

Customer Care Program

Foodmate Equipment Coverage

DEBONING

- OPTI Thigh Deboner
- OPTI Drum Deboner
- OPTI TD Kneecap Separator
- ULTIMATE Whole Leg Deboner
- OPTiX Thigh Deboner
- MAX Breast Deboner

CUT-UP

- Inspection with rebuilds for these modules::
- Breast Processor
 - Buffer Rehanger
 - Halving Machines
 - Leg Processor
 - Pre-cutters
 - Unloaders
 - Wing Cutters

PRODUCTION AND GRADING SOLUTIONS

- Weighing Transfer Systems
- ChickSort / Camera Lens
- 24/7 Remote ChickSort Support

WHY do you need our Customer Care Program?

- ✓ To keep assets on a regular preventative maintenance schedule
- ✓ To provide on the job training to plant maintenance staff
- ✓ To maintain profitability of the asset
- ✓ To reduce downtime for repairs

There is a reason why our service department is rated the best in the industry.

We wanted it that way!



Let us “ontzorg” you!

This is a simple way we describe our Customer Care Program



“Ontzorgen” is the Dutch term we use to describe our Customer Care Program. So, what does Ontzorgen mean? Quite literally it means “to Unburden”. The ability to “unburden” the plant and protect your investment is our goal. Discover the benefits of “unburdening” your plant with Foodmate dedicated Customer Care Program, contact us today to learn more!

foodmateglobal.com

The Netherlands (HQ) · USA · UK · Poland · China · Brazil



Customer Care Program

Foodmate, a Committed and Reliable Partner





Foodmate has redefined the traditional Service Contract Agreements. Meet our **Customer Care Program**

Unlock Peak Performance with Our Customer Care Program

Haven't joined our Customer Care Program? Consult our dedicated Service Team to learn how you can start reaping the benefits! Our Customer Care Program stands as your steadfast guarantee for preserving equipment at its prime operational state. Embrace this exclusive opportunity to witness concrete improvements in production, quality, and above all, consistent yield within your plant. It's not just a program – it's your direct route to unmatched achievement.

- ✓ Consistent and tailored training
- ✓ Set timetable for all appointments
- ✓ Comprehensive labor for rebuilds included
- ✓ Proven preventative maintenance plans
- ✓ Anticipated equipment maintenance budget
- ✓ Objective performance monitoring, and trend analysis
- ✓ Personalized Care with a monthly visit from a designated Customer Care Technician



ONGOING IMPROVEMENT PROGRAM

- ✓ Our **Customer Care Program** is a continuous improvement monitoring plan. We believe that is key to keeping our rebuild kits current and to maintain your equipment operating efficiently and effectively.
- ✓ The initial strategies for developing the rebuild plans involve tapping into our mechanical expertise and closely collaborating with your team, taking into account the specific details of your plan and your equipment. Our highly skilled technicians, who possess specialized expertise with the equipment, play a pivotal role in this process.

FEATURE	FOODMATE CUSTOMER CARE PROGRAM
LABOR	Labor provided to complete all rebuilds
MONTHLY VISITS BETWEEN REBUILDS	Your dedicated Customer Care Technician makes monthly visits between rebuilds
PARTS	Simple rebuild plans where plant can take ownership of process
PERFORMANCE	Foodmate documents and shares the increased performance from all rebuilds and Customer Care Technician's visits
CONTINUOUS TRAINING	Every Customer Care Technician's visit (monthly) is a training opportunity for operators and maintenance.
SPARE PARTS MONITORING	Your dedicated Customer Care Technician will review spare parts in stock and advise facility
REBUILD KITS	You will have stocked kits at Foodmate US to ensure parts are available when needed

HOW OUR Customer Care Program WORKS

ADVANTAGES

- ✓ Continuous and targeted training
- ✓ Predetermined schedule for all visits
- ✓ All labor necessary for rebuilds is provided
- ✓ Objective performance, monitoring, and trend analysis
- ✓ Operational excellence in yield, throughput and quality
- ✓ Monthly visits by a dedicated Customer Care Technician
- ✓ All rebuild kits are maintained and stocked at Foodmate until prior to the scheduled rebuild

PROVEN RESULTS

Customers have witnessed significant improvements since the initiation of this program. Notably, one of our clients achieved an impressive 8.0% increase in yield after implementing their Customer Care Program. In this specific instance, during the subsequent visit a month after the rebuild, their designated Customer Care Technician observed that both the maintenance and operations departments had effectively retained the knowledge acquired from the training and review sessions, successfully applying it to their daily equipment operations. As a result, they have consistently maintained these improved yield percentages over time.

