

Types of Services

Service management

For processing our services we use service management systems. They support our service centers in coordinating the field service.

Classification of order processing

Service assignments will be subdivided in the following processing classes:

Class/Priority 1 Standstill

= In case of a complete failure of a machine or system. No production is possible,
(machines/production) with a valid service contract.

Class/Priority 2 Standstill

= In case of a complete failure of a machine or system. No production is possible,
(machines/production) without a valid service contract.

Class/Priority 3 Hindrance

= A machine or system has partially failed.
A restricted production is possible,
(machines/production)

Class/Priority 4 Date agreed

= The field service will be performed at an agreed date.

Setting priorities

If the incoming requests for services exceed the number of available technicians, decision about assignment shall be based on the relevant class/priority.

The rule for class 4 job orders is: we will meet the deadline.

Overview of services

In the following table a list of our services with a reference to a processing class is available:

Types of services	Services	Class
Service Assignments	<ol style="list-style-type: none"> <li data-bbox="488 282 1321 517">1. Maintenance and repairs on site Our maintenance service reduces your costs by saving you keeping staff on hand and spare parts in stock. We also offer you the comprehensive maintenance services individually or combined in a service contract tailored to your needs. <li data-bbox="488 551 1321 813">2. Inspection and maintenance For a smooth production process the availability of systems is a very important factor. To prevent a failure early enough we offer you inspections and preventive maintenance. Inspection and maintenance we perform according to defined work schedules and intervals with documentation of results. 	<p data-bbox="1337 282 1409 315">1 - 4</p> <p data-bbox="1337 551 1409 589">4</p>
Start-ups	<p data-bbox="379 831 1321 909">To ensure the optimal operation of your machines and systems we offer the following services for startup:</p> <ol style="list-style-type: none"> <li data-bbox="488 943 743 976">1. Installation test <li data-bbox="488 987 711 1021">2. Function test <li data-bbox="488 1032 831 1066">3. Parameter assignment <li data-bbox="488 1077 1174 1111">4. Integration testing of machines or machine parts <li data-bbox="488 1122 727 1155">5. Trial operation <li data-bbox="488 1167 751 1200">6. Final acceptance <li data-bbox="488 1211 703 1245">7. Staff training 	4