

Ajax Tocco's Customer Care Program is designed to help customers who want to work with a service provider that can support a broad range of needs. Ajax Tocco's world class service department, in coordination with the district service engineers and district repair centers, provide the maintenance support services.

The Customer Care Program meets the needs of all customers, small or large.



Design a Maintenance Plan That Fits Your Needs:

- Per Diem Rates
- Basic Plan
 - On Site Maintenance
 - Assigned Account Manager
 - Escalation Management
 - 24/7 Service Department
 - Toll Free Number
 - Support Web Site Access
 - On-Line Training
 - Technical Workshop
- Options
 - Additional On-Site Maintenance Visits
 - Infrared Imaging
 - *IPSMTS School
 - Engineering Support

* IPSMTS- Induction Power Supply Maintenance and Troubleshooting School

** Includes 33% discount on additional service and engineering support.

Or Choose Our Cost Saving Premium Customer Care Package**:

- Two Scheduled On-Site Maintenance Visits
- One Infrared Imaging (plus Orientation)
- One On Site *IPSMTS School
- Critical Problem Alert
- Continuous Trend Monitoring
- Orientation and Planning
- Escalation Management
- Technical Workshop
- Assigned Account Manager
- 24/7 Service Department
- Toll Free Number
- Support Web Site Access
- On-Line Training



The Ajax Tocco Service Department offers a full line of services to our customers. These services include our Customer Care Program, Infrared Imaging, Induction Power Supply Maintenance and Troubleshooting Schools, and much more!



www.ajaxtocco.com
800-547-1527

