



**ADVANCED  
MANUFACTURING  
SOLUTIONS**  
A Hybrid Technology Company

**MULTICAM**  
A Kongsberg PCS Company

**Connect: 604.954.0470**  
**ACS. Western Canada.**

Application Sales: ron@acs-iws.com  
Service (phone, online & on-site): dustin@acs-iws.com  
Consumables & Tools: kerri@acs-iws.com

# ACS SafetyNet™ Remote Service.



## Expert Support. Maximum Uptime. Minimal Overhead.

### Partnership & Service

ACS is expanding its technical service infrastructure across Western Canada — including British Columbia, Alberta, Saskatchewan, and Manitoba — as part of our broader **SafetyNET™** strategy. This investment strengthens our ability to deliver responsive, high-performance support to meet the evolving needs of advanced manufacturing operations.

**SafetyNET™** Remote Service connects you directly to an ACS technical expert for real-time diagnostics and guidance via phone and/or online support. With flexible, per-call access and discounted service rates, it's an agile solution engineered to reduce downtime without the cost of a full-service agreement.



**APEX  
1R<sub>G2</sub>**



**APEX  
3R**



A Trusted Partner Serving Customers in the Pacific Northwest (US) and Western Canada.

[www.acs-iws.ca](http://www.acs-iws.ca)



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1135 Pacific Place, Unit #117 Ferndale, Washington 98248

# ACS **SafetyNET™** Remote Service Program



## Program & Enrollment

- ▶ Remote-based (*Telephone or Email*) support is provided at no charge for all warranty-related issues and on all MultiCam machines less than two years old.
- ▶ For machines beyond the two-year period, enrollment in the ACS **SafetyNET™** Remote Service Program is required to avoid a per-incident support fee.
- ▶ The per-incident fee applies to all remote-based diagnostics, troubleshooting, and application support, (*excluding part-only inquiries*).
- ▶ For customers enrolled in the **SafetyNET™** Program, any required on-site service will be billed at a discounted hourly rate (*10% off standard service rates*).
- ▶ Customers who spend \$5,000 or more annually on ACS parts, consumables and service, (*excluding freight, travel and expenses*), will be automatically re-enrolled in the **SafetyNET™** program at no charge.

### Enrollment

- ▶ To enroll, simply click on the QR Code or contact our office and ask to speak to Kerri Martin.

### Contact

Canada: (604) 954-0470 / USA: (360) 318-7534

### Special Note:

- ▶ All dollars amounts are quoted in CAD.
- ▶ When servicing our customers in outlying areas every effort will be made to book other end users calls in order to equally share the travel costs.

## Pricing

This package provides technical support and troubleshooting assistance via remote phone, email, and remote access for a period of (1) year.

|                                   |            |
|-----------------------------------|------------|
| Maximum use 10 incidents per year | \$1,500.00 |
|-----------------------------------|------------|

|                      |          |
|----------------------|----------|
| Per incident support | \$200.00 |
|----------------------|----------|

### On-Site Contract Service:

**1 day minimum on all service calls; this does not include travel and expenses.**

|                            |          |
|----------------------------|----------|
| Weekday Service / per hour | \$250.00 |
|----------------------------|----------|

|                                      |          |
|--------------------------------------|----------|
| Weekend & Holiday Service / per hour | \$480.00 |
|--------------------------------------|----------|

|   |          |
|---|----------|
| Overnight Stay ( <i>Required for all travel</i> ) / per day | \$400.00 |
|---|----------|

|  |  |
|--|--|
| Airfare and Rental Car / Billed as Charged |  |
|--|--|

|  |        |
|--|--------|
| Mileage Charge ( <i>if applicable</i> ) / per mile | \$0.75 |
|--|--------|

|                        |           |
|------------------------|-----------|
| Travel Time / per hour | *\$125.00 |
|------------------------|-----------|

\* Calculated from technician's origin to customer's location.

\* Fees are calculated in Canada Currency.

**Connect with ACS today** to learn how **SafetyNET™** can support your operations and maximize your uptime.

**Online Registration:** Service Request, Parts Requests, Consumable, New Equipment Sales Consulting.

Use **QR Code** to Provide Request Information to our ACS Customer Support & Application Team.



[www.acs-iws.com](http://www.acs-iws.com)

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[www.acscolabpartners.com](http://www.acscolabpartners.com)