



LIFECYCLE SERVICE CONTRACTS

A service from AUTEFA Solutions





AUTEFA SOLUTIONS –

Experience, Know-How and Competence
in Baling Technology

Service contracts for the entire lifecycle

The failure of a single machine can lead to a complete stoppage of a production line. In the event of system malfunctions and downtimes, the specialists required to support the operating personnel for fault analysis and troubleshooting are often not available.

Service contracts from AUTEFA Solutions provide fast and effective support whenever you need it. Our service contracts help to improve cost efficiency for boosting

maintenance, optimization and modernization, minimizing downtime while extending the lifecycle of your system. A service contract with AUTEFA Solutions will enhance your operating efficiencies.

Service contracts from AUTEFA Solutions consist of a range of modules and are individually tailored to the system to be maintained. All costs can therefore be planned and all services are immediately available when required.

Our service contract provides the following services:

Basic



24/7 Hotline support



Annual inspection visit

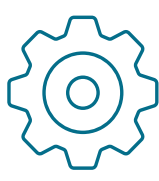


Annual software update for visualization and/or PLC

Advanced



Up to 2 emergency visits per year by a service employee



Stocking of standard spare parts and system-specific spare parts



24/7 Hotline support

You will receive our hotline support phone number and can call us 24 hours a day, seven days a week if you have any problems. We are always contactable by your employees and offer service, support and assistance to our customers for all problems affecting our machines and systems. Our service employees are specialists and technicians with many years of professional experience and are extremely familiar with solving production problems caused by issues with mechanics or electronics. With a single call you always receive rapid assistance and downtime of your equipment is effectively minimized.



Annual inspection visit

Qualified service personnel inspect and maintain your machines and lines, ensuring the safety, availability and value of your investment.

Within the scope of our service contract, all machines are checked in accordance with our checklists. If functional and safety-related components show any abnormalities, you will be informed immediately and we will offer you the recommended spare parts.

To ensure that you do not miss any inspection, the AUTEFA Solutions service team will contact you 6-8 weeks before the due inspection date.



Annual software update for visualization and/or PLC

A software update ensures that the AUTEFA system software is always up-to-date with the latest technology. In addition, specific PLC adjustments or an adaptation of the visualization program upon the customer's request are made as part of the service contract.



Up to 2 emergency visits per year by a service employee

As a service contract customer, your repair request is our highest priority. A service employee will be on-site within 24-48 hours plus travel time.



Stocking of standard spare parts and system-specific spare parts

Standard spare parts and system-specific spare parts from AUTEFA Solutions are available for you on site, in order to minimize machine downtime. We deliver the required spare parts from stock within 24-72 hours (Monday to Sunday). Warehouse stock solutions close to the customer ensure even faster access to required spare parts.



CONTACT

For your inquiry or more information please contact us. We are happy to help.

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