



# Reliability Assurance Program

Managed Diagnostic Maintenance

## Improve your bottom line

with the comprehensive maintenance program from the experienced professionals at Douglas

The Douglas Reliability Assurance Program provides comprehensive and timely machine inspection, along with audit and analysis services to help improve your bottom line. Our goal is to provide the knowledge and services you need to reach your maintenance goals and ensure maximum productivity.

### Program Includes

- Timely scheduled visits over a 24-month period based on individual needs
- Five percent (5%) discount off current published hourly service rates
- Ten percent (10%) discount off any parts purchased
- Visual inspection for worn or broken parts
- Thermal imaging inspection; reducing unnecessary repairs
- Materials assessment to ensure machine is properly adjusted and materials are suitable for the machine
- Line assessment to evaluate for redundant tasks and operational inefficiencies
- Automatic notification of Firmware upgrades
- Machine technology-enhancement assessment and recommendation
- Informal hands-on training and coaching focusing on enhancing performance
- Simple machine adjustments; increasing efficiencies
- Parts usage/stock review to ensure accurate parts inventory
- Critical wear parts kit; parts based on individual machine needs
- A comprehensive report detailing each completed task with recommendations
- Flexibility to work within any existing customer maintenance program

### Plan Schedule

- Visits 1-6: Machine tune-up and assessment, with hands-on training
- Visit 3: Minor replacement of parts from the critical parts list
- Visit 6: Major replacement of parts from the critical parts list

For complete program details please contact Technical Services at [320.763.5507](tel:320.763.5507) or [service@douglas-machine.com](mailto:service@douglas-machine.com).

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**DOUGLAS**

EMPLOYEE OWNED, CUSTOMER DRIVEN.