

SERVICE CONTRACTS

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

¹Contrary 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