

Warranties and Service Agreements

Protect Your Investment

The Service Agreement affords you the highest levels of protection for your DoALL saw. With various levels of support including our Technical Support Agreement, Preventative Maintenance Agreement, Labor Warranty Uplift, Extended Parts Warranty, Extended Full Warranty, Preventative Repair Maintenance Agreement and Block Hours Agreement; our service agreement offerings are among the best in the industry and offer you the most rapid response leading to increased uptime and profitability.



Levels of Support	Repair Parts	Repair & Travel Labor	Preventative Maintenance	Repair Service Response Time
Preventative Maintenance Agreement (PMA)	20% Discount	10% Discount	Included	Priority over non-contracted customers
Labor Warranty Uplift (LWU)	Included under 1st year equip. parts only warranty	Included	Available	Priority over non-contracted customers
Extended Parts Warranty (EPW)	Included	10% Discount	Available	Priority over non-contracted customers
Extended Warranty (EXW)	Included	Included	Included	Next Business Day
Preventative Repair Maintenance Agreement (PRMA)	Included	Included	Included	Next Business Day
Block Hours Agreement (BHA)	20% Discount	Included	Included	Next Business Day

Service Level Definitions

- **Preventative Maintenance Agreement (PMA):** Includes all labor, supplies, travel and travel expenses to provide preventative maintenance service on the covered equipment.
- **Labor Warranty Uplift (LWU):** Adds labor and travel warranty coverage to a “parts only” warranty for the initial first year warranty period. This coverage must be purchased with equipment.
- **Extended Parts Warranty (EPW):** Extends the warranty period on equipment with a parts only warranty for up to 2 additional years beyond the original warranty period. This coverage must be purchased with the equipment.
- **Extended Warranty (EXW):** Extends the equipment warranty for up to 4 years beyond the original warranty period.
- The extended warranty covers all labor, travel and parts associated with repairs as well as either annual or semiannual PM visits (based on equipment type) for the term of coverage. This coverage must be purchased with the equipment.
- **Preventative Repair Maintenance Agreement (PRMA):** Covers all labor, parts and travel associated with repairs as well as annual or semi-annual PM visits (based on equipment type) during the term of the agreement. This coverage can be purchased after the original equipment purchase. A pre-coverage inspection of the equipment may be required. Any repairs found to be needed during the inspection will be billed separately on a time and material basis.
- **Block Hours Agreement (BHA):** A pre-purchased block of hours that can be used for repairs, PMs, training, etc.
- These hours cover labor, travel and travel expenses. This agreement is intended to cover a specific customer facility and can be applied to multiple units within that facility.

Solutions for ALL Your Sawing Needs



Why Invest in a Service Agreement or Extended Warranty?

Support

Several maintenance options to choose from to meet your service needs.

Investment Protection

Maintain the high performance of your DoALL saw to maximize your uptime and productivity.

Timely Response

Simply call our toll-free number to receive technical phone support or dispatch a factory trained Service Technician.

Preventative Maintenance

We work with you to schedule periodic preventative maintenance on your DoALL saw. This helps to reduce unexpected failures / downtime and extend the life of your saw. As applicable, all lube points will be greased and fluids will be changed and/or topped off as needed. If potential problems are found, any needed corrective action will be quoted at discounted parts and labor rates if under a PMA agreement or will be covered at no charge if under a Remedial Maintenance or Extended Warranty Agreement.

Emergency Maintenance

Customers under a service agreement receive priority response over non service agreement customers.

Unlimited Technical Phone Support

If you're covered by one of our service agreements, you are entitled to unlimited technical phone support with our factory training personnel.



SAWING PRODUCTS

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