



2022 Benefits of Service Agreements

Service Agreements: The Basis of a Good Customer Relationship

- Build long lasting relationship between Service Engineer and customer giving customers a “go to” guy in times of need regarding powder coating systems and technical support.
- Building a solid relationship with Service Engineer gives you somebody you can count on when it matters most. You have a technical engineer that has the knowledge and experience to assist you.
- Service agreements are designed to save money for customer and eliminate costly emergency repairs.
- Meet our Service Team
 - **Dawson McClung: First In Finishing Field Service Engineer**
 - **15 years working with Gema Powder Coating Equipment**
 - Dawson has been working on Gema Powder Coating equipment for over 10 years and held positions as Field Service Engineer, Repair Technician and Technical Assembly. Dawson is responsible for performing all assets of training for customers in his territory. Working in the field with customers performing installation, debug and startup of powder coating systems. This included but not limited to installation, troubleshooting, applications, performance, maintenance, operation and servicing of powder coating equipment. Dawson has a technical step-by-step approach to determine an issue and solve the problem in a efficient and timely manner. He not only understand how to operate, spray and repair the Gema equipment he understands the process and internal workings to the equipment that makes it go! Dawson is never afraid to get dirty and will do what it takes to ensure your powder system is set up for optimum application and operational performance.
 - **Monte McClung: First in Finishing President**
 - **29 years working with Gema Powder Coating Equipment**
 - Monte worked at Gema for over 20 years and held positions as Product Design Engineer (17 years) and Field Service Engineer (3 years). Monte has extensive knowledge in Gema powder coating equipment including gun control units, applicators, pumps, powder booths, gun movers and control systems. Worked in the field with customers performing installations, debug and startup of powder coating systems. Worked with customers performing trades focus projects designed to fit end users needs through product line simplification and the 80/20 process. Monte is a big advocate of sharing his knowledge of Gema equipment to all that can benefit in their own powder coating operations. He fully understands the mechanical, electrical and pneumatic engineered process within the Gema equipment and how to bring all phases together to perform and operate as efficiently as possible.

Protection against Breakdowns: Detect and correct minor problems before they become major problems minimizing risk of major component failure.

- Service Engineer will perform equipment diagnostic checks on powder guns, control units and powder delivery pumps.
- Replacement of worn or broken parts as needed using customer's inventory, unless determined to be under warranty. This includes a review of any worn or replaced parts with customer.
- Review customer's inventory of spare parts. Recommend replacement parts and frequency of new wear parts for best operational performance.
- Performance checks on booth airflow, filter static pressures, transfer pump, reclaim and recovery systems.
- Evaluation of Maintenance Plan.
- Confidence in results through regular Preventative Maintenance (PM) visits.

Save Money on Spare Parts: Save cost on wear items and spare.

- Service agreements offer a 10% discount for all repairs not covered under warranty.
- Service agreements offer a 10% discount on all wear item spare parts for your system.
- Service agreements offer a 10% discount on in-house repair labor rates.
- This is not valid with other discounts or contracts.

Training: Ongoing training or re-training for personnel essential to the continued performance and operation of the system.

- Hands-on operator applications training for automatic coverage and utilization.
- Operator application training and technique for optimal use of manual guns.
- On-site maintenance training and assistance.
- Review and modification of the maintenance and operational system checklist tailored to production requirements.

Expert System Care: Factory recommended maintenance checks keep equipment in top running shape.

- Service Engineer is available for discussions by telephone, email or in person on any subject with your powder coating system.
- Service Engineers have over 25 years of experience with Gema Powder Coating Systems.
- Written report prepared for customer following visit by Service Engineer.

Worry Free Convenience: Scheduled maintenance checks are handled automatically.

- No need to call with scheduled visits planned in advanced
- Customized maintenance program to fit usage.
- Complete record keeping on your equipment such as model, serial numbers, warranty information and service history.

Longer Equipment Life: Equipment life is extended, as scheduled maintenance prevents excessive wear.

- Reduced operational cost, wear part consumption and improved powder cycle through the system.
- No one would expect their automobile to last long without routine maintenance and same is true for your powder coating system.
- Equipment has a better chance of staying in tip/top shape.

Maintains Efficient Operation: Go Green and Save Energy.

- Maintaining cartridge and final filter to optimum efficiency reduces motor energy cost.
- Maintaining clean, compressed air eliminates excessive wear on nozzles, pumps and wear items.
- Contaminated air will damage internal components to control units throttle motors and pneumatic circuits leading to failure.

Budgeting Simplicity: Fixed annual fee means unexpected and expensive repairs are practically eliminated while production time is maximized with equipment maintained at peak efficiency.

- Ability to budget and plan for regular maintenance can alleviate costly surprises.
- Fixed annual fee includes in-plant service time and all associated travel expenses (transportation, lodging, meals, etc.).

Priority Service: Receive precedence in other service situations.

- If you have an emergency need, we already know your equipment which can facilitate a fast remedy.
- Customers will receive priority support in emergency situations.