

SILVER*SUPPORT
PACKAGE*

Our Silver support package is designed for machines with low to medium volume, and customers who require occasional expert remote support. Includes auto notification of scheduled PM cycles.

5 *Hours*

Plan includes **5 hours of phone support**.

GOLD*REMOTE SUPPORT
PACKAGE*

Our Gold support package is ideal for machines with low to high volumes, and customers who require high reliability of their machines. This package supports customers that have their own in-house service and maintenance staff that need occasional expert support. Includes auto notification of scheduled PM cycles.

10 *Hours*

This package includes 10 hours of phone support. This time can be converted to onsite service if unused at time of visit.

PLATINUM*FULL SUPPORT
PACKAGE*

Our Platinum plan best supports low to high volume machines where uptime is mission critical. This plan combines both remote and on-premise support of in-house support and maintenance staff. The Platinum support plan helps customers plan, budget, and perform scheduled maintenance at optimum levels. Includes auto notification of scheduled PM cycles.

1 *Annual visit*
20 *Hours*

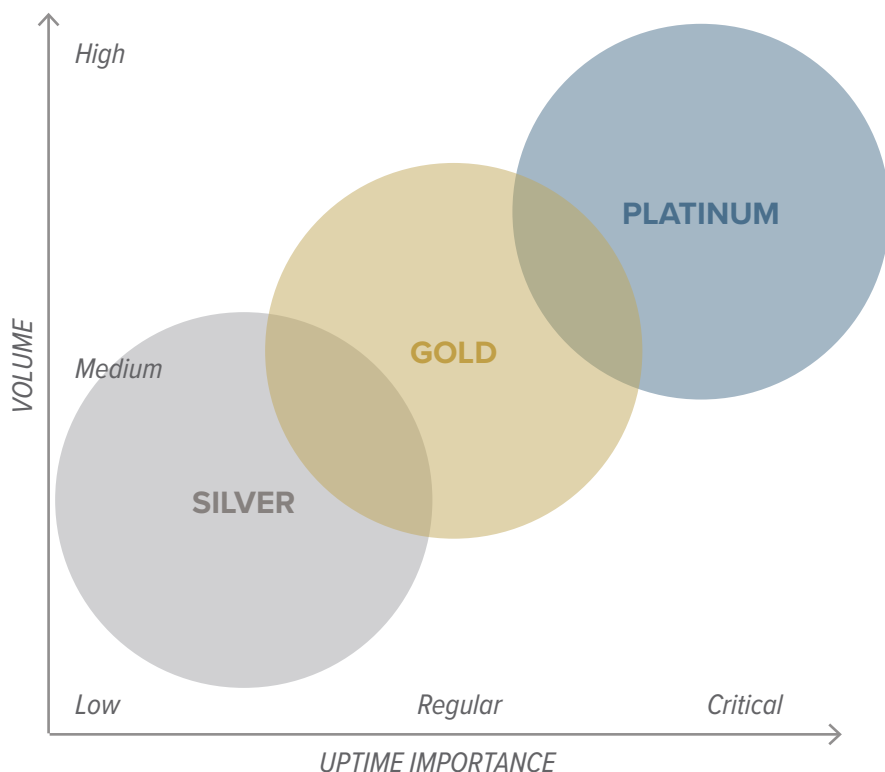
This package includes 1 annual visit with our technician onsite for 10 hours. This package also includes 20 hours of phone support.

This time can be converted to extra onsite service if unused at time of visit.

** travel time/expenses not included*



MACHINE OPERATION CYCLES



The PakTech Service Team decreases down time and increases applicator efficiency with expert industry knowledge and rapid response time. Our Team is committed to quickly getting you back online so you can package and deliver your premium product.

- Less Down Time
- Increased Efficiency
- Fast Resolution
- Reduced Effort

