



IMPORTANT GUIDELINES

For: Installation, Service and Maintenance of Your New Equipment



Formost Fuji Corp. takes great pride in the level of service it offers to it's customers.

Training

Whether it's at your facility or ours, we offer all levels of training to all levels of employees. If possible we recommend that you send your people to our facility to be trained. This provides a great atmosphere for learning that is free from many of the daily distractions that are present in many plants. The best part of our training your people here, is that we do not charge your company for the training. All you need to do is provide for your employee's transportation to and from Woodinville Washington, rental car, and their living expenses and we'll train them for free. Call your Sales Rep. for more details.

Machine Installation

New machines sold by Formost Fuji Corp. come with three man days, (a man day is one man day @ 8 hours), of installation and training. We encourage our customers to try and get the most out of this time by ensuring that the machine is uncrated, spotted, power is available, air is available (if needed), operators and maintenance people have enough free time to be trained and production requirements are discussed before our people show up. At the end of the 8 hour man day, standard service rates will apply.

When your machine is on site and you know the date you would like to begin your installation, please call or email our Service Department as far in advance as you can. We have technicians stationed around the country, but sometimes they are already booked, so try to be as flexible as possible. Please call the Service Department to schedule your installation.

Service Calls

If a problem develops with your equipment, first check the troubleshooting section in your operation manual. If you don't find the answer to your problem there, please call our Service Department. Our help desk is available from 7:00 a.m. to 4:30 p.m. PST, Monday-Friday. Copies of the operation and parts manuals are available through our Parts Department. Please have your serial number available when you order parts and manuals.

Service Department: Phone: 425-483-9090
Bob McHenry: Service Manager, Email: bobm@formostfuji.com
Derek Dietrich: Assistant Service Manager, Email: derekd@formostfuji.com

FORMOST FUJI CORPORATION
19211 144th Avenue NE • Woodinville, WA 98072
Phone: 425-483-9090 • Fax: 425-486-5656 • email: salesoffice@formostfuji.com

www.formostfuji.com



Service Rate Schedule

Effective Jan. 1, 2009

Service Rates Per Call:

Travel time from home base and return:	\$60.00/hour
Transportation:	
• Plane, rail, cab or rented car	Actual Cost
• Company or personal vehicle	.55 cents/mile
Living Expenses:	
• Overnight lodging	Actual Cost
• Meals	\$50.00/day
Stay Over:	\$300.00/day
Labor:	
• First 8 hours per day	\$95.00/hour
• Over 8 hours per day	\$125.00/hour
• Holiday (per day)	\$200.00/hour
• Minimum Charge (per day)	6 hours

Purchase order number is required when any service work is scheduled

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