

PRoCARE Service Level Overview

PRoCARE is designed to optimize uptime for all your JBT equipment, large and small, existing and new and therefore offers a range of services adapted to both the size and nature of your organization. As a start, we offer two service levels, which we can further customize to fit your needs.

Also, keep in mind that before we even begin our preventative care program, we perform a deep inspection of your equipment, establishing a good baseline performance level to ensure everything is running as it should from the start. Whichever level and services you choose, rest assured you'll receive our full attention and support so each machine performs as expected.

Service level 1

Inspections

At the core of effective preventative maintenance are smart, purposeful, timely inspections. A JBT service technician will inspect each unit of equipment regularly (intervals depend on running conditions) according to the JBT standard inspection protocol, checking the condition and function to ensure everything is as expected. You will be presented with a written summary (PRoCARE report) after each inspection detailing the status of the equipment, recommended work and replacement parts needed to optimize production uptime.

Technical phone support

For convenient answers to questions or issues you encounter, a technical specialist will be available via telephone 24/7 for support in respect to your equipment.

Formula lubricants

Equipment function and wear are directly related to your choice of lubricant. This is why JBT specially developed the Formula lubricants which are tested and proven under the most severe operating conditions. With PRoCARE, Formula lubricants are included in the agreement fee according to a pre-agreed lubricants list and yearly consumption quantities.

Spare parts discount

Since original spare parts offer the best advantage for your equipment's operation, you'll receive a discount on JBT standard spare part prices to help you keep your equipment running and producing as planned.

Training program

By regularly training your personnel, we reinforce best practices in maintenance, operation and cleaning and also make sure new employees receive appropriate training. We begin with a kick-off training at the start of your PRoCARE program, customized for your equipment and staff. After that, we provide the option for a yearly on-site training covering those topics that best fit your needs.

Service book

You will be provided with a service book for each unit of equipment, which will be updated after each inspection or service visit by a JBT service technician. It serves as an important record, verifying that your service is carried out by qualified JBT technicians in accordance with your customized PRoCARE agreement.

Extended belt and drive system warranty

For Frigoscandia FRIGoBELT® Conveyor, FRIGoDRIVE® Ball Chain or FRIGoDRIVE Support Rail component purchased, for GYRoCOMPACT® freezers, within the agreement period, JBT provides an extended pro-rata warranty for workmanship and material.

For full details, please contact your local JBT office.

Service level 2

Includes all Level 1 services, plus:

Regular overhaul supervision & parts

Regular overhauls supports your PRoCARE inspections with added benefits to help you secure maximum uptime for your equipment. For each unit of equipment, we will perform regular overhauls of preventive maintenance, including replacement wear parts and labor of the responsible JBT service technician.

Original wear parts

With the goal of keeping equipment optimized with only the best parts, JBT will provide wear parts for the applicable equipment as part of the PRoCARE agreement fee according to a pre-agreed wear parts list.

For full details, please contact your local JBT office.