

## Why should customers work with JBT FoodTech?

### **A good night's sleep.**

You know that when JBT FoodTech does a job, your worries are minimized. Our **24 hour parts and service support with Inspection Agreements** is always available when you need us. Have problems after everybody has left? A technical specialist is available when you need to talk to somebody. We'll even give you the first day of service free if we can't have a technician on site for your problem in less than 24 hours after we receive your purchase order.

### **We stand behind our commitments.**

**We warrant everything that we do.** We set an industry wide standard for excellence in workmanship. Our experienced project managers work with you to minimize problems during the construction phase. When issues do occur, we're there to support you and minimize your expensive down time. No one else has the confidence or the depth in his or her organization to give you this kind of help.

### **Regional service that's nearby.**

We have people based close to you. Our staff of technicians are able to handle any problem that you can throw at us. Our Aftermarket service group has **more years of service experience** than all other manufacturers combined! We understand the importance of getting to you ASAP and getting your equipment back up and running.

### **We're part of your team.**

When you are getting ready to add equipment, we want to be part of your team. We have the world's largest **database of technical information** relating to operational performance of our equipment. In our **Tech Center**, we are able to replicate your equipment performance on a pilot panel scale. Our **Inspection Agreement** program lets you take advantage of our technical specialties to evaluate your equipment and spot potential problems before they occur. Our knowledgeable parts group makes sure that you get the repair part you need.

### **Training your staff maximizes your return on your investment.**

We **offer training programs at our facilities and yours**, whichever is most convenient. By maintaining a high skill level with your operator and maintenance staff, you will maximize capacity through reduced downtime and increased throughput levels.

### **Keeping you on the cutting edge of the business with our upgrade kits.**

Your equipment may be several years old and not as efficient as the newer systems. With our Aftermarket **Kit Program** we are continually bringing out new kits that will allow you to upgrade your technology to improve capacities, lengthen run times or extend the life of your equipment.

### **Easy interactions.**

JBT FoodTech offers easy access to our resources. By visiting [myJBTfoodtech.com](http://myJBTfoodtech.com), you can **electronically place parts orders and view your equipment manuals** as well as other valuable information that allows you to interact easily with our people and programs. In addition we offer the **option of paying by credit card** if this is a more convenient option. Our internal processes have been mapped out to offer consistent, reliable and repeatable quality.

### **What's safety worth to you?**

As the largest North American food processing equipment company, JBT FoodTech invests heavily in **best practices in safety** that will ensure that your investments do not put people in harm's way.

### **What's uptime worth to you?**

If your equipment operates trouble-free you're home free. If it has a problem – then what? Chances are you are on your own. With the cost of unscheduled down time the “savings” gets expensive real fast. We're always available to keep you in production. Nobody else can make that statement.