

Scope of Technical Service Support

SITEC is a globally active technology provider that offers innovative production equipment, process and automation solutions for a broad variety of products. The following table presents the standard service products, that a client can request from SITEC in the field of technical service and machine support. Depending to the client's circumstances a customer-oriented selection can be summarized in an individual service package, that fits best the current situation or development activities.

Starting with a combination of Hotline and Remote support every client is free to choose the level of service. On top of the catalogue SITEC also offers alternative services, that are highly dedicated to the relevant technology or application in use, such as an OEE tool, health check audits or an Upgrade and Retrofit service. This offer can be applied to your existing installed base as well. By optimizing the overall equipment efficiency throughout every state of its life cycle SITEC can effectively support a client as a reliant partner in this challenging world.

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: 0 am – 12 pm / Monday till Sunday for 24 hours: 0 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 Availability for scheduled or un-scheduled service support at the facility of the client	24h	Individual agreement	
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 50 k€ in one contractual year		
SP5	Maintenance flexible arrangement of pre-defined scope	Ensure equipment uptime * 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	Client oriented training classes Operator / maintenance / application sessions	Beginner	Advanced	Expert
SP7	Process Support on client demand	Flexible duration for focus on Production monitoring / -accompany / Application finetuning / Process adjusting or improvement	1d	3d	10d

SITEC Services

Provided worldwide by



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