



FAQ

Service plans

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Transition to mandatory service plans.

As of October 15, 2023, the basic package of our service plans is included in all service requests. This is done to ensure outstanding service to all our clients. This decision is the first step of three towards our corporate goal of improving our customers' experience and peace of mind.



1- When will this transition take effect?

Reminder of important dates:

**As of
October 15th,
2023**

The basic service plan package is added to all service requests except for parts-only service requests.

**As of
January 1st,
2024**

All our customers with an annual service plan will receive priority service from our after-sales team.

**As of
April 1st,
2024**

An annual service plan will be mandatory for all our customers requiring support from the after-sales service team. Certain exceptions apply; see the appendix at the end of this document.





2- Why this transition?

Magnor has set up this new service to:

- Maintain our excellent after-sales service (24/7 by phone)
- Optimize our service infrastructure and team
- Better prioritize all service requests among our customers
- Avoid or reduce after-sales service waiting times



3- How does it work?

You have a few options for purchasing a service plan

- Buy a service plan
- Buy a visit that includes a service plan

We offer three different service plan packages lasting up to 3 years. The first two packages are standard, and the third package can be customized. As of October 15, 2023, the basic service plan package will be included in all requests for service with a visit.

Here are some additional details:

- If you already have a service plan, you have access to all the services in your plan until its expiry date.
- We will contact you when your service plan is nearing its expiry date
- All expiring service plans are renewed on July 1 of each year.



4- When does the service plan start?

The service plan starts as soon as the plan is paid for. If the plan is added to a service, the plan begins as soon as the requested deposit is paid. If no deposit is requested, the plan starts when the quotation is officially accepted, or the purchase order is received.





5- Will I be charged a service plan for each quote?

No, as soon as you accept a quote that includes a service plan, or if you already have a service plan, no additional fees will be added related to a service plan, and you will have access to all the plan's services.



6- Are service plans automatically renewed?

No, during May, before your service plan expires, we'll send you communications to renew your plan. Simply accept and pay by bank transfer or cheque.



7- What happens if I forget to pay for my service plan?

If you forget to renew or pay for your service plan, you will no longer have access to the services included in your service plan. However, we will give you a 30-day grace period after the expiry date if you confirm that you are renewing your service plan. All you have to do is pay within the 30-day grace period to maintain your service plan benefits.



8- Do I need a credit card to purchase a service plan?

No, we do not accept credit card payments. During the month of May, before your service plan expires, we will send you communications to renew your plan. Simply accept and pay by bank transfer or cheque.



9- What are the terms and conditions of the service plans?

We have a document that details the terms and conditions that can be sent to you upon request.





10- What happens if I run out of banked hours?

You have two options:

- Pay the additional hours, on a per-hour basis, at the rate specified in our terms and conditions
- Purchase a discounted bank of hours



11- Can I still get service if I don't have a plan?

As of April 1, 2024, only certain services will continue to be offered without a service plan (see table for details):

- Get a service plan quote
- Obtain a simple visit quote that includes a service plan
- Obtain an emergency intervention on equipment already supplied by Magnor



12- I would like to buy parts but do not have a service plan. Can I?

- Until December 31, 2023, yes.
- Between January 1st 2024 From January 1, yes, but customers with a service plan will be given priority.
- From April 1, 2024, only customers with a service plan can purchase parts.



13- Can I get telephone or remote support without a service plan?

- During the warranty period of our projects: yes
- As of October 15, 2023, customers with Magnor equipment who require telephone or remote support for installed equipment must have a service plan to obtain remote support from our technicians or our team of professionals.





14- Can I have a multi-year service plan, and what are the advantages?

Yes, we offer service plans that range from 1 to 3 years. The advantages of a three-year plan are:

- Prices are fixed in advance, for the term of the service plan
- Simplified administration. There is no need to renew the plan annually
- No service interruptions
- Remote visits and interventions scheduled over three years, if provided for in the plan.



15- Can I change my service plan over the duration of the contract?

Yes, changing a service plan during the year is possible to a higher one. We will bill you for the difference on a prorated basis. However, it is not possible to downgrade a service plan.



16- How are plans renewed?

- All plans renew on July 1
- In May, before your plan expires, we'll send you a communication to renew your plan. Simply accept and pay.



17- What do I do if I already have a service plan and it's about to expire?

Before your plan expires in May, we'll send you a communication to renew your plan. Simply accept the renewal and pay for it. If you do not receive a communication from us, please contact servicetech@magnor.ca or 450-655-1711, option 1





18- How long are the plans valid for?

- All plans end on June 30.
- Plans may be offered for 1, 2 or 3 years and are prorated according to the time of purchase.
- The price of plans and the hours and services offered will be prorated according to the number of months of validity.
- Validity of plans taken during the year:
 - Before January 1 - valid until June 30
 - For example - A customer requests a one-year plan on November 1, 2023. The plan will be valid until June 30, 2024.
 - After January 1 - valid until June 30 of the following year
 - For example - A customer requests the one-year plan on January 15, 2024. The shortest plan offered will be valid until June 30, 2025.
- We will send you a quote to renew your service plan in May.
- What if I want a more extended plan?
 - What if it's November 1, 2023, and you don't want your plan to expire on June 30, 2024?
Just ask us, and we'll be happy to offer you a plan for June 30, 2025.



19- If I already have a service plan with you, how will this transition impact me?

This transition will be a positive one for you. As of January 1, 2024, all our customers with an annual service plan will receive priority service from our after-sales team, putting you at the forefront of fast, efficient service.





20- If we do not have a service plan with you already, how will this transition impact us?

Gradually, certain services and priorities will be offered exclusively to customers who have a service plan (see important dates).

- As of October 15, 2023, the basic service plan package will be included in all service requests except for parts-only service requests.
- As of January 1, 2024, it may take us longer to process your service requests.
- As of April 1, 2024, an annual service plan will be mandatory for all our customers wishing to be serviced by the after-sales service team. Only certain services will continue to be offered without a service plan (see appendix at the end of this document).

It's up to you to decide whether you want to benefit from all the advantages of our service plans.



21- I'm a potential customer or a consultant, and I need support for a new project or a major overhaul of an existing project. Do I need a service plan?

No. Our sales and project applications team handles this type of request, not the service team. However, as of July 1, 2023, all our projects include a service plan.



22- I'm a potential customer or a consultant and need support for a treatability study. Do I need a service plan?

No. Our sales and project applications team handles this type of request, not the service team.



23- I'm an existing customer and need a quote for a large-scale service. Do I need a service plan?

Yes, but certain exceptions may apply in the case of major repairs, depending on the scope of the request. This type of request can be analyzed at the customer's request.





24- I don't have a service plan and need emergency service on my equipment supplied by Magnor. Will I be able to get service?

Yes, but this type of request will not be prioritized over other customers with service plans. In addition, we cannot provide a detailed quote; the quote will be open.



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25- What is an open quote?

An open quote is a quotation with no fixed price or budget forecast. The customer will be invoiced at the end of the intervention according to the costs incurred.



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Appendix - Table of covered services

Service offered	With service plan	Without service plan October 15th 2024	No service plan January 1st 2024	No service plan April 1st 2024
Simple quote for a site visit	YES	YES	YES – No priority	YES – No priority
Emergency service	YES	YES	YES – Subject to availability, additional charges apply	YES – Subject to availability, additional charges apply
Detailed emergency response quote	YES	YES	YES – No priority	NO – Open quote
Quote for a site visit with parts	YES	YES	YES – No priority	NO
Quote parts only	YES	YES	YES – No priority	NO
File search (parts and other information)	YES	YES	YES – No priority	NO
Access to remote technical support by our professionals	YES – Fees may apply depending on the plan.	NO	NO	NO
Telephone or remote support by our technicians	YES	NO	NO	NO