



# Preventive Maintenance Program

**For 2300, 3000 series, ProBlue® and DuraBlue® melters (up to 16 liter tank size)**

## Definitions

1. **Equipment or Melter/System** means the Nordson adhesive melter, hoses, guns, solenoids and filters identified by serial number.
2. **Normal business hours** means Monday through Friday from 8am to 5pm.
3. **Equipment evaluation** means visual inspection of the melter/system.
4. **Preventive maintenance program** means services performed in accordance with manufacturer's specifications.
5. **Repair** means services required to return malfunctioning melter/system to good operating condition.

## Scope of the Preventive Maintenance Program

1. This procedure will take approximately 2 to 4 hours to complete depending upon the original condition of the melter/system.
2. The melter/system must be turned on 1 hour prior to arrival of the Nordson technical representative.
3. Before this service can begin a qualified Nordson representative will complete a visual inspection of the melter/system.
4. The customer will supply the adhesive used to flush the melter/system. This will require at least 2 additional tanks of adhesive or approximately 50 pounds.
5. Nordson will supply the new filter(s) for the melters and guns in this agreement.
6. Nordson will not be held responsible for damage to the melter/system caused by customer neglect or abuse.
7. Additional parts and labor to repair this melter/system will be the responsibility of the customer.
8. After this service, Nordson will provide customer with a written report.
9. Customer may elect to participate in the Preventive Maintenance Program for a one to three year time frame and service visits may be scheduled quarterly, semi-annually, or annually (2 or 3 year agreements only). Customer agrees to a minimum of two visits per agreement.

## Preventive Maintenance Program Services

1. Nordson will supply one (1) Nordson technical representative to perform the preventive maintenance on the Nordson® melter/system.
2. Preventive maintenance will be done on a scheduled basis depending upon availability of line. Appointments will be scheduled during "normal business hours" Monday through Friday from 8 a.m. to 5 p.m. Customers must schedule appointments 30 days in advance. This program may be scheduled quarterly, semi-annually, or annually.
3. Any additional service, beyond the scope of the program that is deemed to be necessary during the normal scheduled maintenance inspection, will be billed at a discounted rate of Nordson's standard service rates as defined below.
4. All melters/systems to be inspected must be turned on and allowed to heat up a minimum of one (1) hour prior to arrival of Nordson technical representative. If not, one (1) additional hour will be charged at normal rates for the preventive maintenance inspection.
5. The following inspections and checks will be completed under the preventive maintenance program:
  - a. Visually inspect melter/system.
  - b. Visually inspect melter/system for damaged or missing parts.
  - c. Visually inspect hoses for proper routing, support, abrasions, sharp bends, wear, fraying and integrity of electrical connections.
  - d. Visually inspect guns and solenoids for damaged or missing parts, proper support and integrity of electrical connections.
  - e. Visually inspect electrical boards and panels.
  - f. Drain all adhesive from melter.
  - g. Clean Tank. Wipe charred deposits from the melter tank where possible.
  - h. Fill melter tank with new adhesive that is to be supplied by the customer.
  - i. After material is melted, flush through melter.
  - j. After flushing melter, flush hose(s) and gun(s) without nozzles attached.
  - k. When material being flushed runs clean, replace filter(s) and necessary filter seal(s).
  - l. Manually operate each gun. Collect adhesive and inspect for foreign materials. Observe each nozzle to ensure it is firing straight without obstruction.
  - m. Check each temperature zone. If temperatures are not to specified standard, reset with plant approval.
  - n. Check air pressure to guns. If pressure is not to specified standard, reset.
  - o. Check melter pump for proper operation.
  - p. Lubricate all specified points, if necessary. Use Nordson Disulfide CP-28 lubricant, part number 900-252.
  - q. Check operation of setback temperature control.
  - r. Check operation of temperature displays.
  - s. Check operation of over/under temperature indicators.



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- t. Observe the melter/system while running and check for:
  - Proper adhesive pattern
  - Proper volume of adhesive and
  - Accurate registration of pattern.
- u. Complete checklist with all benchmark observations.
- v. Complete list of recommended corrective actions, parts required and labor estimates.
- w. Attach **Nordson Preventive Maintenance Inspection Checklist** to completed service call report.

## Customer Responsibility

1. Turn melter/system on 1 hour prior to the arrival of the Nordson technical representative.
2. Provide adhesive for preventive maintenance program.
3. Make melter/system available at the appointed time. If the melter/system is not available, additional charges may be assessed.

## Nordson Responsibility

1. Nordson will provide 1 qualified Nordson technical representative to perform all tasks listed.
2. Upon completion, Nordson will provide a Preventive Maintenance Inspection Checklist form .

## When Additional Services or Repairs Are Required Beyond the Preventive Maintenance Program

- In the event the program uncovers items that should be repaired, such service is not covered under the program. If requested by the customer, Nordson will provide an estimate of the cost of any repair service requested. This procedure could take a number of hours to be determined on the basis of the repair and/or replacement need. The additional replace service is not included in the preventive maintenance program.
- All actions required in the preventive maintenance program, as discussed above, will be completed prior to repairing or replacing any part, unless the melter/system is not operational. Minimum charge per unit will be equal to the charge for the preventive maintenance program.
- Parts which may be included in this procedure include pumps, hoses, guns, timer upgrades, gun upgrades, modules, nozzles, heaters, RTDs (resistance temperature dectectors), melter panels, and electronic boards.
- Costs of the program will vary dependent on the type and number of parts required and the number of additional hours required to complete necessary repairs or replacement.
- Each hour of service performed in the event of a repair will be charged at 90% of normal hourly rates (below).
- All required parts will be charged at 90% of the standard price.

## SERVICE STANDARD BILLABLE RATES

### Labor (portal to portal)

- Rate: \$100.00/hour
  - o Applies to regular 8:00 am to 5:00 pm workday, Monday through Friday
  - o Applies to travel time occurring during regular workday hours, Monday through Friday
  - o Minimum billing two (2) hours
- Rate: \$150.00/hour
  - o Applies to services performed outside of regular workday hours, Monday through Friday
  - o Applies to travel time occurring outside of regular workday hours, Monday through Friday
  - o Minimum billing six (6) hours
- Rate: \$175.00/hour
  - o Applies to work performed on Saturday, Sunday or holidays.
  - o Applies to travel time occurring on Saturday, Sunday or holidays.
  - o Minimum billing four (4) hours.
- Mileage
  - o Billed at \$0.70/mile
  - o Applies to automotive travel



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- Other reimbursable expenses (billed at actual cost)
  - Applies to common carrier transportation, automobile rental, hotel, meals, parking and other reasonable and customary charges