



# InService™

Quality, performance  
and reliability



Your solution – every day



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 cell/ml means 6% less milk<sup>1</sup>, and dairy companies pay more for milk with low SCC. Milk with low SCC has longer shelf life and higher cheese yield. Furthermore, each case of mastitis avoided can save \$184.40<sup>2</sup> in milk losses, veterinarian, and replacement costs<sup>2</sup>. Mastitis is the most common factor for culling: 26.9% of cows culled<sup>3</sup> in the USA in 2002.

#### **InService™ optimizes 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%. 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/p/d 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 full performance of your milking equipment over time. Preventive maintenance through regular service, tests and controls can make your machinery more reliable, your business more profitable and minimize your personal stress. Preventive 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 – because stressed cows have higher levels of immune suppressing hormones, consistent routines, good cow comfort, appropriate cow handling procedures, sufficient stall, water and feed space, all reduce herd stress levels.



This is InService™



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 recognize 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 over 3,000 company trained service technicians using professional and unique tools, and company standard 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 preventive 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 ISO 6690:2007 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.



## DeLaval InService™ Program

### DeLaval InService™ is:

- Service and monitoring that empowers our customers to take control of their operations and match pre-defined standards and identify areas of improvement.
- A commitment to stay in touch with farmers and help them get their farm running at its optimum, while making sure they get a good night's sleep.
- Professional support and original parts in time – when the farmer needs them. Emergency service support 24/7, performed by over 3,000 service technicians globally.

Every farm is different, every farmer unique. There is no one solution that will take your farm to the next level. You need a partner you trust to support you and your business – not just today but in all the years to come.

Contact your DeLaval representative now to find out more about InService™.