



SERVICE & PROGRAMS



IPG'S MISSION & VALUES

We provide high-quality products and services, building strong partnerships by understanding customer needs and delivering tailored solutions with integrity and teamwork.

We focus on continuous improvement and innovation to help businesses achieve greater productivity and reliability, ensuring customer satisfaction with every solution we offer.



SUPPORT CAPABILITIES



HUNDREDS OF U.S. BASED IPG TECHNICIANS & SPECIALISTS

- Located in all major markets
- Mechanical, electrical & software specialist capability
- Factory trained



SUPPORT WE PROVIDE

- New machinery installation
- Operator training
- Machine commissioning
- Preventative maintenance programs
- Machine health audits
- Repair services



PARTS

Stocked in U.S. - available within 24 hours of diagnosis



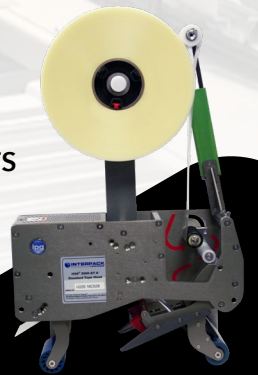
AUTOMATED FIELD SERVICE TRACKING & REPORTING SYSTEM

- Captures work order data by serial number and tracks services performed
- Reports can be customized to provide the most useful analytics



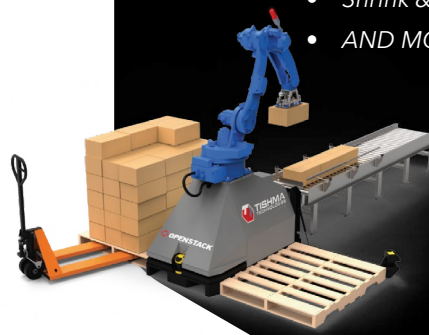
CENTRALIZED SERVICE CALL CENTER

- For service requests, troubleshooting, parts diagnosis & parts pricing
- machsupp@itape.com | 813-345-3070
- TISHMA Technologies - service technician requests & scheduling
- tishmaservices@itape.com | 847-884-1805



EQUIPMENT WE SERVICE

- Tabletop WAT dispensers
- Semi-auto case sealers (PST & WAT)
- Automatic case sealers (PST & WAT)
- Erectors (PST & WAT)
- Tape heads (PST & WAT)
- Void fill systems (inflatable & paper)
- Vision systems
- Cartoners (vertical & horizontal)
- Case packers
- Tray formers & tray packers
- Palletizers
- Shrink & stretch systems
- AND MORE!



IPG manufactures a majority of the equipment types above! - but we can service them all!



IPG'S PREVENTATIVE MAINTENANCE PROGRAMS ARE THE SOLUTION!

The manufacturing industry is increasingly focused on preventive maintenance (PM), a crucial service aimed to reduce long-term repair costs, with 76% of companies acknowledging its importance. Despite widespread in-house training, 60% still rely on reactive repair service while experiencing downtime revenue loss with additional labor and parts costs.¹ IPG will be there to make sure your machinery stays running while preventing costly breakdowns and emergency repairs.

1. [ATS/Plant Engineering 2020 Industrial Maintenance Survey](#)

REACTIVE REPAIRS AVERAGE COSTS

30-50%
OF MAINTENANCE EXPENSES

OR

4.5-7.5%
OF TOTAL ANNUAL OPERATING COSTS

CUSTOMIZE YOUR SERVICE LEVEL TO YOUR SPECIFIC NEEDS



FREQUENCY OF SUPPORT



MACHINE STYLE



NUMBER OF MACHINES



PROGRAM SERVICE LEVEL	VISIT FREQUENCY	ADDED BENEFIT	MULTI-YEAR SIGN UP OFFER	PREVENTATIVE MAINTENANCE GENERAL SERVICES
TITANIUM	Custom frequency of your choice	Custom list price discount % on PM parts kits	Custom multi-year program discount %	<ul style="list-style-type: none"> A technician will be pre-scheduled and arrive on-site to PM operating equipment according to manufacturer recommended guidelines. All work is tracked by serial number Mechanical & pneumatic components review Operating health check up Recommend replacement parts On going operator training for proper use of equipment
PLATINUM	Monthly (12 service visits per year)	10% off list price discount on PM parts kits	5% - 2 years PO 8% - 3 years PO	
GOLD	Quarterly (4 service visits per year)	10% off list price discount on PM parts kits	5% - 2 years PO 8% - 3 years PO	
SILVER	Semi-annual (2 service visits per year)	7% off list price discount on PM parts kits	5% - 2 years PO 8% - 3 years PO	
BRONZE	Annual (1 service visit per year)	5% off list price discount on PM parts kits	5% - 2 years PO 8% - 3 years PO	

REACTIVE REPAIRS

Service calls outside of covered hours will be invoiced at an appropriate rate.

Rates are dependent on the level of technician (*mechanical, electrical, software*) required.

Travel expenses may be additional depending on distance and day of week needed.