

# Optional Technical Support, Inspection and Maintenance Program



## KINETIC ARCHITECTURE

Uni-Systems stands behind its products and installations, so in addition to the Standard One Year Warranty we offer our customers the option to purchase extended Technical Support, Inspection and Maintenance programs which are designed to ensure that the En-Fold product performs as intended for many years to come. These services are supplemental to the maintenance activities outlined in the En-Fold Operations and Maintenance Manual and performed by the engineering and maintenance staff of the Facility. Following is a brief description of the scope of services available.

### TECHNICAL SUPPORT

Technical support services for the En-Fold product include troubleshooting and fault resolution for equipment operation, identify adjustments for changing operating conditions, and respond to inquiries regarding design and capabilities, system upgrades, and operation and maintenance.

1. Routine and emergency technical support via phone and Internet.
2. Remote system access by Uni-Systems engineers for troubleshooting and diagnostics (an open Internet connection is required).
3. Commercially reasonable response effort, both during and outside regular business hours.

### INSPECTION AND MAINTENANCE

Uni-Systems offers thorough inspections and maintenance of En-Fold electrical control and mechanical systems.

- 1) Electrical and Controls Systems - inspection, testing and operational checks
  - a) Incorporate any registered PLC hardware and software upgrades. Hardware and software to be supplied by The Facility.
  - b) Perform general operational check of electrical and control systems performance.
  - c) Investigate specific recurring faults or problems experienced during equipment operation.
  - d) Check correlation of position indicating sensors data to actual equipment positions.
  - e) Check emergency stop pushbuttons.
  - f) Check electrical cabinets and components for corrosion and wear.

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- 2) Mechanical Inspection - inspection, testing & operational checks
  - a) Perform general operational check of mechanical systems performance.
  - b) Check helical gear motors for oil level and oil quality.
  - c) Check belts and pulleys for alignment, wear, corrosion and connections.
  - d) Check slide pad assemblies and tracks for alignment, wear, corrosion and connections.
  - e) Check fabric membrane and perimeter cables for signs of wear and creep.
  - f) Check bearings and connections.
  - g) Check aluminum extrusions for signs of damage, wear, corrosion and connections.
- 3) Documentation and analysis of operational data - Provide inspection report with data, analysis and recommendations for the operation and maintenance of the En-Fold system.
- 4) Provide proposal for and required repair or replacement work as identified in the inspection report.

For additional information regarding these services please contact Uni-Systems' Technical Support, Inspection and Maintenance Manager.

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