

DRIVEN BY DEPENDABILITY

Production environments must deliver more under tighter constraints than ever—and operations can't afford unplanned downtime. As equipment ages and production demands grow, keeping systems performing at their best requires care, responsive support, and a team that knows your equipment. That's why preventative service is essential to keeping your equipment operating safely, efficiently, and without interruption. JR Automation's Service and Support offerings give you the scalable structure, expertise, and responsiveness needed to maintain peak performance—helping you maximize uptime, protect your investment, and evolve confidently over time.



Maximize Your Investment

JR Automation's Service and Support team is focused on keeping your systems performing—not just on day one, but for years to come. From routine maintenance to upgrades and modernization, our offerings are designed to support the complete lifecycle of your equipment. For any industry where reliability and throughput are crucial, our structured service coverage ensures your operation runs smoothly.



Coverage Designed Around Your Needs

Every customer receives JR Automation's standard services and warranty support. From there, our three service tiers layer on increasing levels of preventative maintenance, priority handling, enhanced warranties, and partnership to ensure your automation equipment is supported, optimized, and ready for what's next. Whether you're new to automation or managing complex multi-site operations, each tier offers a level of support that aligns with your team's experience and operational needs.

	TIER 1 Preventative Plan	TIER 2 Premium Plan	TIER 3 Platinum Plan
Standard Services and Warranty	•	•	•
24/7 Hotline	•	•	•
Preventative Maintenance Plan	1 Visit per Year	1 Visit per Year	1+ Visit per Year
Remote Support Response Time	24 Hours	24 Hours	4 Hours
Emergency On-Site Response Time	5 Business Days from PO	3 Business Days from PO	48 Hours
Single Point of Contact			•
Parts and Labor Discount		5%	10%
System Training			Annually
Data, Metrics, and Reporting		Annually	Quarterly

All Severity 1 Requests (Safety-related or production halted) responded to within 24 hours. All other requests within 3 business days.



The Power of Preventative Support

No matter which tier you choose, the impact is clear: improved reliability, fewer unexpected disruptions, and a support model built to keep your operation running. Planned, structured service gives you the advantage of staying ahead of issues rather than reacting to them, while ensuring help is ready when you need it most. It's a smarter, more predictable way to protect your automation investment. And with enterprise-level responsiveness built into every tier, you always have fast access to the support needed to keep production moving.

JR Automation Service and Support Advantage

- **Reduce risk and identify issues early** before they become failures through routine preventative maintenance.
- **Minimize downtime and protect uptime** through priority handling and faster escalation in upgraded tiers.
- **Control costs** with planned service coverage instead of unpredictable, premium break-fix charges.
- **Make informed decisions** through data, metrics, and system reporting in applicable tiers.
- **Extend system life** through ongoing optimization as production needs evolve.



Adding a JR Automation's Service and Support package to your project early strengthens your proactive strategy by ensuring support, training, and staffing are in place on day one.

PARTNERSHIP THAT EVOLVES WITH YOU

Service and Support should never be an afterthought—it's a strategic investment in the performance, longevity, and stability of your automation systems.

With JR Automation, you gain a long-term partner committed to protecting your system's performance, maximizing the value of your investment, and providing the support your operation needs as it evolves over time.

Let's talk about which Service and Support package is right for you.
Visit jrautomation.com or contact your JR Automation representative to learn more.

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