

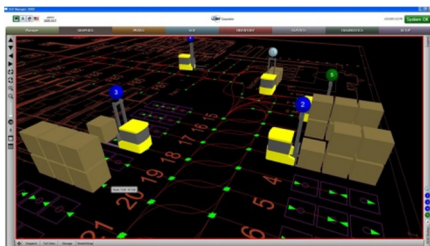
# AGV System Support Programs

## Maximizing the ROI from your AGV System

Following commissioning, your AGV system will have been optimized to fully meet the set of material movement demands outlined in the system contract. The system will be running efficiently and contributing fully to growing your bottom line.

But over time, your requirements can and probably will change. Mix of products, quantity of pick-up and delivery points, and the location of equipment are just a few of the many changes that are so common in today's rapidly changing business world.

One of the strengths of a JBT AGV system is the inherent flexibility to quickly and easily be reconfigured to adapt to rapidly changing environments. The set of AGV System Support Programs offered by JBT Corporation represents the best solution that customers can use to make sure their system continues to operate at peak efficiency as intended. JBT Corporation offers a set of three AGV System Support options including **Bronze**, **Silver** and **Gold**, tailored to meet customer needs. These programs cover the complete AGV system including the health of the server, system and vehicles.



### **Bronze AGV Service Support Agreement**

Bronze level support will include priority 24 hour technical call support.

### **Silver AGV System Support Program**

Silver level support will include priority 24 hour technical call support and periodic remote system monitoring.

### **Gold AGV System Support Program**

Gold level support will include priority 24 hour technical call support, periodic remote system monitoring and onsite system auditing by a qualified JBT Engineer.



Support Level			Server Support Activity (Software Engineer)
Bronze	Silver	Gold	
√	√	√	Priority access to 24 hour technical support hot line for server related issues
	√	√	Remotely oversee customer initiated patches to server operating system
	√	√	Remotely assist with recommended periodic server test procedures including file organization
	√	√	Periodically review server error logs and provide trend analysis report
	√	√	Perform server resource review to determine database integrity and size
		√	Provide recommended administrator server level refresher training
		√	Periodically perform server failover - Hot Back-up equipped system only
		√	Interview customer stake holders to determine potential areas for improvement of server based operations and implement minor adjustments while on site

Support Level			System Support Activity (Field Engineer)
Bronze	Silver	Gold	
√	√	√	Priority access to 24 hour technical support hot line for system related issues
	√	√	Discuss any planned changes and actions required to support those changes
	√	√	Review manual inventory adjustments assist with correction - Inventory systems only
	√	√	Review onsite inventory of replacement parts to ensure availability
	√	√	Analyze battery charge time to determine battery health – Smart charging systems only
	√	√	Review individual battery charging and equalizing data to assess maintenance
	√	√	Run vehicle blocking reports to identify and eliminate deadlocks
	√	√	Provide periodic summary of hot line calls and trends
		√	Analyze laser navigation target usage
		√	Analyze the effect of production system changes on system flow/traffic
		√	Provide recommended operational refresher training
		√	Propose guide path changes to improve throughput and implement minor adjustments
		√	Interview customer stake holders to determine potential areas of improvement

Support Level			Vehicle Support Activity (Field Engineer)
Bronze	Silver	Gold	
√	√	√	Priority access to 24 hour technical support hot line for vehicle related issues
	√	√	Review vehicle maintenance logs and analyze trends
	√	√	Provide periodic vehicle error trend analysis report
	√	√	Review software revision level and calibration data for each vehicle
		√	Diagnose/correct errors with focus on alarms that require manual intervention
		√	Provide recommended vehicle maintenance refresher training
		√	Audit preventative maintenance performed on vehicles
		√	Test fully loaded vehicle stopping distances on E-Stop
		√	Interview customer stake holder to determine vehicle areas of improvement

