












# SERVICE CONTRACTS

		INSPECTION	ECONOMY	ADVANTAGE	RELAX
Preventive Maintenance					
	Service Working Time	✓ <sup>1</sup>	✓	✓	✓
	Spare Parts	✓ <sup>1</sup>	✓	✓	✓
	Travel Costs	✓ <sup>1</sup>	✓	✓	✓
Repairs					
	Service Working Time (Discount)	5%	5%	10%	✓
	Spare Parts (Discount)	5%	5%	10%	✓
	Travel Costs (Discount)	–	–	10%	✓
Other Services					
	Remote Diagnose	–	–	✓	✓
	Telephone Support	✓	✓	✓	✓
	Training Days	–	–	1d/year	3d/year
	Diagnostic Response Time	–	<24h	<12h	<4h
	Response Time	–	<72h	<48h	<24h

<sup>1</sup>Contrary to the other 3 models, an inspection is performed in this case. The Economy, Advantage and Relax models include complete maintenance.

# DETAILS OF MAINTENANCE CONTRACT PROGRAMS



## WORK ON-SITE

- Fixed costs limit financial surprises.
- Services are provided by Kellenberger's highly experienced and comprehensively trained external service technicians.
- Equipped with knowledge, experience and factory support, they are optimally prepared to solve even the most complicated machine problems. We know how important your operating time is and we strive to resolve any query onsite as quickly as possible.
- Use of original OEM parts in order to ensure the reliability of the equipment.



## SPARE PARTS



## GUARANTEED REACTION TIMES

- Helpdesk assistance from factory-trained personnel who support all your service needs and help you minimize costly downtimes.
- Guaranteed reaction times ensure that your service call is moved to the front of the queue so that your machine can resume production as quickly as possible.



## RELIABILITY

- Fail-safe updates help avoid unnecessary downtimes.
- Annual machine status inspection alongside the customer for determining prospective service requirements and recommendations.



## HEALTH CHECK