



# TECHNICAL SERVICES

®



# TECHNICAL SERVICE CAPABILITIES

## DIAGNOSTICS/HELPDESK

Our knowledgeable factory trained Helpdesk staff are here to help you with all your service needs. The team boasts a very high percentage of phone-fixed incidents minimizing costly downtime.

## PREVENTIVE MAINTENANCE

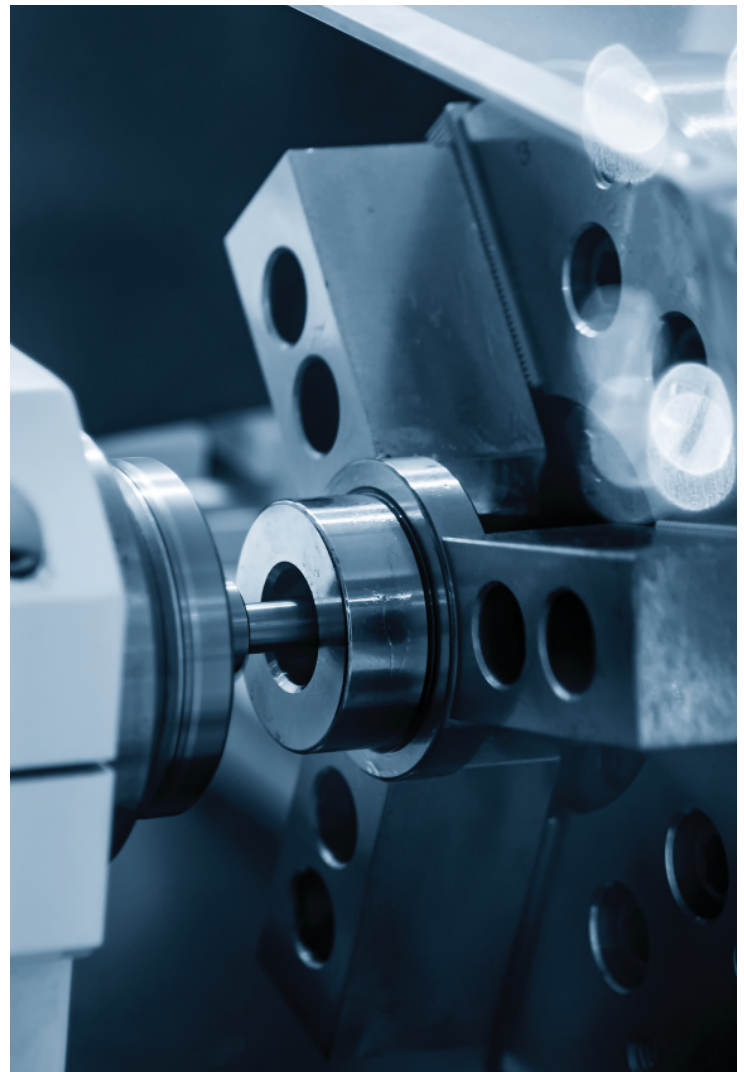
Even the most powerful and dependable CNC machinery needs regular servicing and routine care. The Kellenberger programs are delivered by factory trained technicians and designed to protect your investment, reduce downtime and extend the life of your machine.

## ON-SITE REPAIR SERVICES

Our Field Service Technicians are highly experienced, and factory trained. Armed with knowledge, experience, and factory support making them well prepared to tackle even the most complicated machine problems. We understand the importance of up-time and strive to complete each on-site request as quickly as possible.

## SERVICE CONTRACT PROGRAMS

Kellenberger offers a range of support contracts & programs that include preventive and proactive maintenance, breakdown resolution, as well as, machine performance assurance activities. All delivered by factory trained and certified technicians. Kellenberger support programs are designed to minimize downtime and extend the life of your high precision equipment.





# PROTECT YOUR PRODUCTIVITY

## MINIMIZE DOWNTIME

- Priority dispatch of technicians to minimize downtime.
- Proactive maintenance by factory trained technicians to ensure customer stays ahead of wear issues and machine is kept at peak operating efficiency.
- Extended 24/7 phone support by field technicians to make sure customers with multi shift operations always have access to qualified technical support.

## MAXIMIZE SERVICE QUALITY

- Factory-trained Kellenberger technicians to carry out service in line with manufacturing guidelines to extend lifespan and productivity of machines.
- Original Kellenberger parts and access to specialist equipment to carry out high quality repairs.
- Annual service reviews to understand customers individual service needs and design preventive maintenance around these needs.





# KELLENBERGER SERVICE CONTRACT OFFERS

	CUSTOM OFFERINGS	PREMIUM	PERFORMANCE
PREVENTIVE MAINTENANCE	✓	✓	✓
ON-SITE LABOR	✓	15% DISCOUNT	-
TRAVEL	✓	✓	✓
BASIC PM KIT	✓	✓	✓
DIAGNOSTICS HELPDESK	7D/24H	5D/24H	5D/8H
PRIORITY DISPATCHING	✓	✓	-
REPAIR PARTS	30%	15%	-
KELREMOTE <small>If machine is equipped and current with Kel-Remote subscription.</small>	✓	✓	-
RAPID PART DEPLOYMENT FOR DOWN MACHINES	✓	-	-
LOANER TOOLS	✓	✓	-
HANDLING FEES	✓	✓	-



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