

What Is It?

The Maintenance Man service is offered to provide a Mantissa maintenance professional at your facility to perform or oversee routine mechanical maintenance tasks as outlined in your Mantissa Maintenance and Operations Manual.

How Does It Work?

Whether you need to minimize the workload of your maintenance staff or would simply like to learn firsthand the proper maintenance procedures from the experts, Maintenance Man is designed to fulfill your needs.

Off Hours Maintenance Work - Most maintenance and adjustments need to be done during hours when the equipment is not in use for production. Special arrangements may be necessary for access to the equipment during the “off” hours.

Customer on Site Support - For security and safety reasons, our customers are required to provide at least one experienced maintenance staff personnel to assist Mantissa during the performance of maintenance tasks.

What Areas of the System Does It Cover?

Mantissa’s Maintenance Man service is available for any mechanical system component, field serviceable or replaceable parts.

What Are the Benefits?

Mantissa Expertise - As the manufacturer, Mantissa is most capable of performing maintenance tasks to optimize the operation and performance of its systems. We have found it extremely beneficial to enhance and support the efforts of the maintenance staff with our own expertise. We come in as an objective outsider with the experience and fresh approach to maintain the equipment and perform maintenance improvements.

Program Customization - Mantissa varies the program to suit your specific maintenance needs.

Supplemental Staff Training - Training occurs naturally as Mantissa works along with our customer’s staff.



What Does It Cost?

Pricing – Call our Mantissa Customer Service Department at 704-525-1749 or email CustomerService@MantissaCorporation.com for current rates.

Invoicing – Work is billed in whole day increments. Travel time is billed on an hourly basis with a minimum of four (4) hours per one-way trip. The invoice for trip related expenses and services performed is sent after each trip is completed.

Expenses - Travel related expenses (hotels, airfare, rental car, and per diem) are invoiced at cost plus 10%.

Scheduling – At the time of receipt of the purchase order, Mantissa sets up tentative timeframes that are convenient for all parties. As the proposed time approaches, the actual trip dates are confirmed. Mantissa generally locks in the trip schedules early enough to take advantage of advance travel discounts. Schedule may be affected by availability of personnel who are most knowledgeable of a client's specific application.

Cancellation – If circumstances arise that make it necessary to postpone or cancel a scheduled trip within (14) days, the client will be responsible for all costs resulting from altered or cancelled travel arrangements.

How Do I Sign Up?

Call Us! – We'll be happy to discuss further details with you. Call our Mantissa Customer Service Department at 704-525-1749 or email CustomerService@MantissaCorporation.com for more information.

