Press performance and part quality you can depend on — all the time. Signature Control Systems is committed to providing the service and support critical to ensuring a continuous return on investment from your SmartTrac® Intelligent Process Control systems.

Our service & support concept allows you to allocate maintenance resources according to your production needs. At the same time, working with service & support means working with a greater ease of mind — and getting the most out of your equipment.

Signature Control Systems service & support gives you a variety of options. Depending on your needs, your in-house capabilities, and your equipment’s importance for your overall production, you can choose between comprehensive service and maintenance contracts and individually priced services.
Committed to Your Success

Signature Control Systems support services maximize your productivity with continuous improvements and refinements to your SmartTrac controller, as well as the rapid resolution of any problem. Our expert process control engineers are available to answer questions, assist in software upgrades, resolve hardware problems, refine parameters to improve production or address changing conditions, and assist in the start-up of new processes.

Depending on your requirements, we offer comprehensive support and maintenance programs that include a number of individual services, giving you substantial savings over the individual purchase of components or services.

A Subscription to Future Enhancements

Signature Control Systems’ commitment to research and development of the SmartTrac® Intelligent Process Control System delivers a constant stream of new features and capabilities. Our service and support contracts ensure that you reap the benefits of new SmartTrac features through software upgrades and telephone support for their implementation.

Keeping You Ahead of the Curve

The SmartTrac process controller’s revolutionary production and quality capabilities are based on the creation and maintenance of a customized rule base that defines the optimal cure point for each press and mold. Our service plans include the creation of new rule bases, and the refinement of existing rule bases to adapt to changing conditions.

Annual Service Agreement

The annual service agreement provides a turn-key solution to continuous productivity and quality improvements. The annual service agreement includes:

- One scheduled on-site visit to perform calibration and preventive maintenance, including:
  - Verify calibration on each sensor channel.
  - Perform channel calibration as required.
  - Inspect all sensor cables. Replace as necessary.
  - Inspect all sensor connectors. Replace as necessary.
  - Measure resistance between guard and ground for each sensor channel. Replace cable or connector as necessary.
  - Measure resistance between guard and electrode for each sensor channel. Replace cable or connector as necessary.
  - Inspect all sensors. Notify customer for replacement as required.
  - Replace fan filter and exhaust filter.
  - Clean the interior of the SmartTrac system.
  - Calibrate touch-screen.
  - Verify proper system performance during operation by tracking memory allocation and CPU usage.
  - Create a emergency recovery CDROM.
  - Compact the SmartTrac databases.
  - Archive all databases.
  - Upgrade SmartTrac software if desired.
  - Verify proper system operation after upgrade.
- Assistance in creating two new process rule bases per year.
- Assistance in refining existing rule bases.
- Telephone support, Monday-Friday, 8:00 AM - 5:00 PM MST.
- Remote troubleshooting.
- 25% discount on on-site emergency & scheduled service.
- 25% discount on remote, Web based training.
- 25% discount on on-site training.
- Software maintenance and upgrades as desired.

Cost: $2,500 per year, $1,500 per year for additional controllers at the same location. Parts are billed separately. Travel expenses are billed at their actual cost.
Ensuring the Highest Return on Investment

Remote Service Agreement

The remote service agreement provides the support necessary for organizations capable of performing their own calibration and preventive maintenance, following training by Signature Control Systems process engineers.

- Assistance in creating two new process rule bases per year.
- Assistance in refining existing rule bases.
- Telephone support, Monday-Friday, 8:00 AM - 5:00 PM MST.
- Remote troubleshooting.
- 25% discount on on-site emergency and scheduled service.
- 25% discount on remote Web based training.
- 33% discount on on-site training.
- Software maintenance and upgrades as desired.

Cost: $1,500 per year, $1,000 per year for additional controllers at the same location. Parts are billed separately. Travel expenses are billed at their actual cost.

Emergency On-Site Service

Signature Control Systems stands ready to resolve any problem with a maximum 72 hour on-site response time. Purchasing an annual or remote service agreement qualifies you for significant discounts on emergency services.

- Maximum 72 hour on-site response time.
- One day minimum on-site.

Cost: $1,500 per day.

Scheduled On-Site Service

Signature Control Systems expert process engineers are available for scheduled maintenance or other services without an annual or remote service agreement.

- Minimum of fifteen days notice required
- One day minimum on-site

Cost: $1,000 per day

Uncontracted Support Options

Support is offered without a support agreement, billed per incident:

- Telephone support at $100 per hour, one hour minimum per incident.
- New rule base development, $640 per rule base.

Cost: $1,000 per day $750 per day with an annual or remote service agreement. Parts are billed separately. Travel expenses are billed at their actual cost.

Site Maintenance Kits

Signature Control Systems will assemble the tools and components required for customer performed on-site service. For pricing, please contract your representative.

- System maintenance toolkits.
- System calibration toolkits.
- Critical spare parts packages.
Software Maintenance and Training Services

SmartTrac® Software Maintenance

SmartTrac software maintenance delivers the latest features and capabilities through regular updates. Quick access to software experts ensures the rapid resolution of any question or problem. SmartTrac software maintenance is available as a separate option for organizations that do not require a SmartTrac service agreement.

- Software maintenance and upgrades as desired.
- Telephone support, Monday-Friday, 8:00 AM - 5:00 PM MST.

Cost: $750 per year, $500 per year for additional controllers at the same location

SmartView™ Software Maintenance

SmartView software maintenance delivers the latest features and capabilities through regular updates. Quick access to software experts ensures the rapid resolution of any question or problem.

- Software maintenance and upgrades as desired.
- Telephone support, Monday-Friday, 8:00 AM - 5:00 PM MST.

Cost: $180 per year per seat license
     $1,200 per year per site license

Supplemental I/O Software Maintenance

Supplemental I/O Software Maintenance provides the latest in interface features and capabilities, along with telephone assistance in expanding your SmartTrac controller’s connectivity for advanced monitoring and analysis.

- Software maintenance and upgrades as desired.
- Telephone support, Monday-Friday, 8:00 AM - 5:00 PM MST.

Cost: $270 per year

On-site and Remote Training

Signature Control Systems process engineers provide expert training in the operation, maintenance, calibration and repair of SmartTrac systems. Software training in the use of the Signature Control Systems applications can be arranged at your site, or live over the Internet utilizing the WebEx remote conference service. Classes are available for:

- SmartTrac operation.
- SmartTrac preventative maintenance and calibration.
- SmartTrac rule base development and refinement.
- SmartView analysis software.
- Supplemental I/O software and connectivity.

Cost: $1,000 per day
     $800 per day with an annual or remote service agreement. Travel expenses are billed at their actual cost.