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Uptime

**The monthly
WOF for your
machines.**

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Make your Mark

Avoid costly downtime with

Uptime -the ultimate service contract

Just like cars, today's coding and labelling machines are highly advanced pieces of equipment. Even the smallest details can have a dramatic effect on your production, and your profits.

That's why at Reynolds Group we've introduced Uptime, the easy way to ensure you get the most from your machines – and save thousands of dollars in the process.

Simply put, Uptime is a like a regular monthly WOF or health check to keep your machines running good as new. Unique within the industry, Uptime offers you three tiers of expert maintenance to suit your specific needs – wherever you are in New Zealand.

Uptime

Our full service package to minimise downtime. We provide you with comprehensive regular inspections on your fleet on a contract basis, and carry out maintenance accordingly. All machines covered are then guaranteed for 4 weeks after inspection - or we'll fix it free of charge.

Uptime contracts include the following great benefits:

- Save thousands of dollars on maintenance
- 10% discount on spare parts fitted by our technicians
- 7year linear warranties on major assemblies
- Component lifetime guarantees
- Great discounts on consumables
- Free 'tips & tricks' operator training
- Comprehensive reporting on fleet condition
- After-hour callouts are billed the same as normal business day callouts
- Travel is free for remedial jobs.



To find out more call 0800 263 464 or email reliability@rgl.co.nz

2 Uptime Lite

Don't want to commit to an ongoing contract? No problem. Uptime Lite enables you to experience many of the benefits of Uptime without signing up for a fixed period.

As with our Uptime offering, we'll come and do a periodic inspection, then give you a comprehensive checklist of how your machine is running. We'll then either fix it there and then if possible, or get back to you with a quote for the remedial work.

Accept the quote and we will come back - with no extra onsite charge or travel costs - to carry out the work. Again, your machine is fully guaranteed not to break down for the next 4 weeks, plus you'll receive 5% discount on any parts we install.

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3 Standard service

When you know exactly what your problem is, we can fix that too. We offer a standard service for individual machines. Our fixed rates for one-off prescribed maintenance are just \$95 travel plus a \$95 onsite charge. Prices do not include GST. Parts are additional.

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4 JumpZones

Outside Auckland, Wellington and Christchurch? Not a problem. With JumpZones we visit various locations around the country on a fixed, regular cycle. So you can receive the same great service as if you were just down the road.

We will email you regularly advising of the next JumpZone visit window to your area. Simply book an Uptime Lite or Standard service visit and get ready to make significant savings on travel costs. JumpZone visits are automatically scheduled for Uptime customers and full benefits are offered.

Current JumpZones include:
Hamilton, Gisborne, Napier/
Hastings, New Plymouth, Eltham,
Palmerston North, Nelson,
Blenheim and Dunedin



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Frequently Asked Questions

1 What 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.

2 How does the component lifetime guarantee work?

We simply rebate unused endurance pro rata if wear components are replaced before our stated minimum service life. This rebate is applied immediately to the cost of the replacement part.

3 What is Tips & Tricks training?

On completing each inspection we devote up to 15 minutes to your operators and invite them to choose from our selection of essential knowledge short courses. As part of the service we will advise you as to who we trained and which course they selected. After just a few visits you'll be amazed by the results!

4 Do I have to buy Reynolds Group consumables during the Uptime contract?

In order to receive full benefits we require you to sign a consumable contract for the same term as the Uptime contract, but you will receive considerable discounts in return. There are exemptions for consumables that don't impact on reliability, like labels, for instance.

5 If my machine fails an inspection does Uptime coverage stop that day?

No, there is a short grace period while we quote you for the remedial work and coverage is reset when the machine returns to a compliant condition. Remedial jobs are offered at preferential rates and there are no travel costs to worry about.

6 Do I have to use approved consumables to receive Uptime Lite benefits?

Yes. Improper consumables are a major cause of quality and reliability problems. While manufacturer approval is a must, you are not obliged to buy these consumables from Reynolds Group.