

Frequently Asked Questions

Who can purchase a plan?

Any WARDJet system that has been installed by the WARDJet service team can be supported through these service plans. We reserve the right not to offer a service plan on systems that have not been installed by our team as there are many points outside of our control that could compromise the quality and safety of the installation.

What are the hours for phone support?

Phone support is available Monday to Friday excluding holidays during regular business hours Eastern time. Phone support does not include operator training or assistance with commissioning a system; Operator training can be done on-site during a scheduled service call or via video training. Commissioning should always be done by our factory-trained technicians during a scheduled service call.

Advantage and Elite plan customers have access to a technician on call outside of these regular business hours. Calls will automatically be routed to a support center who will forward the message to the technician on call for a prompt call back.

Do I need a service plan for each of my WARDJet systems to get telephone support?

Any level of service plan gives telephone support for all WARDJet systems at that physical location. If the buyer has multiple sites, they will need a service plan for each site that requires access to telephone support. Service tickets from Advantage and Elite plan subscribers will be given priority.

Can I have Preventative Maintenance done on additional WARDJet systems at the same site?

Preventative maintenance for additional systems can be added to Advantage or Elite plans at the cost of \$495/system (\$100 discount). Any added services must be done during the one annual visit.

What happens during the Preventative Maintenance visit?

When the technician arrives on-site to perform a Preventative Maintenance, the system will be checked to ensure it is in proper working order.

If the system is not in good working order, it must be repaired at our standard hourly rate to bring it up to working order before the Preventative Maintenance visit can begin. In this case, the technician will inform the buyer and obtain authorization to proceed prior to starting repairs.

Our planning staff account for 3-4 hours maximum for the Preventative Maintenance visit. If this time is spent repairing a system at our standard hourly rate, and there is not enough time to do the Preventative Maintenance, it will have to be postponed unless we are given notice and can book sufficient time to do the repair and the Preventative Maintenance. There will be a flat \$200 travel charge added to any hourly service that is added to or postpones a Preventative Maintenance visit.

The buyer will receive e-mail notification confirming the date and time of the preventative maintenance visit. The system should not be running a lengthy job when the technicians arrives so that work can begin immediately. If access to the system(s) is denied once the technician is on-site, the preventative maintenance visit will be considered to be complete.

When will the preventative maintenance visit be scheduled?

For locations that are within 180 miles (300km) of an AAG office (Tallmadge, OH, Atlanta, GA, Anaheim, CA & Dallas, TX), we will attempt to schedule these at a time that is mutually convenient. The Preventative Maintenance visit must take place during the one-year timeframe of the plan.

For locations that are more than 180 miles (300km) from an AAG office, we will plan to visit your region once or twice each calendar year to do preventative maintenance visits. We will make every attempt to book these trips when it is convenient to all customers in the region but this isn't always possible.

If a Preventative Maintenance visit cannot be scheduled due to the schedule of the buyer while we are doing a trip in your region, it can be postponed to the next trip. If after 3 attempts it cannot be scheduled due to the schedule of the buyer, it will be forfeited. If postponing the visit pushes it outside the 1 year period, the visit will still be honored until 3 unsuccessful attempts to schedule it have been made.

If you have multiple machines with Preventative Maintenance visits in your package, they must be done during the same visit. Only one technician will be on site, so only one machine will be offline at any time.

How do the discounts work in the Elite plan?

10% discount on all labour charges for site visits to do pump maintenance:

When booking your pump maintenance site visit with our service planning team, your quote will be discounted by 10% of the hourly labor and travel charges. Travel expenses and mileage are not eligible for discount.

3.5% Discount on waterjet components:

Elite plan members will receive a discount code for CNCShop that grants the user a 3.5% discount on eligible waterjet components. These discounts are on CNCShop orders only and no discount will apply to call in orders. Eligible components are defined as all items in the following CNCShop categories:

Waterjet – Intensifier Pump, High Pressure, Cutting Head, WARDJet Parts & Spares

15% Discount on Training Packages exceeding \$500

If additional training beyond the 5 hours of online training and 3 hours of video training included in the Elite plan is quoted, our service planners will apply a 15% discount if the quoted training is \$500 or more.

How does the video training work in the Elite plan and what is covered during the training time?

The time and content of the training is scheduled with one of our service planners in advance. This training is meant to address any applications questions or challenges that need support or it can also be used for new operator training. We will ship one of our remote video training kits to the site which includes a camera, tripod, power adaptor, network cable and instructions. Once it is connected, our technician will connect to the camera so they can see what you see. Once the session is complete, we will issue a call tag to have the camera kit picked up for return to our facility.