



Service Contract Proposal

Customer

Q0000

Service Contract Proposal

Dear,

Further to your recent request of SpoonerPlus to provide you with a service package, I have the pleasure in submitting the attached proposal for your consideration.

A service contract with SpoonerPlus will give piece of mind knowing that the upkeep of your machine is being managed and carried out by our expert engineers. The attached proposal is a bespoke package designed specifically for your equipment and will result in greater process control, machine longevity, consistent throughput of high quality product and reduced down time.

The range of service packages we offer will all contribute to issue free machine performance and production, allowing more efficient planned downtime and less unplanned stoppages. SpoonerPlus will be committed to the upkeep of your machinery with the care and attention of your own workforce.

I trust the attached meets your requirements and look forward to your further instruction. If you have any queries in the meantime, please do not hesitate to contact me.

Best Regards,

Michael Birts

Sales & Project Manager SpoonerPlus

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Introduction to SpoonerPlus

“SPOONERPLUS OFFERS ESSENTIAL AFTERCARE TO BOTH NEW AND EXISTING CUSTOMERS WORLDWIDE”

Spooner Industries Ltd. has more than 80 years' experience in forced convection baking, drying, proving and cooling systems for a range of industries, including food, paper, converting and metals. We continue to develop within our R&D Test Centre, new and innovative technologies for baking, drying, cooling and proving.

SpoonerPlus is the dedicated aftersales division of Spooner Industries, dealing with all spares and service requirements of both customers who have bought Spooner machinery and those with other manufacturers machinery.

Operating in the Food, Metals, Paper, Converting and Environmental markets SpoonerPlus engineers have the essential process skills and machine building knowledge to optimise the performance of your existing process equipment.

The range of services provided by SpoonerPlus include -

Spare parts
Support
Energy Audits
Process inspections
Maintenance Schedules
Upgrades
Modifications
Plant refurbishment/relocation
Repairs
Training
Benchmarking
Burner Servicing
Condition Inspections
Remote Monitoring
Online Training
Planned Preventative Maintenance (PPM)
On-Site Maintenance Engineering Support
Emergency Breakdown Cover

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Scope of Supply

This proposal covers the planning and execution of a service contract between and SpoonerPlus, included in this is;

- Hot and cold condition inspections
- Thermographic surveys and energy audits
- Visit reports
- Planned preventative maintenance
- Burner servicing
- Critical spares
- Guaranteed priority attendance to your equipment by SpoonerPlus engineers to breakdowns & issues
- Remote PLC interrogation
- Training

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Hot and Cold Condition Inspections

Regular in-depth analysis of your process and equipment condition is essential to problem free production.

SpoonerPlus can schedule for our engineers to periodically attend site in order to carry out inspection of your equipment and process. This will allow for informed decision making on areas which require attention to ensure performance equal to that of any machinery when first delivered.

A hot and cold condition inspection is carried out by two SpoonerPlus engineers over two consecutive days, the first day would be with the plant in full production and the following day during a scheduled shut-down.

The following tasks would be undertaken during these works;

- 1) The process inspection during normal running conditions to check current set points & parameters against as designed performance data.
This will include data logging of the equipment, calibration of each monitoring & control probe will be checked during the visit to ensure they are within tolerance. Any performance issues will be addressed or further investigation can be carried out during a cold condition inspection.
 - a. Data log each piece of equipment where practicable.
 - b. Machine parameters will be logged; i.e. damper settings, dwell time, air temperatures, humidity, product details.
 - c. General visual inspection focusing on safety & condition.
 - d. Electrical current loading on each motor on the equipment will be recorded.

- 2) A condition inspection during a plant shut down. This is a full in depth inspection of all components of equipment. The aim of the inspection is to identify the current condition for any damage/wear & tear to items that if they failed, would stop the equipment from producing. Any items that could affect operator safety, any cleanliness issues will also be identified and reported.
 - a. Vibration monitoring of all fans, motors and main bearings.
 - b. Detailed tick box report assessing life expectancy of critical components & any actions required.
 - c. Further investigation into any issues found during benchmarking.
 - d. Damper & airflow survey.
 - e. Functionality of dampers will be checked i.e. movement on each damper, handle & scale positions, scale readability.
 - f. Nozzle pressures measured/logged.
 - g. Air temperatures measured/logged.
 - h. Exhaust flow volumes cold.
 - i. General condition of field wiring, cable management, sensors etc.

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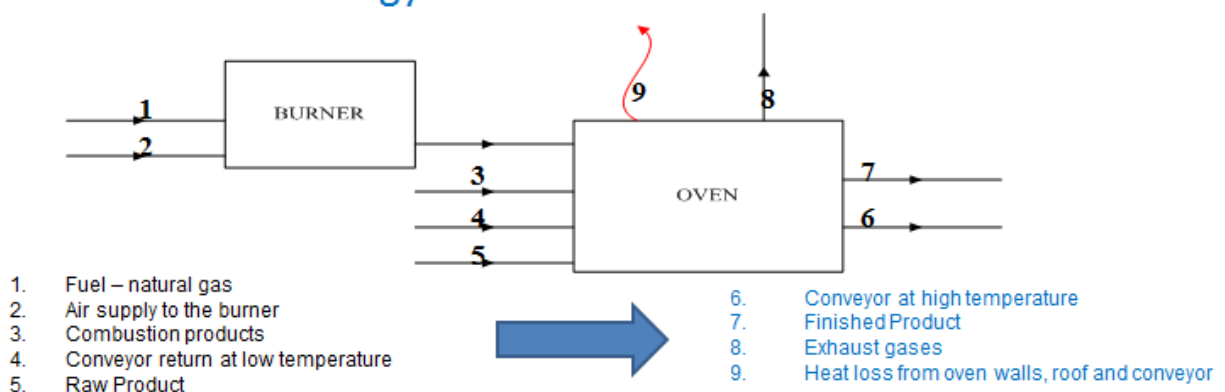
Thermographic Surveys and Energy Audits

A thermal survey of the oven carried out during normal running conditions of the oven, this will include;

- a. A thermal imaging survey of the oven externals highlighting any areas with excessive heat loss.
- b. Recording of temperature differentials between the equipment exit and entry at critical points such as;
 - i. Product in
 - ii. Product out
 - iii. Conveyor in and out
- c. Measurement and recording of equipment exhaust flows, temperatures and humidity.



Energy Balance Schematic



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Process of and Energy Audit

The purpose of an audit to determine areas in which energy and therefore cost can be saved, this is achieved by determining areas of excessive energy consumption or waste.

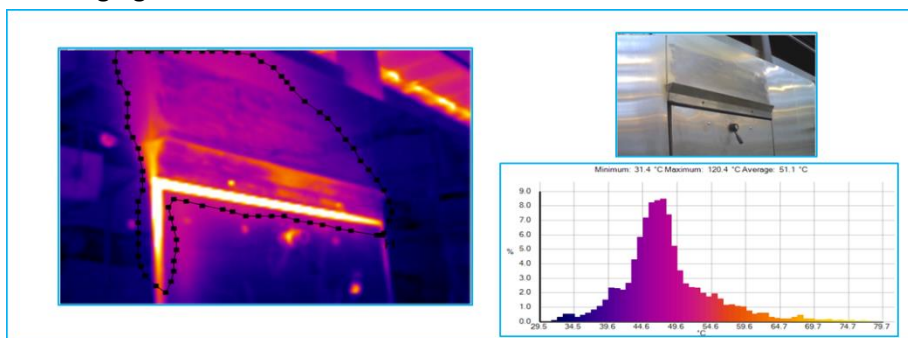
Spooner Plus will propose a complete solution to any issues identified. This will indicate potential energy and cost savings and payback period.

The steps to and audit are;

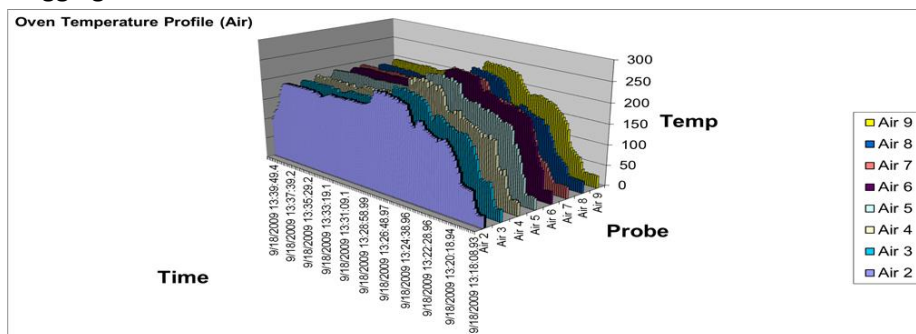
- Survey the oven.
- Determine total energy in.
- Calculate energy out.
- Locate areas of excessive energy losses.
- Propose methods to reduce energy consumption/waste.
- Report on Findings

There are a number of methods used by our engineers in order to gather the required information, these include;

- Thermal Imaging



- Data Logging



- Flue Gas Analysis

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Visit Reports

After each visit to site by SpoonerPlus a comprehensive report will be issued. A brief service record sheet will be issued on the day of the visit, this will outline any work carried, areas of immediate concern and any recommendations.

Following on from the visit a full detailed inspection report will be sent, this will have an in depth checklist of all components on the equipment and note its condition. All work carried out will be reported as well as any further action or areas for concern and the recommendations to improve them.

SERVICE RECORD SHEET

Customer			
Site			
Engineer In Attendance			
Spooners Engineer			
Equipment Inspected			
Hours on Site		Mileage	
Hours Travelled		Date	

Work Done During Visit and Highlighted Issues

I Have Read and Understood the Above Issues.

Engineer in Attendance _____ (Print) _____ (Sign)

Spooners Engineer _____ (Print) _____ (Sign)

This record is not assessed at the time following the visit (unless the above details) unless specifically agreed otherwise. SpoonerPlus will follow up if any additional services are required. For more information on our services, please visit our website at www.spoonersplus.co.uk

Report # of: _____ Site: _____ Date: _____

Description	OK	Re-work	Maintenance	Replace	Upgrade	Comments/Action Required
Panel staining			✓			There is considerable panel staining on the left side of zone 2. This could be caused by a leak from the panel above but these panels did show higher temperatures than the others during the thermal survey. This insulation between the inner skin of the oven and the outer panels may be perishing and causing the higher temperatures/scorch marks.
Door condition	✓					Good condition
Door fit	✓					Door fits and seals well, no sign of leakage from any of the doors
Door seals	✓					All door seals in good condition, no sign of any damage
Door frame	✓					Good condition
Walkway floor plates (if fitted)	✓					Good condition

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Planned Preventative Maintenance

Spooner Plus will work with you in order to produce a PPM programme for you maintenance staff to carry out. In addition a yearly service visit can be carried out by Spooner Plus engineers, this will ensure all possible issues are identified addressed before any issues arise.

As well as carrying out and planning your PPM schedule SpoonerPlus can provide labour to either undertake or assist with scheduled tasks and activities. Such as conveyor belt changes, drum removal etc. These activities are not limited to Spooner supplied equipment.

Burner Servicing

SpoonerPlus gas safe engineers can carry out any required servicing on your equipment burners. This will involve a strip down and clean of the burner head and its component parts, any perishable parts which are not in the optimum condition will be changed (spark plugs, HT leads & flame electrode).

Burners can then be test fired and all pressures, switch conditions and set points will be checked, recorded and adjusted if required.

Critical Spares

SpoonerPlus can stock and install any critical process and equipment spares. This can be during any planned maintenance where each part will be inspected and replaced if necessary or in the event of a break down where SpoonerPlus can attend site and replace the failed component and restore your equipment to a safe running condition.

Guaranteed Priority Attendance

By taking out a service contract with SpoonerPlus you guarantee responsive attendance to any breakdown or issue you have on site. Our engineers can attend site and swiftly diagnose any problems and when possible repair during the visit, if a resolution cannot be found during our first visit our engineers will be familiar with your equipment and can then make a well informed decision ensuring that your production will continue as soon as possible.

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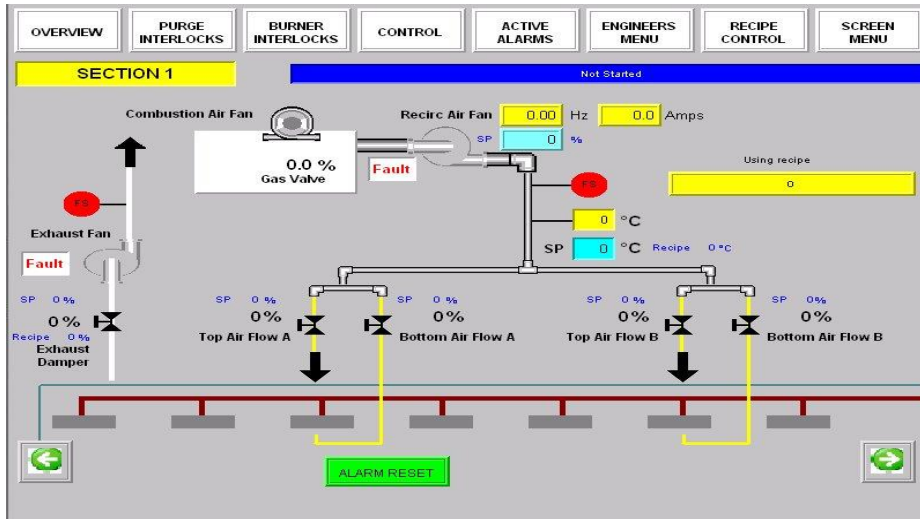
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Remote PLC Interrogation

Via VPN connection, SpoonerPlus process experts can monitor the operating history of your equipment, investigate and resolve any issues encountered.

This service can be provided on a regular basis, thus providing excellent product support and continual optimisation of your equipment.



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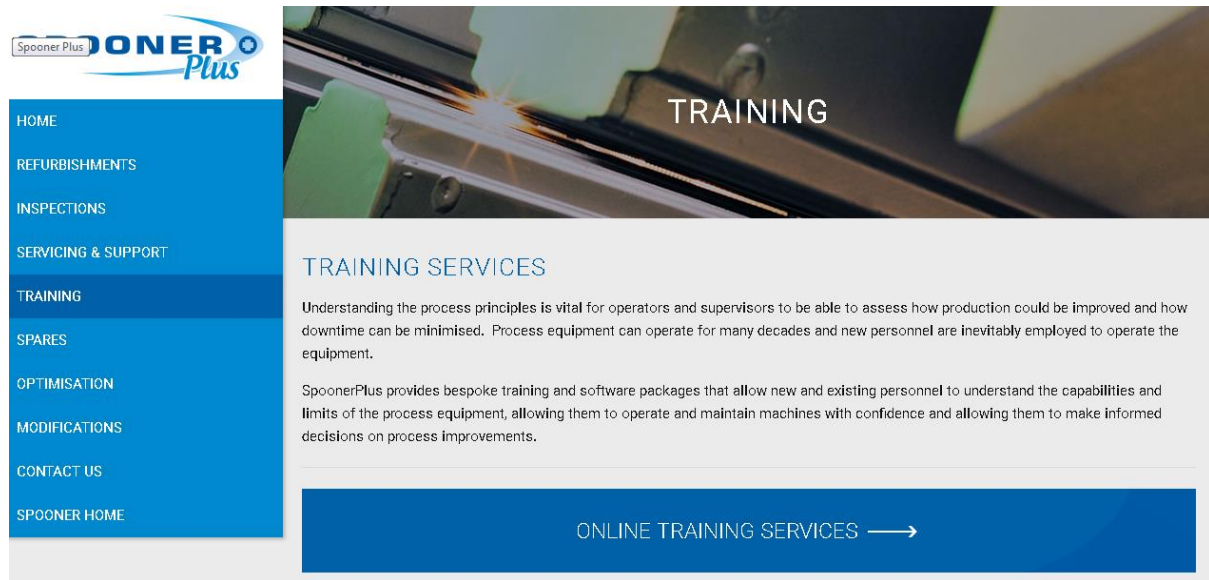


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Training

SpoonerPlus online training packages provide a modern user friendly alternative to classroom based training which is traditionally both time consuming and costly.

The SpoonerPlus online training package is easily accessed via the spoonerplus.com website.



The link on the training section of the website directs you to the Spooner SharePoint portal where the training is hosted. If you have multiple sites these will all be listed and the trainee can select the appropriate site that their training is needed for.

The trainee can then watch the training videos and complete the oven training multiple choice tests. To pass they need to score 80% or more, if they fail they will be given the opportunity to re watch the training videos and complete the test again.

Training Presentation

[Oven Training Presentation Part One](#)

[Oven Training Presentation Part Two](#)

Training Quiz's

[Oven training - Part One](#)

[Oven training - Part Two](#)

How many temperature controlled zones does your oven have?

- 6
- 2
- 5
- 3

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