CSA
{Customer Support Agreement}

At Cowin we offer 4 Levels of a CSA (Customer Support Agreement) to choose from…

Each CSA guarantees OEM parts, oil, and filters are used to take care of the machine to help improve the life of the unit, as well as protects the unit for warranty related repairs / issues.

CSA
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Each Level of Agreement Defined:

Level 1 – White Agreement (Regular Machine Inspection only)

• Regular inspections, results in a quote for work needed.
• Fee per visit.
• Helps with preventative maintenance, support warranties and enhance the value of the machine at resale.
• For customers who need someone to keep an eye on their machine.

Level 2 – Blue Agreement (Standard Preventative Maintenance Agreement).

• Service and Maintenance according to the service manual by the OEM.
• Repairs quoted.
• Fee per visit or per hour of operation.
• Customer gets the information they need to maximize machine productivity and enhance resale value.
• For customers who need someone to make sure their machine is serviced. It can be tailored to the customer's specific needs.
  • On average the 2,000 hour Agreement is what is normally quoted.

CSA
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Each Level of Agreement Defined:

Level 3 – Silver Agreement (Major Specialist Repairs)

• Service and Maintenance plus selected repair work.
• An option of spreading the cost to reduce the impact on cash-flow with a pre-paid balancing account system.
• For customers who require flexibility in the budget.

Level 4 – Gold Agreement (Full Maintenance and Repair Program)

• A guaranteed fixed cost for the life of the agreement.
• The customer gets an excellent machine history, when it comes to resale.
• Puts complete maintenance and repair of the unit in the hands of the dealership.

Ask any of our product support representatives about more details and how we can help you maximize the operation of your unit. Let us take care of your machine so you have more time to focus on your core business.