

RETURN-TO-PRODUCTIVITY SERVICE AGREEMENT

Return-To-Productivity Service Agreement



The Moog Return-To-Productivity Program provides both excellent value and the performance benefits of Moog OEM factory repair of Servo and Proportional Valves. With an easy-to-use service agreement, you can count on repairs that are better for your valves and better for your budget.

SERVICE AGREEMENT OVERVIEW

Moog OEM factory repair of your Servo and Proportional Valves is the best way to ensure maximum uptime and productivity. Our all-new Return-To-Productivity Program gives new and existing customers the opportunity to experience the benefits of authentic Moog repair services at a value price.

MOOG LEVEL A SERVICE ROADMAP



RECEIVING

Incoming Tests



INSPECTION

Remove End Cap and Examine Valve/Filter



ASSEMBLY

Install New Filter and O-rings



FINAL REPORT

Maintenance/Recommendations



TESTING

Conduct Testing to Specs



CLEANING

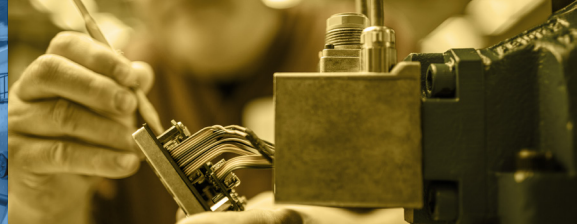
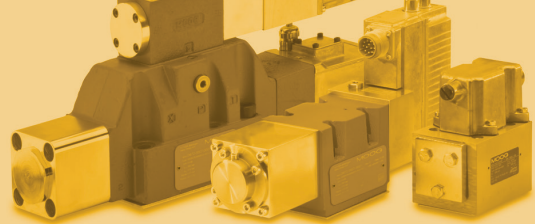
Exterior

SERVICE AGREEMENT BENEFITS

- Moog's "Return to Productivity" (RTP) Program discount for Level A pricing
- Moog will provide Level A repair, as practical, to any "obsolete" Moog servo valve
- Moog will provide information on life cycle status and recommendations for upgrades or replacements for enrolled valves, ensuring needed products and services are available, reducing inventory and maintenance costs
- Special Trade-in pricing for replacement valves and competitors' valves, including a trade-in option for a substantially discounted new model
- No need to pre-approve any scope of repair
- Free Inspection for the duration of the term of the agreement
- Free standard ground shipping from Moog to the customer for all authorized repairs and trade-in replacements
- 24-month warranty on all repairs and replacement servo valves



MOOG



CONVENIENCE AND VALUE

Working alongside distribution partners, you get fast, responsive and better service from Moog Factory Experts. In return for a contract term, Moog extends free upgrades and preferential pricing for trade-ins (including competitors' valves). If a valve requires more extensive repairs, you may trade in the valves for a new model. Valves repaired by Moog remain in service longer than those repaired by third parties, resulting in an overall reduction in maintenance costs.

- Easy to sign up
- No need to pre-approve any scope of repair
- Free inspection for enrolled valves
- Quality service options for older or obsolete valves
- Lower total cost of ownership

WHAT YOU GET

The RTP Service Agreement is an excellent way for existing customers to ensure fast, quality service and repairs for valves from Moog Global Support. You get minimal turnaround time with the best prices locked in and less administrative resources needed.

- Repair terms and agreement are prearranged, streamlining your administrative processes
- Preferential price and turnaround for your entire fleet
- Audit ensures service is accurate, matches your stock and machine needs

- No advance notice needed, Moog Global Support responds quickly
- 8-step repair process ensures quality of refurbishment or repair
- Free inspection, monitoring and evaluation of enrolled valves, ensuring performance and life cycle for duration of agreement
- If an outdated or obsolete valve is unsafe to operate, we will work to offer preferred pricing on an upgraded replacement valve
- OEM expert recommendations on upgrades, special pricing for upgrades or trade-ins, even for competitors' valves
- Free return ground shipping to customers for all authorized repairs and trade-in replacements
- Comes with renewed 24-month warranty

ENROLLMENT IS EASY

The RTP Program enrollment and terms are simple.

- Register all Moog Servo Valves and competitor's valves, by model number and serial number with Moog through your local distributor
- Program enrollment begins immediately when the agreement number is generated
- Agreement is contingent on exclusive use of Moog Servo Valve repair services for the period stated

To contact your local Moog distributor about the Return-To-Productivity Program, visit www.moog.com/nadistributor

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