

# UNIFLEX SERVICE & CALIBRATION

## RECOMMENDED BY THE BFPA

Uniflex UK understands service and the need to keep machines working year after year. Our service team will not only co-ordinate the work but take all the stress out of your quality record keeping!

Our machines and service plans have proven track records with the largest hose manufacturers around the world. Uniflex offers complete peace of mind with the most comprehensive and transparent service/calibration program on the market.

Annual machine calibration helps ensure that our customers can produce quality first time, every time. Quality means more customers which results in healthy business.

Our online service tool allows our service team to keep all your records up to the minute, up to date. Easy to navigate with every action recorded, and all documents in one place.



The screenshot shows a web dashboard for Uniflex. At the top, it says 'Services queries call (+44) 1525 377770'. Below that is a navigation bar with 'Dashboard', 'Service Contract', and 'Key Contracts'. The main content area shows 'Company: Test Company' and 'Last Updated: 12:03pm 18/07/2013'. Below this is a table with columns: Manufacturer, Part No., Serial No., Y 25 M, Calibration/Planned, Status, and Cost. The table contains several rows of data with various status indicators like 'OK', 'Warning', and 'Error'.

### SERVICE QUESTIONS UNIFLEX ARE HAPPY TO ANSWER!

#### **Are Uniflex Service Engineers fully trained to carry our service and calibration work?**

Uniflex engineers are trained extensively to ensure they are fully qualified to carry out the work on all Uniflex machines.

#### **Do Uniflex always use original parts?**

Uniflex always use original parts as we will not compromise your hose production.

#### **How often do you recommend a service and calibration?**

Once a year as per the ISO and BFPA recommendation. For heavy production and critical users the calibration can be every 6 months.

#### **How do Uniflex log all the work carried out during servicing and calibration?**

Uniflex have traditional service paperwork which is then uploaded to our online paperless service system. Everything is to do with service is logged, even telephone calls.

#### **How long does a service and calibration usually take?**

How long the job takes depends on the type of machine. For a thorough service and calibration, typically between 3 and 4 hours.

#### **What is the price for servicing?**

The price of the service depends on the type of machine, frequency of the service, how many machines and the location. Most importantly it will be transparent without any hidden costs.

#### **Can the price for servicing be reduced with a contract?**

The price of servicing is always reduced with a contract. Contracts allow both Uniflex and our customers to further plan and control our work, and in turn our costs.

#### **How quickly can you respond?**

Response time depends on the customer requirements and of course logistics. We can often be on site same day / next day.

#### **What happens if you are unable to repair a machine?**

If it is included in your service contract we will give you a like for like machine until it is repaired. If it is not in your contract we will still go that extra mile to try and help you.

#### **Why should we choose Uniflex?**

Uniflex service with original parts will never compromise your production. Simply you can trust Uniflex to deliver value for money and cost savings to your production through quality, service and transparency!



The best return on Investment since 1972.