

PREVENTATIVE & EMERGENCY SERVICE OPTIONS

PREVENTATIVE MAINTENANCE FOR YOUR PASCO®

While PASCO automation machinery and FANUC robots lead the industry in dependability and low operating costs, it is essential that proper PM schedules are maintained and that the work performed, and the products used are of the correct quality and specification.

The standard PASCO OEM warranty covers defects in parts and or workmanship for a period of 1 year from the date of shipment. Details of our warranty can be found in your purchase documents.

Please note that PASCO PM Plans are "Preventative and Routine Maintenance" plans. Repairs made necessary by component or part failure, misuse, abuse, or accidental damage will be charged at prevailing rates.

	BASIC	CHOICE	PLUS	PRO
24/7 phone support	☑	☑	☑	☑
Robot PM includes grease supplies, batteries, travel and labor*		☑	☑	☑
Full system review and adjustments		☑	☑	☑
Programming clean up		☑	☑	☑
Test & verify safety circuits			☑	☑
Operator refresher training				☑
1 additional day on site**			☑	
2 additional days on site**				☑
10% Discount on required parts			☑	
15% Discount on any required parts				☑
Additional 1-year Full Factory warranty*** on entire system				☑
	\$2,550	\$11,550	\$14,550	\$18,550

If your system includes more than 1 FANUC Robotic Arm, add \$2,500 to any of the plans.

* Work to be performed during normal working hours and days

** Additional days cannot include Weekends or Holidays

*** Available only if ordered within 30 days of delivery



FIELD SERVICE RATES (2022)

For services performed outside of Pre-Paid PM Plans

	STANDARD	OVERTIME	PREMIUM
Certified Technician	\$159	\$198	\$238
Mechanical Installation	\$143	\$178	\$214
Senior Engineer	\$195	\$240	\$290
Post-Warranty Phone Support	\$159	\$198	\$238



RATE DEFINITIONS AND POLICIES

1. Service calls cannot be scheduled prior to our receipt of your purchase order.
2. Service is normally billed on a time and materials basis.
3. Firm price, fixed cost quotations for service will be calculated based on 1.5 times our estimate.
4. International service trips will be calculated at 1.5 times the rates herein.
5. The Standard rate is based on an 8-hour shift, Monday through Friday.
6. The overtime rate will apply for hours over 8 in a single shift and for Saturday work.
7. The premium rate will apply for hours on Sunday or on any the following holidays:
 - a. New Year's Eve
 - b. New Year's Day
 - c. Good Friday
 - d. Memorial Day
 - e. Fourth of July
 - f. Labor Day
 - g. Day-After Christmas
8. No service will be scheduled on any of the following days:
 - a. Thanksgiving
 - b. Day-After Thanksgiving
 - c. Christmas Eve
 - d. Christmas
9. Charges will apply for all hours worked, including equipment loading time and travel time to and from your location from our facility in St. Louis, MO.
10. Work performed within a 100-mile radius of the PASCO office in St. Louis, will be charged at the applicable rate for a minimum of 4 hours per day.
11. Work performed outside of a 100-mile radius of the PASCO office in St. Louis, will be charged at the applicable rate for a minimum of 8 hours per day.
12. Personnel held over a weekend but not working will be charged at the applicable rate for 8 hours per day.
13. Travel related expenses will be billed at cost plus 10%. PASCO-owned vehicles will be invoiced at \$0.65 per mile. Travel charges will be summarized. Original receipts cannot be provided.
14. A per diem charge of \$75 per person will be invoiced for all work that requires an overnight stay.
15. A cancellation fee of \$1,000 plus the costs related to air travel changes shall apply in the event that you postpone or cancel a PASCO Service trip after placing the order for service.
16. Emergency visits will be estimated on a case by case basis.

PASCO SECUREMOTE™

SecuRemote™ creates a fully secure connection between two distant devices. SecuRemote utilizes a TOSIBOX that provides your IT Department with peace of mind about data and access security.

With the TOSIBOX and PASCO SecuRemote, we offer the convenience and tremendous cost savings of remote engineering and programming support for your PASCO®. With this service your company will reduce downtime and save time and money, allowing you to concentrate on what's important to your company – your production.

PASCO Service also offers a rental service for those companies who wish not to buy the TOSIBOX but still need engineering and programming support.

SECUREMOTE™ TOSIBOX INFORMATION SECURITY

TOSIBOX® products initiate a remote connection that has a very high level of information security. The encryption and decryption processes are always done inside the TOSIBOX devices, e.g. Locks and Keys. The only information transmitted over the Internet is the highly encrypted data sent via the TOSIBOX connection.

TOSIBOX devices identify each other by cryptographic pairing (serialization) during which the devices are serialized/paired. This is achieved by connecting the TOSIBOX devices together physically. In the serialization process, the key device (Key) is inserted into the USB port of the Lock device. The Lock and Key then exchange the keypair with each other to create a mutual trust relationship. The encryption key is stored in a closed memory location of the crypto processor on the Key device. It cannot be copied or altered. Establishing a connection is impossible without the correct encryption keys. Additionally, each encrypted data stream is protected with disposable encryption keys that are exchanged via the DH method.

TOSIBOX Locks and Keys identify each other over the Internet because of the serialization connection made as described above. This unique method, patented by TOSIBOX, creates the connection securely and automatically even through firewalls and NATs. The connection doesn't require any ports to be permanently open on the firewall. TOSIBOX devices can also be used in closed, high security networks to further protect critical systems. In closed networks the TOSIBOX devices connect directly to each other without the requirement of an Internet connection. In addition, connections made outside the network as well as remote connections originating from outside of that closed network can be blocked. This is feature is called 'Offline Mode'.

The only way to access the remote TOSIBOX Locks is by using the private, secure and encrypted VPN connection that TOSIBOX creates. When correctly implemented, adding TOSIBOX remote connections to the LAN does not cause any data security issues to the users of that remote network.

Finally, using the TOSIBOX Layer 3 connection type for the remote connection prevents spoofing (forging) of MAC and IP addresses and makes it impossible to flood the network with broadcast traffic.

TOSIBOX®



One Time Cost:

\$2,000

Online Engineering Support per Hour:

\$159.⁰⁰

PASCO RENTAL SERVICE USAGE CHARGE

Rental of TOSIBOX per Day:

\$150.⁰⁰

Online Engineering Support per Hour:

\$159.⁰⁰

Mobile Broadband USB Modem per Day

\$200.⁰⁰

Plus Shipping Charges

TBD

Lost or Damage Charges:

\$2,000
each item

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SECUREMOTE™ TOSIBOX INFORMATION SECURITY (CONT.)

With the help of innovative and high-class data security solutions offered by Tosibox, the local network IT administrator can reliably and safely allow Internet access onto their LAN so that changes can be made to the configuration of the TOSIBOX Lock. Some examples of these features are shown below:

- Changing the 'admin' password for the Lock device.
- Prevent direct Internet access from the Key user's computer by activating the routing mode found in the 'Industry/Advanced Settings' dialogue of the Lock's setup menus.
- Extra security can be added by only allowing remote access to designated servers and/or other network appliances by using the IP/MAC filtering function. This too is found in the 'Industry/Advanced Settings' dialogue of the Lock's set up menus.

VPN crypto architecture	PKI with 1024/2048/3072 bit RSA keys, physical key exchange
VPN data encryption	AES 128/192/256 bit CBC, Blowfish 128 bit CBC
VPN control channel encryption	AES 256 bit (symmetric AES-256-CBC)
Key Exchange	TLS Diffie-Hellman and client certificates
Serializing method (first time)	Physical key exchange
Serializing method (remotely)	PKI, RSA 1024 bit signed
TOSIBOX Lock firewall	Yes (Linux net filter)
Remote Support from Tosibox	Off by default
IP/MAC filtering	Yes
Prevent traffic between TOSIBOX Keys	Yes
Matchmaking connection security	TLS/SSL with DH key exchange and client certificates, data encryption AES 256 bit (AES-256-CBC)
Information privacy	Tosibox does NOT retain any details of customers' devices, private keys or passwords