



MEAT



POULTRY



SEAFOOD



FRESH PRODUCE



DAIRY



# SRT Tunnel Servicing

MILMEQ® Single Retention Time (SRT) Tunnels are known for their performance and reliability. With proactive maintenance, breakdowns can generally be avoided.

We've developed a suite of service offerings to help keep your tunnel in top condition and maximise your operating uptime.

This includes maintenance, parts, training and support from MILMEQ® SRT product experts. Product upgrades and custom control system solutions are also provided.

Flexible options are available including an annual subscription to all of the recommended service inclusions, purchase of individual service packages on an as-required basis or mix-and-match selection of components from our service basics range.

The four distinct service offerings are outlined below.

## BENEFITS

- ✓ Maximise planned uptime
- ✓ Maintain operating efficiency
- ✓ Plan and budget your maintenance spend
- ✓ Affordable payment options



### SERVICE BASICS

Standard individual services, selected from a menu and provided on a pay-as-you-go basis.



### ASSET MANAGEMENT

Proactive service plans and packages, designed to be delivered on a subscription or as-required basis.



### MODERNISATION

Standard product upgrades to enhance performance and take advantage of technology advances.



### PROFESSIONAL SERVICES

Custom control system and integration solutions designed and built to optimise your operations.



## ASSET MANAGEMENT

Milmeq has developed a 10 year service plan comprising all the recommended servicing and parts to maximise the reliability of your tunnel.

Operator and maintenance training is included, to arm your team with the knowledge to keep the tunnel running smoothly on a day-to-day basis.

The addition of 24/7 remote support means you always have access to a service technician.

This is also offered as a menu of service packages which can be purchased on an as-required basis. Annual and monthly payment options are available.

## SERVICE BASICS

We understand you may not need a complete package, so we also offer the option to select one or more individual components from within the package and tailor a service specific to your tunnel.

### 10 year service plan at a glance

		Asset Management Products									
Asset Management Plans	Year	Days on site	100pt Check & Tune	1	2	3	4	5	Operator Training	Maintenance Training	24/7 Remote Support
	1	4	✓	✓							✓
	2	6	✓	✓	✓				✓	✓	✓
	3	8	✓	✓		✓					✓
	4	7	✓	✓	✓		✓		✓	✓	✓
	5	8	✓	✓				✓			✓
	6	TBA	✓	✓	✓	✓			✓	✓	✓
	7	4	✓	✓							✓
	8	7	✓	✓	✓		✓		✓	✓	✓
	9	8	✓	✓		✓					✓
	10	7	✓	✓	✓				✓	✓	✓

### Example service package: Fundamentals 1

Recommended yearly, Fundamentals 1 covers the basics of preventative maintenance for your tunnel.



**2**  
DAYS



**3**  
PEOPLE

#### > Mechanical

- Adjust lift chain tension
- Replace pecker wear pads
- Replace lower and upper stop bolts
- General clean and lubrication of all critical moving areas

#### > Hydraulic

- Replace HPU filter
- Check HPU fluid level
- Take a HPU fluid sample to profile hydraulic health and wear and tear

#### > Conveyor

- Grease and check all bearings
- Belt and transfer check

#### > Controls

- Replace PLC battery

#### > Dehumidifier

- Clean/replace filter
- Check for sources of moisture and potential icing causes



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To view the full menu of service packages and identify the right solution to meet your needs, talk to our Asset Management team.