
Customer Care

PRoCare Service Overview

PRoCARE® is our branded service level agreements, designed to optimize uptime for your JBT-TIPPER TIE equipment and therefore offers a range of fully customizable services that can be adapted to both the size and nature of your organization. Keep in mind that before we even begin our preventative care program, we perform a thorough inspection of your equipment, establishing a good baseline performance level to ensure everything is running as it should from the start.

Our mission is to provide and ensure productivity. The offering is scalable, we offer you uptime, reduced risk, and a flexible and skilled service partner.

Inspections

Regular inspections is the basis for safe and reliable operation. Our skilled service technicians will carry out the inspection and provide you with a detailed report that gives you an overview of the status of your equipment together with our recommendation of actions.

Spare parts and service discounts

Since service by TIPPER TIE service engineers and original spare parts offer the best advantage for your equipment's operation, you'll receive a discount on TIPPER TIE standard spare parts and service.

Training program

By regularly training of your personnel, we reinforce best practices in maintenance, operation and cleaning, and also make sure new employees receive appropriate training.

Emergency support

A well maintained machine shouldn't stop, but if it does, we will do our utmost to get you up and running again. Phone support during business hours is included, as well as remote support via HMI access for connected equipment, and emergency call out options can be included.

Emergency parts on local stock

We will compile and review an emergency parts kit to support you and your need for production uptime in the best way possible.



For information regarding parts kits and PRoCARE
Contact Tipper Tie Customer Service at **800.331.2905**