

CUSTOMER SERVICE Maintenance contracts

Take the lead, protect your machine and secure your production.

To ensure the availability of your equipment, the quality of your production and the well-being of your operators, we propose you to subscribe to a FIRST, PROTECT or PERFORMANCE maintenance contract.



First

- > Machine audit + maintenance report
- > 8% discount on parts
- > Priority access to the Hotline 5/7 from 8:00 am to 05:00pm
- > Intervention time within 72h



Protect

- > Machine audit + spare parts replacement + maintenance report
- > 10% discount on parts
- > Priority access to the Hotline 5/7 from 8:00 am to 05:00pm
- > Intervention time within 48h



Performance

- > Placement of technicians / automation engineers for planned interventions (audit and prevention support)
- > 12% discount on parts
- > Priority access to the Hotline 5/7 from 8:00 am to 05:00pm
- > Intervention time within 48h

Options

- > Hotline 5/7 from 06:00 am to 10:00 pm [-50% FOR THE FIRST YEAR OF SUBSCRIPTION]
- > Preventive maintenance day(s)
- > Intervention within 24h
- > Access to consignment/remote stock
- > Connected service: performance indicators, usage, alerts...