



## **DESCRIPTION OF SERVICES**

This document covers the standard and optional services offered by the AESG Inc.

### **STANDARD REPAIRS**

#### 1. Standard Repairs

Replacement of damaged, broken, or worn parts. Parts can be replaced with OEM parts or substituted with industry equivalents. Services include preventative maintenance programs, failure mode evaluation and consulting on application modification.

#### 2. Enhanced Repair

A more comprehensive than a standard repair and includes replacement of high-wear items. Services include preventative maintenance programs, failure mode evaluation and consulting on application modification.

#### 3. Refurbishment

Replacement of damaged, broken or worn parts is standard. With Refurbishments, replacement of known high-wear parts, motors and drives more than five years old. Services include preventative maintenance programs, and consulting on application modification.

#### 4. Evaluations

System arriving with a “bug or failure report” are tested and evaluated as part of AESG Inc.’s Technical Support at no charge. Systems returned to AESG Inc. without a “bug or failure report” and no problem is found, will incur an evaluation charge of \$500.

#### 5. Modification

System modification can be made available through our engineering services. Design custom solutions utilizing our prototyping and platform design engineering services.

#### 6. Testing

Testing and calibration of all, repaired and rebuilt assemblies are standard. All calibrations are conducted according to OEM specification where applicable. All performance characteristics will be tested and graded according to OEM specifications on \*NORMAL\* usage. AESG Inc. will, at its discretion, test above and beyond the systems actual application through-put to determine possible modes of failure.

\*NORMAL\* usage is defined by OEM specification ONLY

A detailed Statement of Work (SOW) will be provided upon request.