



InService™

Quality, performance
and reliability





An efficient service programme is based on needs, knowledge and experience. These are also the ingredients for creating and maintaining a profitable farm. But what determines your service and maintenance needs? InService™ is our answer.

InService™ for best milk quality

A well functioning milking machine ensures milk quality and helps you avoid mastitis. Lowering the somatic cell count (SCC) helps to make your business more profitable: herds with low SCC produce more milk, while a bulk tank SCC of 500,000 cell/ml means 6 per cent less milk¹, and dairy companies pay more for milk with low SCC. Milk with low SCC has longer shelf life and higher cheese yield. The estimated cost of mastitis for the average dairy farmer is \$30 per cow per year in a herd where the bulk milk SCC is 250,000 cell/ml. ²

InService™ optimises performance

A milking machine working at its optimum makes milking faster and more efficient. Shorter milking time delivers more milk per lactation and more time for cows to eat and rest. To produce 1 litre of milk, 500 litres of blood has to pass through the cow's udder. When a cow lies down, udder blood flow increases by 30 per cent. Cows need 12–14 hours per day lying down even though they sleep for just 30 minutes.

A well running, correctly maintained milk extraction system helps you get the most at the peak yield: increasing peak yield by 1 litre per day equals 200 extra litres over the whole lactation. More efficient, shorter milking times mean savings through lowered electricity and wage costs.

InService™ maintains reliability

Daily exposure to mechanical stress, electrical loading, water and detergents reduces the performance of your milking equipment over time. Preventative maintenance through regular service, tests and controls can make your machinery more reliable, your business more profitable and minimise your personal stress. Preventative maintenance significantly decreases emergency calls, particularly expensive out of hours call outs.

Time is always important: milk production delays are costly and affect the whole production chain. Disruptions cause reactions throughout the farm and costs may easily escalate.

Cows are also affected by time, or lack of it. A herd with lower stress levels has better immune function. Stressed cows have higher levels of immune function suppressing hormones, so, consistent routines, good cow comfort, appropriate cow handling procedures, sufficient stall, water and feed space, all reduce herd stress levels.



InService™ is the heart of our service offer – a complete and flexible program committed to provide the best solutions, based on knowledge and experience – all at your service. We have gathered valuable knowledge over the years, and recognise the importance of commitment and partnership. InService™ brings both knowledge and innovation together to form a superior service solution.

A service you can trust

DeLaval has over 125 years of experience and a long tradition of innovation. Efficiency, quality, profitability and control are themes that have inspired us. And just as our products are in the forefront of innovation, so is our service offer. We also know that since every farm is unique and has specific needs, the service needs have to be individually assessed. InService™ is a complete service programme that allows farmers to choose a service solution that suits their individual needs. And we have the resources to do it.

DeLaval has dealerships throughout the country with a network of trained service technicians using professional and unique tools, and protocols to perform service on your installation. DeLaval VPR100, for example, is used to accurately evaluate, calibrate and set up your milking machine. DeLaval ensures that service is done properly and that all documentation is provided as required, giving you confidence and peace of mind.

DeLaval uses original parts and liners, to ensure the continued reliability of your equipment. The properly

developed and tested parts that we offer help your machinery run at an optimum level, while securing udder health.

We know this because DeLaval is also a dairy farmer and we know that, in this business, support around the clock is a must. Our global distribution network allows us to be close to our customers and we are committed to offer 24/7 emergency support 365 days a year. And with the DeLaval preventative maintenance schedule we are committed to stay in touch.

The InService™ program is also dedicated to help in keeping machine time up and problems down. DeLaval's machine tests are based on international standards and help our customers to stay in control of their business. We follow recommendations such as the AMMTA or NZMPTA to evaluate equipment and ensure that your machinery is running correctly and in accordance with global standards.

DeLaval InService™ is there when you need us. We're only a phone call away.



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Flexible ways to plan

DeLaval's Scheduled Service Agreement has been designed to suit the needs of all dairy farmers. Whether you have 200 cows or 2000 cows, your DeLaval InService Technician can tailor a service agreement to your needs.



There are different levels of scheduled service agreement to choose from

From machine tests which meet local standards to full replacement of service kits based on operating hours, the DeLaval InService Preventative Maintenance program is designed for you to keep your system operating as it should.



Reporting to industry standards

Milking machines are expected to perform to at least minimum industry standards. These standards have been developed to ensure that your milking system operates safely and efficiently. DeLaval's testing and service reports will give you a detailed outline of everything that has been checked, repaired or replaced during each service inspection.