



BMG THERMOFORMING

WHY A

SUPPORT PLAN?

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For decades, BMG has proudly offered world-class technical support free of charge. As our company continues to grow and integrate, we are adapting to better serve your evolving needs.

Introducing a structured Support Subscription Program — designed to keep your machines running efficiently, reduce downtime, and ensure you get prioritized access to the support you need.

WHAT'S INCLUDED:

Feature	Standard	Premium Subscription	Elite Subscription
Phone & Email Support (Weekdays)	✓ Yes	✓ Yes	✓ Yes
Phone Support (Weekends/Holidays)	✗ No	✓ Yes	✓ Yes
Online Support via SiteManager**	✗ No	✓ Yes	✓ Yes
Direct Engineering Escalation	✗ No	✗ No	✓ Yes
Included Remote support time per case	30 min	4 hrs	10 hrs
Equipment included	Brown / Lyle / GN	Brown / Lyle / GN	Brown / Lyle / GN
Case by Case support premium	✓ Yes*	–	–
Hourly Technician Rate Beyond Incl. Support	–	\$205/hr	\$205/hr
Hourly Engineering Rate Beyond Incl. Support	–	\$240/hr	\$240/hr

*PER-CASE REMOTE SUPPORT (STANDARD)

- Monday – Friday Business Hours: \$2,500 USD
- After Hours/Weekends: \$3,000 USD
- Holidays: \$3,500 USD

*A PO (Purchase Order) is to be issued to BMG for remote support within 48 hours. Remote support does not include any required parts replacements, engineering support or on-site support.

**Only available for equipment set up with remote connect – see table below for details

SUBSCRIPTION PRICING (ANNUAL, PER PLANT)

	Premium Plan	Elite Plan
Plan cost	\$ 5,495.00	\$7,995.00

Plans are billed annually.

Auto renewal.

MACHINE ELIGIBILITY FOR ONLINE SUPPORT

All new Brown, Lyle, and GN machines now come equipped with remote access capabilities.

Machines within the Warranty period have unlimited support during this period.

Unsure if your machine can connect remotely? Don't guess — let our team check for you.

Contact BMG Technical Service today at service@onebmg.com. We can confirm your machine's connectivity and help you take full advantage of remote support.

Contact Us

Technical Service

service@onebmg.com