



INTRALOX EQUIPMENT
SERVICE PACKAGES

The Intralox Equipment Team offers service packages in addition to remote and on-site troubleshooting from Customer Support. These service packages are Mechanical Installation Support, Production Startup Support and Training, Operator and Maintenance Training, and Equipment Health Check.

This flyer includes the scope of the service packages, when they are typically provided, and who they are intended for. Customers can select a combination of service packages to fit their needs. Intralox calculates price based on the packages chosen and the application or controls experts required. The average duration for each service package does not include travel time. Intralox recommends that customers order packages at least 30 days in advance to meet their desired service dates.



MECHANICAL INSTALLATION SUPPORT

This service provides on-site support and guidance to verify that the equipment is setup properly during the final stage of a mechanical equipment installation. The Intralox service technician observes the mechanical equipment installation, advises adjustments where needed, but does not install the equipment.

Intended For

This service is intended for customers that have little or no experience installing Intralox equipment and/or want to minimize the risk of a project.

Service Availability

This service is available for new Intralox equipment installations.

Average Duration

1–5 work days

In Scope

- Review the system and concerns on the line (if applicable)
- Survey transfer connections between Intralox equipment and adjoining conveyors
- Explain how to set up the system mechanically for optimal performance
- Observe a test run if electric power is enabled and product is readily available. Advise adjustments where needed, for example, belt speeds and controls settings
- Notify the customer if setup is complete, correct, and in the scope of the order

Out of Scope

- Unpack shipped parts
- Move equipment parts to the installation location on the floor
- Assemble, install, modify, or repair Intralox equipment
- Supervise line functionality
- Explain anything related to electrical controls
- Provide services available in the Operator and Maintenance Training package



PRODUCTION STARTUP SUPPORT AND TRAINING

This service supports the customer during production startup of Intralox equipment on site. The service starts with an evaluation of mechanical and/or electrical setup, followed by training on how to operate and maintain the equipment for an effective production process. The Intralox service technician observes production startup, advises adjustments where needed, but does not set up the equipment for production.

Intended for

This service is for customers who want to ensure smooth and efficient startup of the equipment in their production line while learning about effective operation and maintenance of the equipment.

Service Availability

This comprehensive package is available after mechanical and electrical commissioning is complete. The optimal duration of on-site support and training depends on customer needs and equipment complexity.

Average Duration

1-3 work days

In Scope

- Inspect the system setup and address any concerns on the line for startup, before a test run
- Observe as the customer tests the equipment to verify functionality, advise adjustments where needed (for example, the timing of activation), and confirm readiness for production
- Demonstrate how to operate and maintain the equipment (see the Operator and Maintenance Training package for more details)

Out of Scope

- Adjust configuration settings when product batch is changed
- Operate line controls
- Act as a production operator
- Supervise line functionality
- Set up, program, or modify customer PLC or controls (if Intralox supplied controls and programming, we can edit codes within the PLC and programming Intralox provided).
- Mechanical and electrical commissioning

OPERATOR AND MAINTENANCE TRAINING

This hands-on training provides the basic skills necessary for operators and maintenance technicians to operate, troubleshoot, and maintain Intralox equipment. The Intralox service technician references information from the User Manual during training. The information includes instruction on how to remove, replace, clean, inspect, and service equipment components effectively.

Intended for

This training is for operators, maintenance technicians, and line supervisors.

Service Availability

This service is available for Intralox equipment that is operating functionally. The equipment must be down during training.

Average Duration

1–4 hours (Intralox charges a minimum time of four hours for a standalone training visit). Equipment accessibility, size, and complexity determine the optimal duration for training. Multiple sessions can be bought as needed as a standalone training or as part of Production Startup Support and Training.

In Scope

- Recommend routine maintenance and cleaning tasks, including how to select appropriate tools and use them safely
- Reference the information in the User Manual relevant to this training
- Demonstrate how to inspect and maintain modular plastic belt technology
- Disable equipment electrical and pneumatic power; lockout and tagout
- Explain mechanical aspects such as transferring, leveling, and aligning
- Identify the safety features of the Intralox equipment
- Demonstrate equipment functionality, for example, roller activation mechanism options
- Demonstrate how to identify faulty or worn components
- Hands-on training at the Intralox equipment while the equipment is powered off

Out of Scope

- Provide instructional material beyond the User Manual
- Examine information taught during training
- Maintain, replace, or clean equipment components
- Demonstrate how to program controls*

* Contact your Intralox representative to request this option.

Interested?

Ask Intralox to send you the **Intralox Operator and Maintenance Training Brochure** for further details.

EQUIPMENT HEALTH CHECK

This systematic mechanical inspection provides the customer insight into the health of the equipment and a list of components to monitor or replace. This inspection helps to ensure the optimal performance of the Intralox equipment. The customer can schedule their own proactive maintenance after an Equipment Health Check and receipt of an Intralox visit report.

Intended for

An Equipment Health Check is for facility operators that want to keep their Intralox equipment up-to-date and avoid unexpected downtime. In addition to Operator and Maintenance Training, an Equipment Health Check can be valuable for new operators and maintenance technicians to observe and to participate in.

Service Availability

This service is available after a 12 month production run (application and throughput dependent) for Intralox equipment that is operating functionally.

Average Duration

0.5–2 work days (per equipment)

In Scope

- Inspect equipment health through a systematic evaluation of parts
- Measure wear on Intralox components
- Inspect belt condition and elongation
- Complete the Equipment Health Check Evaluation Report with recommendations of components to monitor or replace and deliver it to the customer after the visit
- Ensure safety components function properly

Out of Scope

- Modify, replace, or clean equipment
- Adjust controls/programming

WHO COMES ON SITE?

Intralox Service Technicians and Service Engineers provide support. Intralox determines the appropriate person for on-site support depending on the fully defined scope of the service.

- **The Intralox Service Technician** has mechanical and/or electrical skills and is factory trained on Intralox equipment. Service Technicians are the first personnel sent to troubleshoot, support installation, or perform an Equipment Health Check.
- **The Intralox Service Engineer** possesses Intralox equipment knowledge in relation to industry-specific applications (Application Engineers) or controls (Controls Engineers). Service Engineers execute complex work such as routine PLC and controls-related tasks.

A Service Technician or a Service Engineer supports production startup and/or training depending on the project scope. Typically, the Intralox service provider who is already on site for production startup leads training.

See the **Intralox Equipment Service Packages Rate Sheet** for prices and related Terms and Conditions.

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