



YORKSHIRE PACKAGING SYSTEMS

# SERVICE CONTRACTS FOR WRAPPING MACHINERY

THE COMPLETE SOLUTION



## WE ARE YPS.

# AWARD-WINNING SUPPORT FOR YOUR PACKAGING OPERATION.

If you're considering an investment in automated wrapping equipment, it's important you consider the experience, competence and availability of the engineers you may need should you encounter any technical issues. Additionally, you should also pay a thought to the ongoing supply of spare parts that you'll require to keep you up and running. Choosing a supplier that knows your machinery inside and out, can ship parts to you the same or next day and who has dedicated technicians at your disposal 24/7 is critical. At YPS we pride ourselves on the industry-leading backup and support we offer, delivered by our SafeContractor accredited, multi-award-winning engineers, service manager and stores department. It's what drives our guiding philosophy - 'Your Packaging is Our Priority'.

For those seeking enhanced peace of mind, as well as the most economical way of keeping your equipment running at peak performance long-term, we recommend taking advantage of our service contract agreements. These planned programmes of preventative maintenance, which are tailored to your volumes, usage and any peak seasons, ensure a hassle-free operation for the lifespan of your machinery. They also unlock exclusive discounts on spare parts, generous fixed price servicing rates and guarantee you priority call-out responses. Best of all, there's no time limit or expiry on the agreement, so whenever or wherever you need us, we will be ready.

After-sales support; don't leave it to an afterthought.

## OUR ENGINEERS CAN SERVICE:



Shrink wrappers



Stretch wrappers



E-commerce baggers



Ancillary equipment



# OUR COMMITMENT TO EXCELLENCE

We take servicing seriously. So when you become a service contract customer, we commit to a set of exacting standards that are sure to exceed your expectations. Your side of the bargain? Simply to enjoy the complete peace of mind, total flexibility, security and incredible value coming your way. Here's how it works...

## Why choose us?

- ✓ One of the largest teams of directly employed service engineers in the UK
- ✓ SafeContractor approved
- ✓ DBS checked, fully insured engineers
- ✓ 24/7 availability, including evenings and weekends
- ✓ A wealth of both specialist and standard spare parts available
- ✓ Hundreds of testimonials from satisfied service customers
- ✓ Highly skilled team with over four decades of experience
- ✓ Award-winning family business with a focus on customer service
- ✓ The only company in the industry to offer a service contract as standard with every machine sale

## YPS WILL:

- Guarantee that your purchased visits are secured at a price that is at least 15% cheaper than our current rates.
- Discount each and every spare part you require during the lifetime of the contract by 15% - whether used by our engineers during a visit or ordered by you directly.
- Prioritise your servicing needs over non-contract customers should you need us urgently.
- Work around you and your production schedule. Our engineers are available on evenings and weekends if required to minimise any disruption whilst we carry out the service.
- Service all of your YPS wrapping equipment whilst on site, even if you're only encountering problems with a single unit.
- Issue you with a digital service report on each visit before we leave your site, signed by both you and us. This way you will have a complete record of the health of your equipment following every touchpoint.
- Honour your contract for the full period of time it takes for you to use every visit. There is no time limit or expiry date on our contracts and in fact, by spreading visits over several years you can avoid any potential annual price increases.
- Seek to offer recommendations about your wrapping operation to help you get the best from your equipment, e.g. by tweaking your machine's settings, changing your film specification or batching your production.
- Contact you at your preferred service intervals. You can relax knowing that we'll be in touch to book in a visit when routine maintenance is due.

## YOU CAN:

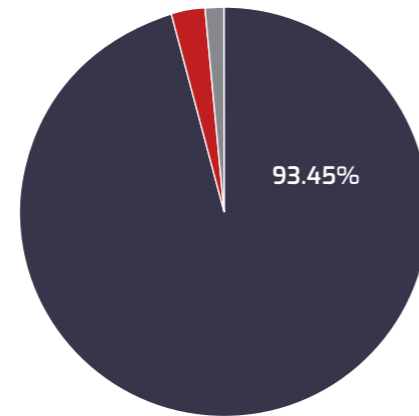
- Enjoy the significant savings made possible with a service contract through discounted fixed rate visits, discounted spare parts and by avoiding any annual price increases. After each visit there will be no charges for our labour, time or mileage because you have already secured the work at a competitive price.
- Use your visits at your own pace, as and when you require them, without any time limit.
- Take advantage of your priority status to get issues fixed fast, minimising any downtime.
- Use a service contract visit in the event of a breakdown situation, which could otherwise be costly.
- 'Forecast and forget'. Simply tell us how frequently you want your service contract visits to take place, then just expect a call at the right time to book the job in.

✓ Sign me up!

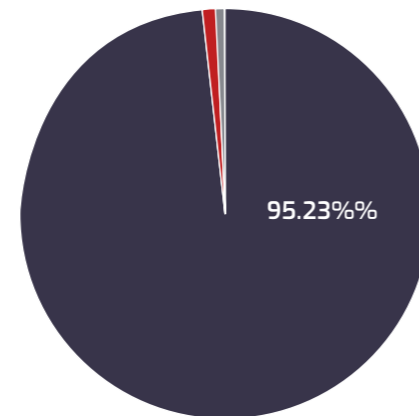
Signed: 

# WHAT OUR CUSTOMERS HAVE TO SAY...

How satisfied are you on a scale of 1-10 with our engineer's activity during the service visit?



How satisfied are you on a scale of 1-10 with our engineer's quality of work?



● 8 ● 9 ● 10



'George was extremely helpful and ensured the machine was fully operational before leaving site.'

**Steven Thomas, Cereal Partners**

'Considering we have different types of equipment on site, we have experience with other companies, and YPS is always exceptional, proactive and really helpful with minor issues. Engineers are always polite and nice.'

**Veslava Narkeviciute, IPS**

'A great engineer that went through all the work and gave a demonstration on setting correctly. Gave time talking things through with the operator and waiting for stock to be processed through the machine. Great service.'

**Ieuan Lewis, JRI Orthopaedics**

'We were very happy how efficient Bob was when he came to check how our machine was working. He was punctual and friendly and couldn't do enough to make sure that everything was running perfectly.'

**Kate Sparkes, KE & J Sparkes Ltd**

'The total service and help received from YPS has been very thorough and highly recommended, right the way through from the office help to the engineer, the support has been fantastic - Thank you'

**James Simmonds, Dachser Ltd**



# TRUSTED BY

XPO Logistics

TAYLORS  
of HARROGATE



PH\*TOBOX

Chivas Brothers  
Pernod Ricard



JAMES CROPPER PLC  
ESTABLISHED 1845







## WE SUPPLY A RANGE OF PACKAGING SOLUTIONS, INCLUDING MACHINERY AND FILMS.

From shrink wrappers to pallet wrappers, polyolefin to polythene, our entire portfolio of products are backed up by our best-in-class support. We've always seen the installation of a packaging solution as not the end of a transaction, but the beginning of a relationship; one we intend to maintain. That's why we constantly seek to optimise, fine-tune, improve, down-gauge, maintain, repair and refurbish. You'll come to YPS for our extensive solutions including flexible films, baggers, sealers and wrappers, and you'll stay because of our support.

Our other products:



Shrink wrapping equipment



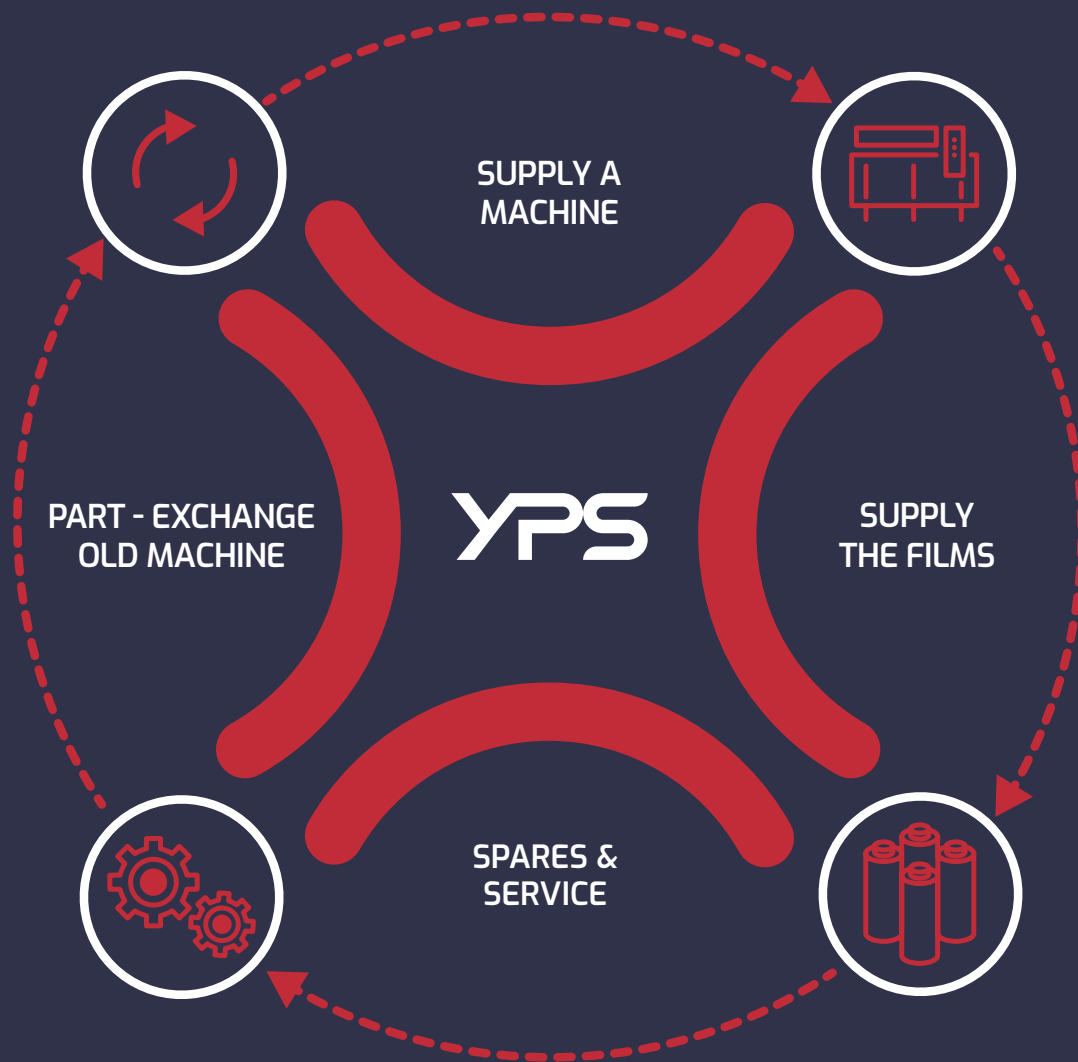
Shrink films



Stretch wrapping equipment



Stretch films



## Contact us

If you'd like to know more about our service contracts, spare parts, engineering support or any other products we offer, please get in touch.

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**W** [www.yps.co.uk](http://www.yps.co.uk)