

# AutoCast™ Service Agreement

## GUARANTEED GLOBAL RESPONSE SERVICE FOR AUTOCAST™ SYSTEMS

Maximum uptime is a key metric in optimizing a casting facility's productivity. Wagstaff's mission is to provide support solutions to our customers that allow them to maintain sustained aluminum production.

AutoCast Service Agreement provides access to a guaranteed 24/7 global facilities casting response service for Wagstaff AutoCast Casting Control Systems. Because of the unlimited variables in casting operations, unexpected service needs can arise at any hour of the day. AutoCast Service responds to those urgent requests promptly to minimize any interruptions in your casting facility.

In addition to 24/7 support, preventative maintenance (PM) is a top concern for casthouses with constant production activity. AutoCast controls and SCADA are the source of valuable information that can save time, enhance operator safety, and increase output. The AutoCast Service Agreement includes an annual AutoCast System Health and PM Report to give a comprehensive review of the state of your system, providing a close comparison of the current system metrics against the original commissioned settings.



### Response Time

Requests made through the customer service portal will give your casthouse access to a dedicated Wagstaff automation services team.

Service Request	Service Response Time
Weekdays	<ul style="list-style-type: none"> <li>● Four hours or less</li> <li>● Remote connection in six hours or less</li> </ul>
Weekends	<ul style="list-style-type: none"> <li>● Eight hours or less</li> <li>● Remote connection in twelve hours or less</li> </ul>

Complete an Automation Service Request form at: <https://www.wagstaff.com/Wagstaff/Services/AutoSupportRequest.htm>



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## Annual AutoCast™ System Health and Preventative Maintenance Report

- Compare the control loops with the original software settings to ensure changes have not been inadvertently made
- Evaluate alarm history
- Check server hardware health
- SCADA and Historian check
- Check PLC functionality

## Features

- Twenty (20) hours of Technical Service provided by skilled automation specialists that can be used for either Emergency Service or for minor automation system enhancements. Additional time blocks can be added to your AutoCast Service Agreement to tailor it to your specific requirements.
- Emergency issues will be addressed within the guaranteed response times. Minor and non-urgent enhancements and requests will be assigned within 24 hours.
- Annual AutoCast System Health and PM reports

## Benefits

- Access to Wagstaff's 24/7 automation service
- Annual PM reports that provide detailed information, help maintain a finely-tuned system and assist with effective maintenance planning
- Service Subscription Number (SSN) for each casting pit. The unique number allows service to be requested through the customer portal at wagstaff.com.
- Increased casting operation productivity and consistency
- Maximized uptime

**Keep your operation running smoothly and efficiently with the AutoCast Service Agreement. Contact your Area Manager for more information.**



Wagstaff Technical Service Representatives are available for commissioning assistance. Technicians are available 24 hours a day, either via telephone or internet assistance. We invite you to contact your Wagstaff Area Sales Manager or Customer Service Representative for information concerning your specific application.

Wagstaff is a proud member of:  The Aluminum Association  The Aluminum Extruder's Council

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