



**ADVANCED
MANUFACTURING
SOLUTIONS**
A Hybrid Technology Company

MULTICAM
A Kongsberg PCS Company

**Connect: 360.318.7534
503-585-8741**

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 the Pacific Northwest region 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
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APEX
3R



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

www.acs-iws.com



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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

WA. (360) 318-7534 OR. (503) 585-8741

Special Note:

- ▶ 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
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Per incident support	\$140.00
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On-Site Contract Service:

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

Weekday Service / per hour	\$205.00
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Weekend & Holiday Service / per hour	\$350.00
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Overnight Stay (<i>Required for all travel</i>) / per day	\$300.00
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Airfare and Rental Car / Billed as Charged	
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Mileage Charge (<i>if applicable</i>) / per mile	\$0.60
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Travel Time / per hour	*\$100.00
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* 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 www.acscolabpartners.com