling of service on-site, as needed.**
- d) **All service repairs, labor only, including operational review.**
** Contract covers in-plant service hours; travel expenses per contract.*
- e) **Repair or replacement of defective parts manufactured by Hendrick.**
- f) **Two preventative maintenance calls, scheduled in six-month intervals.**
- g) **10% discount on purchased parts.**

This gold agreement does not include:

- a) **Damage due to misuse.**
- b) **Moving the equipment to another location**
- c) **Electrical failures external to the equipment.**
- d) **Third party parts not covered under the original equipment manufacturers' Warranty.**
- e) **Freight on loaned parts to be repaired or replaced.**
- f) **Material used to repair parts not found to be defective or under warranty.**

Hendrick Manufacturing Corporation
32-34 Commercial Street | Salem, MA 01970 USA
978.741.3600 voice | 978.744.0242 fax
service@hendrickmanufacturing.com

SILVER Service Plan

Services included with this agreement are:

- a) **Unlimited telephone assistance between the hours of 8:30 a.m. and 5:00 p.m. EST.**
- b) **Loaning of spare parts***
**Shipped via customer's preferred method & carrier.*
- c) **Scheduling of service on site, as needed.**
- d) **All service repairs, labor only, including operational review.**
** Contract covers in-plant service hours; travel expenses per contract.*
- e) **Repair or replacement of defective parts manufactured by Hendrick.**
- f) **One preventative maintenance visit.**
- g) **10% discount on purchased parts and labor charges not covered by this agreement.**

This silver agreement does not include:

- a) **Damage due to misuse.**
- b) **Moving the equipment to another location.**
- c) **Electrical failures external to the equipment.**
- d) **Material used to repair parts not found to be defective or under warranty.**
- e) **Third party parts not covered under the original equipment manufacturers Warranty.**
- f) **Freight on loaned parts to be repaired or replaced.**

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BRONZE Service Plan

Services included with this agreement are -

- a) **Unlimited telephone assistance between the hours of 8:30a.m. and 5:00p.m. EST.**
- b) **Labor for any repair done *at factory (Hendrick).***
- c) **Repair or replacement *at factory* of defective parts manufactured by Hendrick.**
- d) **10% discount on parts.**

This bronze agreement does not include -

- a) **Damage due to misuse.**
- b) **Moving the equipment to another location.**
- c) **Electrical failures external to the equipment.**
- d) **Third party parts not covered under the original equipment manufacturers Warranty.**
- e) **Freight on loaned parts to be repaired or replaced.**
- f) **Material used to repair parts not found to be defective or under warranty.**

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