



## Beyond Remarkable Products, We Offer Remarkable Service

### SERVICE CENTER

American Paper & Twine has a professional team of experts — our **Tech Team** — that has what it takes to get your equipment up and running effectively.



A Division of 





# JANITORIAL & PACKAGING EQUIPMENT SERVICES

## What Our Tech Team Provides:

- On-Site & Off-Site Repair Services
- Preventative Maintenance Programs
- Well-Stocked Parts Department
- Timely, Professional Service
- Factory-Trained Technicians
- Knowledgeable Product Specialists
- Process & Equipment Evaluations
- Professional In-House Training

## What types of machines do we service?

### Packaging Equipment

- Bag Sealers
- Blister Packaging
- Carton Erectors
- Case Packers & Sealers
- Conveyors
- Labeling Systems
- Multi-Pack Equipment
- Palletizers
- Shrink Bundlers
- Shrink Wrappers
- Strappers
- Stretch Wrappers (Manual & High-Speed)
- Tray Erectors
- Vacuum Packaging
- Vertical & Horizontal Baggers
- Void Fill Equipment

### Janitorial Equipment

- Automatic Scrubbers
- Autonomous Machines
- Burnishers
- Carpet Extractors & Cleaners
- Floor Machines
- Rider Scrubbers
- Sweepers & Steam Cleaners
- Vacuum Cleaners (Uprights, Wet/Dry, and Backpack)

We service all major brands in the janitorial and packaging industries.



We realize that sometimes our customers don't have the time or resources to repair their janitorial and packaging machines. Whether you need a one-time repair or ongoing preventative maintenance, our highly skilled Tech Team can service your equipment.

### Repair, Here or There

One of the benefits of having local Service Technicians is that repairs and preventative maintenance can be taken care of at the location most convenient for you. Whether you want the work to your equipment done on-site or off-site, we're here to help.

**Normal business hours are Monday through Friday, 7:30 a.m. – 5:00 p.m.**

### Service Terms & Conditions:

#### Trip Charge

All service calls are subject to a trip charge: ....\$85.00

*For service calls over 50 miles, a minimum charge of two (2) hours of labor will apply.*

#### Diagnostic Charges

Floor Care Equipment: .....\$110.00  
*(includes up to 1 hour of diagnostic time)*

Packaging Equipment: .....\$140.00  
*(includes up to 1 hour of diagnostic time)*

#### Labor Rates

Floor Care Equipment: .....\$110.00/hour  
Packaging Equipment: ..... \$140.00/hour

*Labor beyond diagnostic is billed in half-hour increments.*

*After-hours service is billed at 1.5× the standard labor and trip rate, with a two (2) hour labor minimum.*

#### Quote Validity

All service quotes are valid for 30 days from the date issued. Pricing and part availability may change after this period.

#### Warranty Terms

Completed repairs include a 90-day parts and labor warranty covering workmanship and materials, unless otherwise specified by the manufacturer. Battery Exception: Batteries are covered only under the manufacturer's pro-rated warranty.

#### Additional Repairs

If additional issues are identified during service, a revised estimate will be provided. No extra work will be performed without customer approval.

#### Preventative Maintenance Discounts

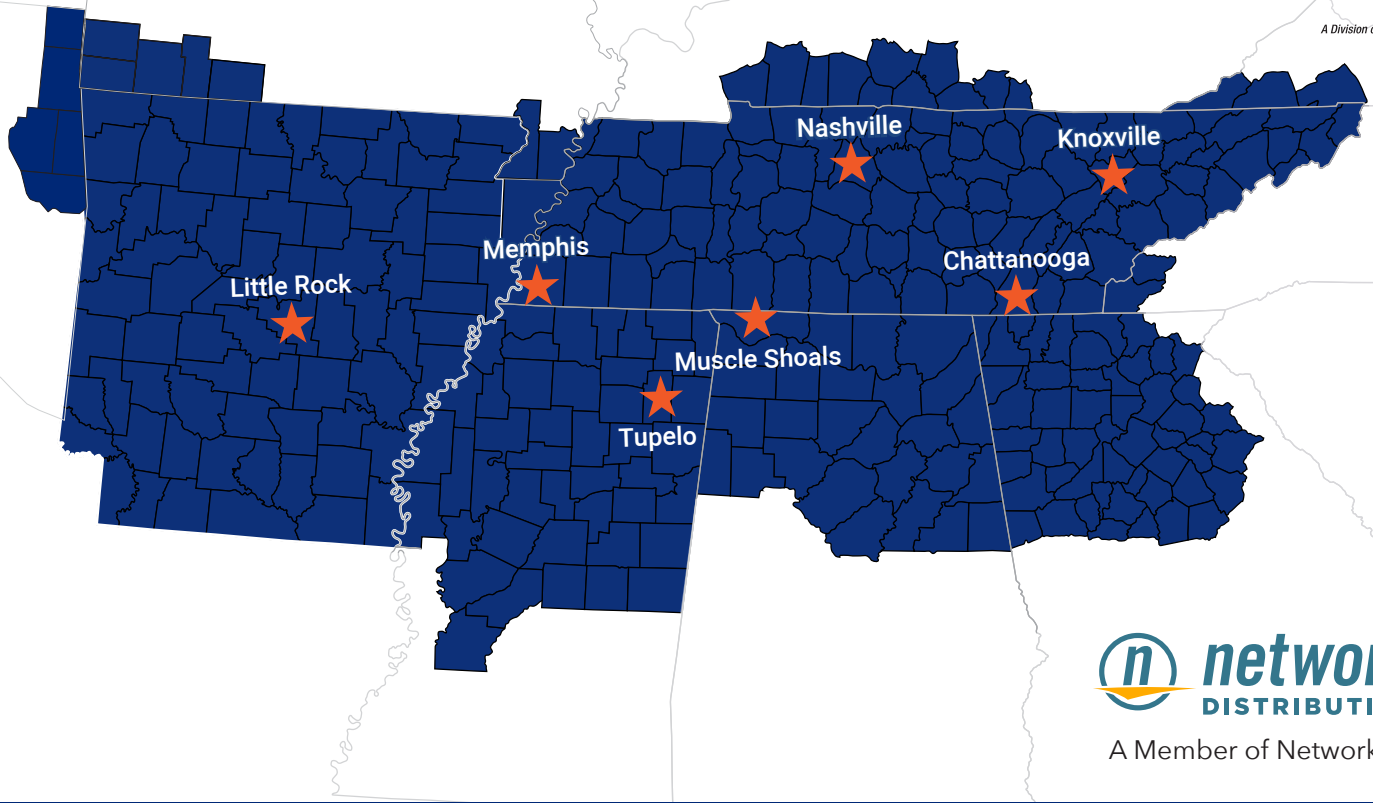
Discounts are available through our Preventative Maintenance programs. Contact your Sales Representative for details.



**To learn more or request service, visit: [ShopAPT.com/service-center](https://ShopAPT.com/service-center)**







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## ★ Locations

### Nashville:

7400 Cockrill Bend Blvd.  
Nashville, TN 37209  
O: 615.350.9000

### Knoxville:

2710 Redfern Lane  
Knoxville, TN 37931  
O: 865.330.8800

### Little Rock:

11611 Otter Creek S. Rd.  
Mabelvale, AR 72103  
O: 501.224.1555

### Muscle Shoals:

322 Bob Riley Drive  
Muscle Shoals, AL 35661  
O: 256.383.3912

### Memphis:

3695 Knight Road  
Memphis, TN 38118  
O: 901.542.0090

### Chattanooga:

2134 Amnicola Hwy.  
Chattanooga, TN 37406  
O: 423.622.8008

### Tupelo:

127A Godfrey Road #1  
Verona, MS 38879  
O: 662.842.7407

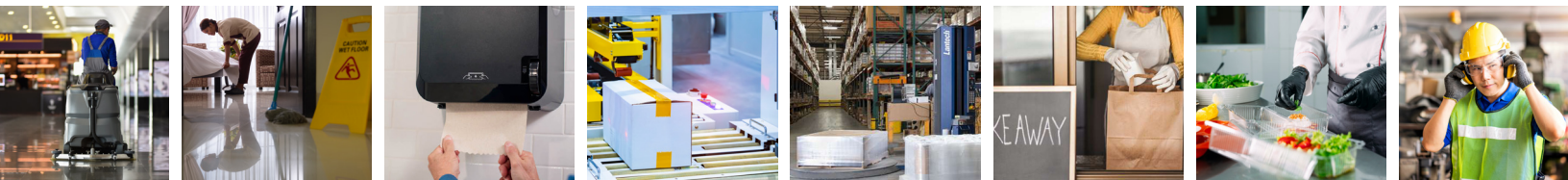
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