



## Schlatter Service Agreement Modules

Professional maintenance of your plant at regular intervals ensures keeping up long-term high availability.

### Our Contract Modules

- Schlatter InspectionService
- Schlatter RemoteSupport
- Schlatter 24Support

are available on request, either individually or combined.

### Contact

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### Schlatter InspectionService

The machine is inspected once a year. The customer is provided with a report detailing the current status of the system. This also contains any recommendations regarding replacement parts and measures to be performed. Small repairs and some training may be provided in addition to the inspection. The flat fee for the agreement covers a specific number of hours of work, travel time, travel expenses and all incidental costs. More hours may be provided in agreement with the customer. These shall be invoiced separately. Our customers who have a maintenance contract receive a discount of 10% on hours provided in addition to those covered by the contract and on any hours spent on repair interventions occurring outside the contractual maintenance hours.

#### The benefits for you:

- Special 10% discount on all hours of work
- Clear statements on the equipment status
- Increased availability due to less unscheduled downtime
- Tips and advice for operating personnel
- Predictable service costs
- Predictable maintenance and downtime
- Inspection Certificate

### Schlatter RemoteSupport

Once the agreement has been signed, our customers receive unlimited support via remote maintenance for the duration of the agreement. There are no costs beyond the fixed annual fee. Access to Schlatter RemoteSupport is guaranteed during our office hours.

#### The benefits for you:

- Increased availability due to less unscheduled downtime
- Under circumstances avoidance of technical interventions
- Predictable costs

### Schlatter 24Support

Our contract customers receive 24/7 telephone support from our qualified specialists (German and English) 365 days a year.

#### The benefits for you:

- Time-independent telephone support
- Faster troubleshooting

### Schlatter Industries AG

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the secure connection