



LomaCare Service Programs

Maximize uptime and have the extra peace of mind

LomaCare Service Programs are designed to help maximize uptime of inspection equipment and give peace of mind to plant managers, line supervisors and operators. Regular preventative maintenance and calibration help to ensure that the equipment is performing and complying with the appropriate plant and industry standards.

LomaCare programs are supported by a team of experienced industry-trained service engineers and support staff who understand the pressures of keeping the production line running. Should the production line fail, Loma's experienced engineers understand the need to act fast and resolve the issues as quickly as possible.

Service calls are centrally scheduled by an internal support staff, providing customers with a single point of contact. Our scheduling team are fully trained and supported by a dedicated Technical support team, who can diagnose issues over the phone and identify any parts required prior to the visit helping to support our 95% first time fix rate, reducing any unnecessary downtime.

Why consider a LomaCare Service Program?

Comply with standards - LomaCare service programs help customers to comply with legal standards, industry standards and individual requirements and help to understand the regulations.

Prevents breakdowns - Regular checks on machines are available on higher level LomaCare programs and will help to increase the machine's useful life.

Reduce Hassle - When a problem strikes, delays of finding help, obtaining a quote, making arrangements for an engineer to visit are eliminated. Loma is just a phone call away.

Uptime - The LomaCare 360 service program come with a guarantee on response times – meaning that an engineer can be on site quicker minimizing any downtime.

Total cost of ownership - A LomaCare service program helps managers control maintenance costs by having a predicted expense and gains economic advantage for spare parts and even labor on our top level program.

Peace of mind - Overall a service program is designed to give factory managers peace of mind by knowing that Loma is only a phone call away and there to support.

About LomaCare Service Programs

LomaCare - This service program is for customers who are self-sufficient with preventative maintenance and require independent certification to demonstrate and comply with local and industrial standards.

LomaCare PLUS - This service program is for customers who require independent certification, including validation services and need to demonstrate they are compliant to GFSI certification programs. This is also ideal for customers who need a higher level of service with regular operator training.

LomaCare 360 - This service program is ideally suited to customers who want to develop a true partnership with their equipment supplier. These programs offer the maximum benefits such as 24/7 guaranteed support, discounts on spare parts, labor rate, refurbishment, breakdown labor and training courses.

Key features	LomaCare	LomaCare PLUS	LomaCare 360
Calibration with report per device inspected	✓	✓	✓
Validation of non-Loma equipment with certificate	✓	✓	✓
Performance validation report with failsafe check points	✗	✓	✓
Free Food Safety Critical Control Point Validation Protocol	✗	✓	✓
Hands-on training focused on food safety compliance*	Add-on available	✓	✗
Hands-on training focused on optimized performance**	Add-on available	✗	✓
Software updates during visits	Add-on available	✓	✓
Advanced technical support over the phone	Limited	Unlimited***	Unlimited 24/7
Guaranteed response time (based on customer location****)	✗	✗	✓
Service workmanship warranty	60 days	90 days	120 days
3 FREE emergency breakdown service visits*****	✗	✗	✓
Parts extended warranty	3 months	6 months	12 months
Free radiation survey for each Loma X-ray	✗	✓	✓
Loma X-rays will receive a transport belt and curtains annually	✗	✗	✓
1-Free oil change for X-rays that require an oil change	Add-on available	Add-on available	✓
Labor rate discount	5%	10%	15%
Training discount			
TRACS discount			
Refurbishment discount			
Parts and kits discount			
In-house repairs discount			
Start-up discount			
Rental discount			

Notes
* Hands-on training up to 2 hours per annum.
**Hands-on training up to 2 hours per calibration visit.
***Unlimited technical phone support during business hours only.
****Response time guarantee terms: 48-HR / 2-Business Days (48-hour) response time guaranteed for breakdown visits upon receipt of Purchase Order. Only applies to customers <200 miles from nearest Field Service engineer (or 321 kilometers). 72-HR / 3-Business Days (48-hour) Response Time guaranteed for breakdown visits upon receipt of Purchase Order. Only applies to customer 200 miles/321 km to 500 miles/804 km from nearest Field Service engineer (or 321 kilometers).
*****3 FREE emergency breakdown service visits per annum (up to 8 hours of labor) - travel to site charges applicable. FREE emergency breakdown visit does not include misuse, abuse, vandalism, obsolescence and vis major.

- Service call is only for certification of functional equipment inline, ready to test. No adjustment will be made to other equipment of part of equipment (i.e. conveyor) not supplied by Loma
- Preventative maintenance does not include repair work nor replacement parts unless specified in the agreement. Loma will advise you on devices found needing repair or replacement and provide a cost estimate, commencing repair work only with your approval
- Free on-site labor on breakdown service visits is not delivered within the guaranteed response time. Response time is based on Monday to Friday, standard working hours.



An ITW Company

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