



Model: PC3000/PC4000 Serial #: N/A	Dec. 11, 2019
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Remote Controller Flat Rate Repair Program

Canrig, in partnership with Cavotec, has developed a flat rate service program for remote controller repairs effective January 1st, 2020. This program applies to remote controllers for PC3000/PC4000 Canrig Catwalks.

Benefits of this new program include: reduction in paperwork, elimination of costly back and forth, and the elimination of repair assessment approval which will reduce lead time. There is also no longer required to request a specific PO.

The flat rate service program has two options:

Express Service

- Turnaround time: 10 calendar days.
- Includes overnight shipping cost to Cavotec USA.
- For pricing and details contact your Field Service Representative or Account Manager.

Basic Service

- Turnaround time: 4 weeks.
- Includes ground shipping cost to Cavotec USA.
- For pricing and details contact your Field Service Representative or Account Manager.

Service Plan Terms and Conditions

- Standard Cavotec service terms and conditions apply (available upon request).
- Rates and lead times are periodically reviewed and subject to change. Customers will be notified of any rate changes at least 30 days prior to new rates going into effect. Any return authorizations issued prior to a rate change will be set at the existing rates.
- Flat rate service rates are limited to equipment that is economically repairable. Any remote controllers or components of remote controller sets received where the cost of repair exceeds 70% of the current replacement sale price, the item will not be repaired under the flat rate service program. Customers will be notified of excessive repair costs and an itemized repair quotation will be provided.