

SERVICE 360°

SITEC



Service 360° » We make it simple for you

SITEC





On-call Availability (SP1)

Support just when you need it!
Available up to 24 hours and 7 days a week.



Preventive Maintenance (SP5)

Ensure equipment stability & productivity by proactive measures



Remote Support (SP2)

Improve reaction time for diagnosis & trouble shooting while reducing costs for support.



Training Academy (SP6)

Customer-oriented training courses, that can cover customer-focused needs.



On-site Service (SP3)

Operational availability of experienced staff at your facility for unscheduled needs.



Process Support (SP7)

Flexible arrangement of Expert Level Support for application finetuning or process adjustment / improvement.










Material Management (SP4)

Secure equipment uptime by providing specific wear & spare parts

Service 360° » Standard products overview



ID	product	description	Basic	Comfort	Premium
	SP1 On-call Availability on top of general business hours	Hotline Support Monday till Friday for 16 hours: 6 am - 10 pm/ Monday till Friday for 24 hours: 12 am - 12 pm/ Monday till Sunday for 24 hours: 12 am – 12 pm	16/5	24/5	24/7
	SP2 Remote Support on monthly budget	Pre-paid Budget access via VPN connection/ during chosen SP1 – on-call availability	8h	24h	unlimited
	SP3 On-site Service	Reaction time definition availability for scheduled or un-scheduled service support at the customer's facility	24h	Individual setup	
	SP4 Material Management Online-Shop access on request	Wear & Spare parts package customizable selection of essential parts to secure uptime of the customer equipment	5% discount on all orders 3% Payback on spare orders Exceeding 50k€ in one contractual year		
	SP5 Preventive Maintenance ensure equipment stability, flexible arrangement of pre-defined scope	* 1x yearly preventive maintenance ** 1x yearly PM including equipment wear parts *** 1x yearly PM including parts & staff training	PM *	PM**	PM***
	SP6 Training Academy pre-defined courses	Customer-oriented training classes operator/ maintenance/ application sessions	Beginner	Advanced	Expert
	SP7 Process Support on client demand	Flexible duration for focus on production monitoring / -accompanying / application finetuning / process adjusting or improvement	1d	3d	10d



Warranty Extension (SP11)

Increase warranty coverage by one or two years to gain more planning reliability.



Retrofit Service (SP15)

Implement new features to achieve an overall improvement of the tool.



Companion (SP12)

Ramp-up support at customer's facility, e.g. in the beginning of a production phase.



Health Check (SP16)

Check performance of tool / elaborate improvement potentials



OEE-Tool (SP13)

Enhance equipment monitoring capability, integration of external controlling device.



Live Chat (SP17)

Live link to an expert of your choice, get in touch with a well-known partner



Software Upgrade (SP14)

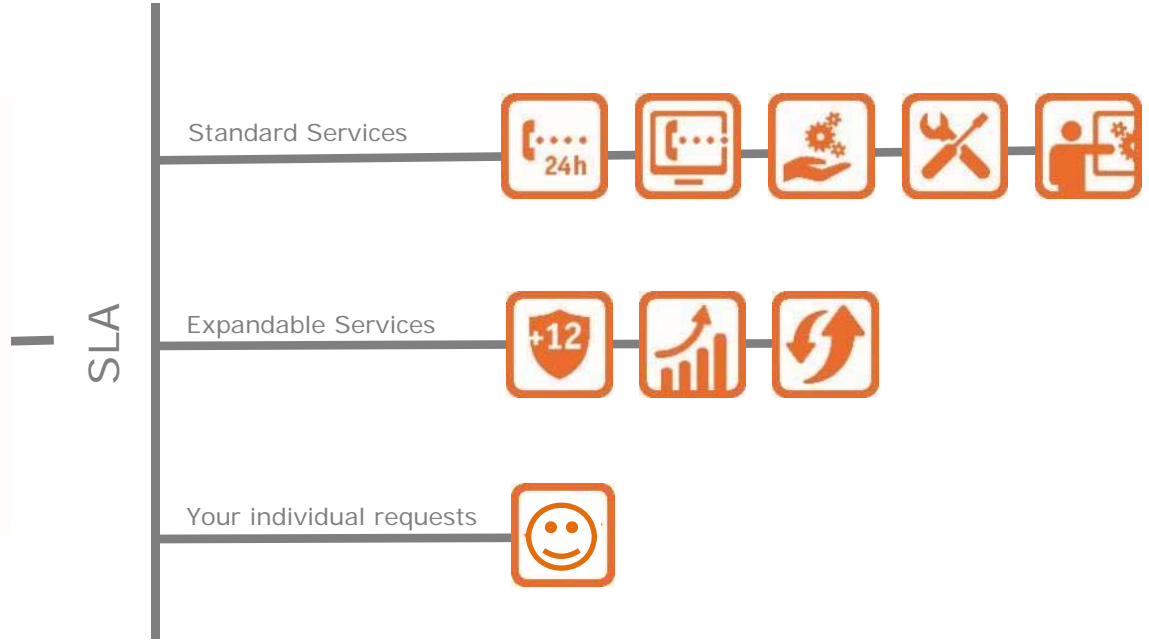
Continuous system improvement / participate in stability and safety enhancements.



Service of machinery stock

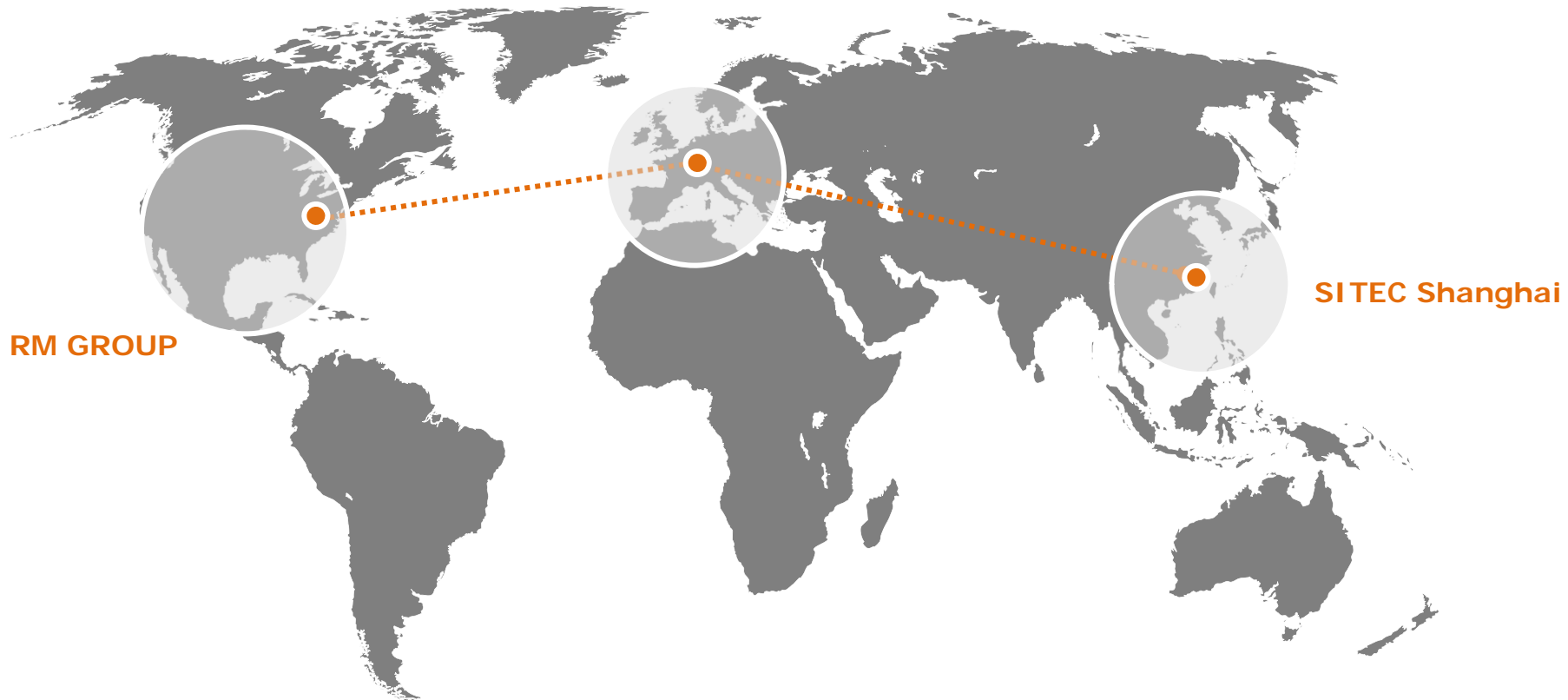
Inspection, maintenance, retrofit and extension on requirement

	ID	product	description	choice	
	SP11	Extended Warranty	Increase Warranty Support choose a requested time period between 1-2 years for more security on equipment uptime	1Y	2Y
	SP12	Companion	Ramp-up Support provide expert knowledge direct at customer's facility during machine start in production	on demand	
	SP13	OEE Tool	Increase equipment transparency for better equipment monitoring capability / and integration of data to external controlling devices	module	line
	SP14	SW Upgrade	Continuous system improvement participate in stability and safety enhancements	on demand	
	SP15	Retrofit-Service	Implement new features or retrofits on existing components or applications to achieve an overall improvement of the tool	on demand *related to equipment	
	SP16	Health Check	Equipment audit check performance of tool under real production / elaborate improvement potentials for a more efficient use	on demand *related to equipment	
	SP17	Expert-Chat	Live Link to expert of your choice get in touch with your well-known partner	on demand	



✓ adopt to client-specific needs in production » provide required level of support

SITEC Germany



RM GROUP

SITEC Shanghai

Service 360° » Fast and professional to safeguard your machine

SITEC

- ✓ Long-term coverage with service level agreement
- ✓ Short response time with efficient service tools
- ✓ Maximize system availability and uptime
- ✓ Professional service providers worldwide
- ✓ Increase lifetime of your SITEC machine investment



SITEC

MACHINERY | PRODUCTION

SERVICE 360°

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