



Morris Service Agreements

Consistency. Peace of Mind.



- Choose from four multi-year support plans
- 24/7 technical support at 919.582.9200
- Backed by poultry processing expertise
- Available for all Morris equipment

More Than a Machine

Achieving consistent, reliable production day after day requires more than a good machine. It takes process expertise, and a responsive service team to stand behind you. That's what sets Morris apart. Our multi-year Service Agreements put those qualities to work for you.

Process Expertise

Morris engineers and service technicians have a deep understanding of poultry processing. Prior to joining Morris, many of our service technicians were in maintenance or operations roles at poultry plants. All together, our technical service team brings years of poultry industry experience to our customers. Degrees in electrical engineering, mechanical engineering and automation complement industry expertise. Through our service agreements, we apply this knowledge to help you optimize production for consistency...bird to bird, and piece to piece.

Responsiveness

Regardless of the day or time, or the age of your equipment, you can reach one our skilled technicians for assistance. Our 24/7 support is available to all customers by calling 919.582.9200. If a complex support need arises, a Morris service technician can be stationed at your facility for days or even weeks at a time until you are completely satisfied. We won't rest until you do. Customers in Mexico, Central and South America, as well as Asia-Pacific, also receive expert support throughout the life of their Morris solution.



Morris Service Agreements

Our comprehensive service agreements cover all of your plant's Morris equipment for multiple years. Choose the service level and duration that best meet your needs.

Always Included

All Morris equipment solutions include the following items at no cost:

- Post installation operator and maintenance training
- 3-month courtesy visit
- 24 hour emergency support
- Owner/Operator manual
- Welcome packet

Just the Basics

After ensuring a smooth installation, our technician will remain on site through your first two days of production. Rest assured knowing that your new Morris solution is performing as designed, and that you are achieving the desired results in yield or other factors. Just the Basics includes:

- Installation supervision, 5 days
 - Includes post install inspection and certification
- Commissioning supervision, 2 days
 - Device validation (day 1)
 - Product validation (day 2)

Level One¹

Our first level plan includes an annual multi-point inspection that ensures peak performance from your Morris solution in both its operation and maintenance. In addition to Just the Basics, this package includes your choice of operator and/or maintenance training twice per year.

- Annual audit
 - Formal post-audit report
- 2 training visits (operator and/or maintenance)

1. Requires mGuard

Level Two¹

Our second level plan adds an uptime calculator and a parts discount to enhance your cost savings. It includes Just the Basics plus:

- 2 audit visits per year
 - Formal post-audit report
 - Uptime calculator
- 2 training visits per year (operator and/or maintenance)
- 2% discount on parts, in addition to any existing discounts

1. Requires mGuard

Level Three^{1,2}

Go worry-free with our highest level plan. Two additional audits per year, wear parts replacement, critical parts rotation plans (including parts and labor) and an additional year warranty make this the program of choice for top performing plants. By the end of this contract, your equipment will be completely factory refurbished. This plan includes Just the Basics plus:

- 4 audit visits per year
 - Formal post-audit report
 - Uptime calculator
- 2 training visits per year (operator and/or maintenance)
- 2 wear parts replacement visits per year
- 1 critical parts rotation plan per year
 - Parts included (see list)
- 1 Year warranty extension
- 3% discount on parts, in addition to any existing discounts

1. Requires mGuard

2. Requires three year contract

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P/N: 8090-0047-00 Rev. 20180119