

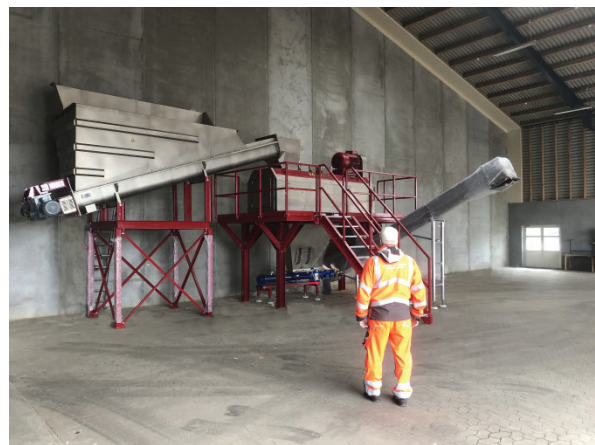
Service Package

Mavitec Service: maximum return, minimum downtime

Maintenance is important to ensure the continuity of the installation, but often makes up a large part of the operational costs. Mavitec offers various service packages that minimize unnecessary downtime. With this, you can increase operational reliability and achieve maximum return.

Advantages of a Service Package:

- Minimize downtime
- Increase operational reliability
- Maximum productivity
- Higher capacity
- Lower operating costs
- Higher quality end products
- Maximum return



Mavitec Green Energy offers various service packages*: Bronze, Silver and Platinum. Whichever package you choose, Mavitec offers service you can always count on.

	Bronze	Silver	Platinum
Inspection visits <i>(per year)</i>	1	2	3
Service visits	-	-	Included
Rate service engineer	Standard rate	7% discount	Included
Remote service hours <i>(per year)</i>	5	10	Unlimited
Response time <i>(present on site in case of failure)</i>	< 48 hours	< 24 hours	< 24 hours
Spare parts discount	-	2%	5%

* Our general terms and conditions apply to our Service Packages.

Bronze

INSPECTION VISITS

Inspection visit to check the general condition of the equipment. Each inspection visit is concluded with an inspection report containing our findings, recommendations and conclusions (1x per year, 1 day of 8 working hours on location performed by one of our specialists).

1 inspection visit per year.

RATE SERVICE MECHANIC

Standard rate.

REMOTE SERVICE HOURS

PLC units are checked online for any malfunctions. Faults are analyzed online and resolved where possible. Guaranteed support on working days between 8 a.m. and 5.30 p.m. 24/7 telephone helpdesk available outside office hours to immediately resolve the most common malfunctions where possible.

5 hours remote service per year.

RESPONSE TIME

Reported a malfunction today and no telephone solution available? An expert is on site **within 48 hours.**

ADVICE

Free advice on process optimization and on which spare parts should be in stock.

Silver

INSPECTION VISITS

Inspection visit to check the general condition of the equipment. Each inspection visit is concluded with an inspection report containing our findings, recommendations and conclusions (2x per year, 1 day of 8 working hours on location performed by one of our specialists).

2 inspection visits per year.

RATE SERVICE MECHANIC

7% discount on standard rate.

REMOTE SERVICE HOURS

PLC units are checked online for any malfunctions. Faults are analyzed online and resolved where possible. Guaranteed support on working days between 8 a.m. and 5.30 p.m. 24/7 telephone helpdesk available outside office hours to immediately resolve the most common malfunctions where possible.

10 hours remote service per year.

RESPONSE TIME

Reported a malfunction today and no telephone solution available? An expert is on site **within 24 hours.**

ADVICE

Free advice on process optimization and on which spare parts should be in stock.

SPARE PARTS DISCOUNT

2% discount on spare part orders.

Platinum

INSPECTION VISITS

Inspection visit to check the general condition of the equipment. Each inspection visit is concluded with an inspection report containing our findings, recommendations and conclusions (3x per year, 1 day of 8 working hours on location performed by one of our specialists).

3 inspection visits per year.

SERVICE VISITS

The maintenance work is carried out as agreed; repairs of critical parts and adjustments to machines and systems.

Number of visits as agreed, based on scope.

RATE SERVICE MECHANIC

Included.

REMOTE SERVICE HOURS

PLC units are checked online for any malfunctions. Faults are analyzed online and resolved where possible. Guaranteed support on working days between 8 a.m. and 5.30 p.m. 24/7 telephone helpdesk available outside office hours to immediately resolve the most common malfunctions where possible.

Unlimited remote service per year.

RESPONSE TIME

Reported a malfunction today and no telephone solution available? An expert is on site **within 24 hours.**

ADVICE

Free advice on process optimization and on which spare parts should be in stock.

SPARE PARTS DISCOUNT

5% discount on spare part orders.



Interested in a
Mavitec Green Energy
Service package?

Please feel free to contact us
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