

Customer Testimonials



"Having this InService™ All-Inclusive plan in place is a big advantage, I think it's vital for robotic farmers.

It fixes all your costs but also ensures your machine is always running at 100% efficiency. I only have to deal with one person for everything, and that makes life easier.

Our VMS technician services one VMS every month and does a quick check of everything, I don't see how anything could be missed."

- Mark and Brian Robinson

"Having invested in new milking equipment with DeLaval, I decided I wanted to look after this new equipment and signed up for the ISAI contract.

Having this InService™ All-Inclusive agreement in place really helps me budget throughout the year. The reliability of service and delivery makes life easy—it's like having an insurance policy!"

- Huw Jones



Ongoing Performance Optimisation

At the core of your InService™ All-Inclusive agreement lies a unique combination of three elements that only DeLaval can provide:

1. A highly trained DeLaval technician.
2. Advanced DeLaval service and analysis tools.
3. DeLaval consumables - tested and verified to work seamlessly with DeLaval equipment.

Together, these are the key for ongoing performance improvements, potentially unlocking gains in productivity and animal health.

Performance plan:	InService™	InService™ Liners and Tubes	InService™ All-Inclusive	InService™ All-Inclusive Extra*
Preventive maintenance	✓	✓	✓	✓
Machine testing	✓	✓	✓	✓
24/7B support	✓	✓	✓	✓
Four years fixed costs	✓	✓	✓	✓
Liners and tubes	Optional	✓	✓	✓
Detergents, teat dips, oil and milk filters	Optional	Optional	✓	✓
Extended parts cover	N/A	N/A	N/A	✓

*Not available on all milking installations. Terms and conditions apply.



We will deliver preventive maintenance, consumables, and services according to your chosen Service Plan

InService™

The performance plan is very flexible, starting with the InService™ Performance Plan, which covers only preventive maintenance. All services will be carried out according to DeLaval service protocols, with both service kits and labour included in the plan. This ensures that your service costs are spread evenly over the entire duration of the performance plan.

InService™ Liners and Tubes

This option includes all the features of the InService™ package, with the added benefit of having your liners and milk tubes included. Hassle-free ordering ensures that once the agreement is in place, the liners and tubes will be automatically delivered, ready for when you need them.

InService™ All-Inclusive

The next level is the InService™ All-Inclusive Performance Plan. This plan includes not only preventive maintenance of the milking equipment but also all the consumables used on the farm.

InService™ All-Inclusive Extra*

Our premier offering is the InService™ All-Inclusive Extra Performance Plan. This comprehensive plan includes all preventive maintenance, consumables, and extended parts coverage. Everything you need is bundled into a single package at a fixed cost. In the event of an emergency breakdown of the milking equipment—such as a faulty component—we will replace it for you under the plan. No surprises, just peace of mind.

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DeLaval InService™ All-Inclusive

Long term performance is All-Included



Long term performance is All-Included

If you only perform service tasks when you notice a drop in performance, you could be wasting your hard-earned money.



Your milking system, like any hardworking machine, requires regular maintenance, servicing, and replacement of oils, filters, liners, and detergents, as well as consistent cleaning, to sustain the performance level you expected when you purchased it.

We can help ensure your milking system operates at full efficiency at all times, on your terms.

With DeLaval InService™ All-Inclusive, we will carry out routine maintenance, scheduled servicing, and replenishment of consumables—all for one agreed price and with a payment structure that suits you.

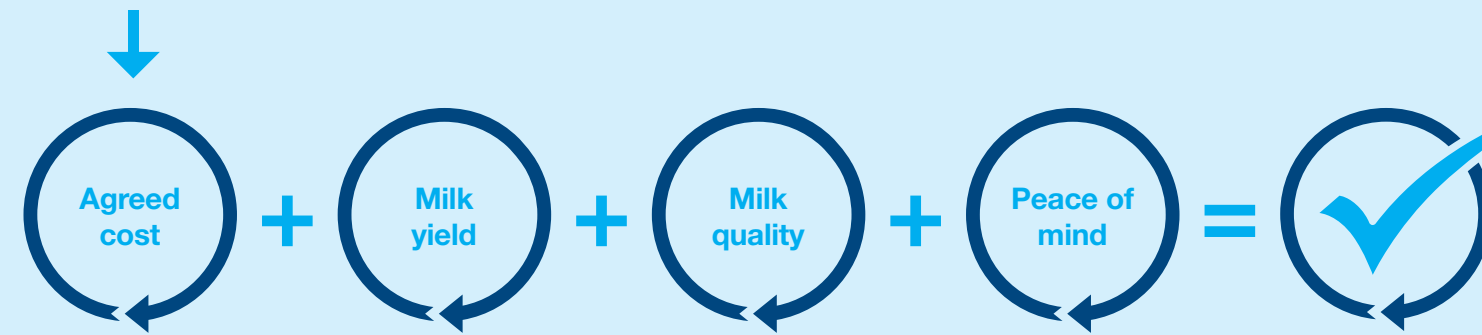
By servicing your system here, you ensure it maintains optimal performance.



If you delay servicing your system here, consider the following:

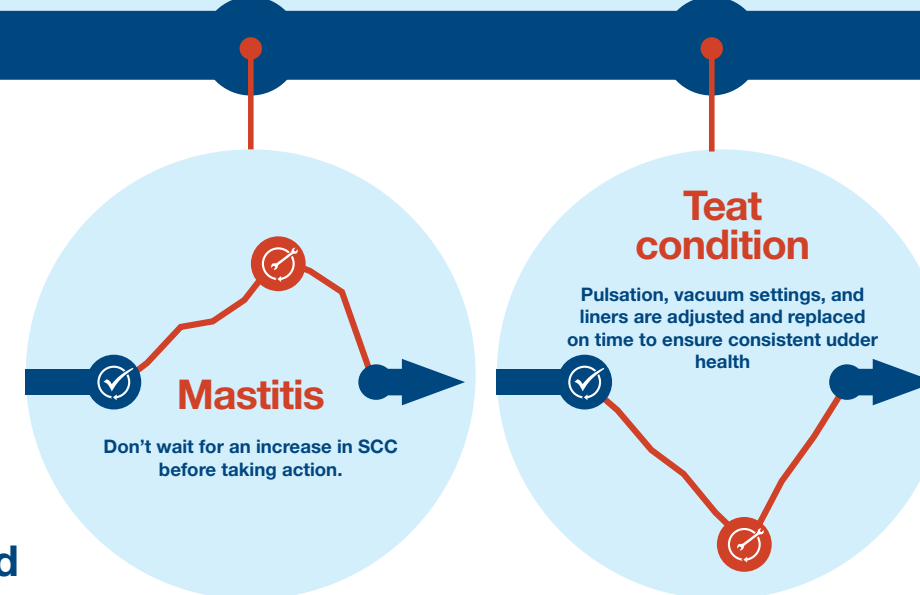
- How do you budget for these costs?
- How much productivity is lost?
- Was it worth the risk of a break-down?

InService™ All-Inclusive The Power to Perform



InService™ All-Inclusive carries out key tasks when needed, preventing any decline in performance

- One agreed price
- Peace of mind
- Easy budgeting
- Consumables included
- Service and maintenance
- Liners and tubes
- Milk filters and oil
- Cleaning routines and analysis
- Vacuum and pulsation
- Delivered on schedule
- Fully trained technicians
- Teat spray and detergents



What we do

Milking performance

Regular preventive maintenance on your milking equipment ensures it operates at full efficiency without unnecessary disruptions. Testing and adjusting vacuum levels and pulsation together will help prevent issues with udder health.

Changing liners according to DeLaval's recommendations and adjusting the milking tubes will enhance milking performance and ensure milk quality.

Additionally, it will lead to faster milking. Neglecting these practices increases the risk of slips, incomplete milking, and mastitis.

Cleaning performance

During preventive maintenance of the milking equipment, we will also check the cleaning unit. Service parts will be replaced, and water temperatures** will be checked to ensure optimal cleaning performance. We will also check that the detergent dosing is at the correct level** to ensure the milking equipment is clean and capable of producing high-quality milk.

Preventive maintenance

Preventive maintenance on your milking equipment is performed according to DeLaval's recommendations. Our certified service technicians use original parts and professional tools to thoroughly test the installation. You will receive a copy of the service protocol detailing the work completed.

Consumables

Our detergents are designed to maintain optimal cleanliness for your DeLaval milking installation. Different detergents are available to suit various farm conditions. DeLaval can advise you on the best detergent for your specific farm conditions and environment.

We offer a comprehensive range of DeLaval teat sprays to meet your needs. However, selecting the right teat spray is only part of the solution. It is also crucial to choose the appropriate settings and nozzles. Ensuring that all components work together effectively is key to maximising your profitability

Support 24/7

All customers who sign up for an InService performance plan have access to support 24/7, every day of the year. You can easily reach us by calling the support number. Many issues can be resolved over the phone, allowing you to get back up and running as quickly as possible. In some cases, an emergency visit to your farm may be necessary to address the problem. Rest assured, with one of the best service organisations in the world, we are here to assist you any time, day or night.

DeLaval service organisation – Always close to you

DeLaval has been servicing milking installations for more than 125 years – we strongly believe that we know what is needed. Our technicians are specially trained to ensure your milking equipment performs at its best.

Our service organisation is always close by whenever you need assistance.

Start up training**

Along with your new milking installation, you will receive a start-up training programme designed to familiarise you with your new equipment and our farm management program, DelPro. We are confident that this training will prepare you to operate your new milking system successfully.

When you invest in a new milking system and/or farm management sensors, you are embarking on a new way of managing your farm. We see it as our responsibility to work with you to implement these changes effectively and ensure the success of your business.

** Depending on equipment options.