

# EXTENDED MAINTENANCE AGREEMENT

Do you worry about missing deadlines when a critical piece of finishing equipment goes down? How much does downtime reduce your profits? Do you want to control your annual service costs?

If so, our Extended Maintenance Agreements (EMA's) are the solution. Your finishing equipment will be supported by our team of factory trained technicians in order to better protect you against the worst.

## EQUIPMENT PURCHASED FROM SYDNEY STONE INCLUDE

- 1 Year EMA - some restrictions may apply

## OUR EMA'S INCORPORATE:

- All machine lubrication, maintenance and cleaning
- Unlimited Parts and Labour Warranty \*
- All machine adjustments & Safety Checks as required
- Installation and testing of all parts required to ensure correct machine operation
- Operator & maintenance training during calls if required
- At least one preventative maintenance visit per year

## PREVENTATIVE MAINTENANCE IS CRITICAL TO:

- Reduce equipment downtime
- Plan maintenance around scheduled work
- Improve production efficiency
- Increase equipment life
- Enhance your profitability

## AVOID COSTLY DOWNTIME

Our EMA's are designed to prevent costly downtime and reduce worry. Our inventory of parts enables us to arrive on site with parts that may be required to get your equipment up and running.

Sydney Stone's highly trained technicians eliminate the burden of tracking and performing your preventative maintenance work, so you can focus on your core business.



## TERMS & CONDITIONS

### Geography

- Extended Maintenance Agreement's (EMA) are provided with equipment installed within close proximity to the metro areas of: Toronto, Niagara, London, Ottawa, Vancouver, Montreal, Calgary, Edmonton, Winnipeg, Regina.
- Eligibility for an EMA is at the sole discretion of Sydney Stone –speak with your sales representative for details.

### Coverage

- Not all of our equipment is automatically included in the EMA. Please speak with your sales representative to confirm if your chosen piece of equipment is eligible under the EMA.
- Sydney Stone will repair and/or replace parts at their discretion with new or refurbished parts as they see fit.
- Consumable parts such as, but not limited to, knives, cutting sticks, drill blocks, drill bits, glass, fold roller, belts, etc. are not covered under the EMA.
- Sydney Stone is not responsible for any loss or consequential damaged of any kind, including, but not limited to, lost profits or other economic injury, due to defects in workmanship or material of the product.

### Term

- The terms of all EMA is 1 (one) year, unless otherwise noted.
- Automatic renewals for successive 1-year period, unless the purchaser provides Sydney Stone with a notice of intent not to renew. This must be done 30 days prior to the next annual anniversary of the effective date.