# Maintenance Contracts „All-in"

Rely on our expertise and enjoy the convenience of regular, professional maintenance. With a maintenance contract for your machines, we ensure that your production processes run smoothly and downtime is minimized. Within our maintenance contracts „All-in", you can choose between four levels.

## „All-in 1"

**Includes:**
- All wearing & spare parts
- Number of interventions: unlimited
- Software updates: 1 x per year
- Maintenance: 1 x per year
- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 08:00- 17:00
- Reaction time: 72 h
- Travel & working time for maintenance and other interventions
- Travel expenses for maintenance and other interventions (flights, accommodation, km, transfer)

**Excludes:**
- Reaction time: 24 h / 48 h
- Hotline: Mon- Fri 06:00- 08:00 & 17:00- 22:00
- Hotline: Sat 08:00- 16:00

## „All-in 2"

**Includes:**
- All wearing & spare parts
- Number of interventions: unlimited
- Software updates: 1 x per year
- Maintenance: 2 x per year
- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 08:00- 17:00
- Reaction time: 72 h
- Travel & working time for maintenance and other interventions
- Travel expenses for maintenance and other interventions (flights, accommodation, km, transfer)

**Excludes:**
- Reaction time: 24 h / 48 h
- Hotline: Mon- Fri 06:00- 08:00 & 17:00- 22:00
- Hotline: Sat 08:00- 16:00

## „All-in excl. Travel 1"

**Includes:**
- All wearing & spare parts
- Number of interventions: unlimited
- Software updates: 1 x per year
- Maintenance: 1 x per year
- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 08:00- 17:00
- Reaction time: 72 h
- Working time for maintenance and other interventions

**Excludes:**
- Reaction time: 24 h / 48 h
- Hotline: Mon- Fri 06:00- 08:00 & 17:00- 22:00
- Hotline: Sat 08:00- 16:00
- Travel time for maintenance and other interventions
- Travel expenses for maintenance and other interventions (flights, accommodation, km, transfer)

## „All-in excl. Travel 2"

**Includes:**
- All wearing & spare parts
- Number of interventions: unlimited
- Software updates: 1 x per year
- Maintenance: 2 x per year
- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 08:00- 17:00
- Reaction time: 72 h
- Working time for maintenance and other interventions

**Excludes:**
- Reaction time: 24 h / 48 h
- Hotline: Mon- Fri 06:00- 08:00 & 17:00- 22:00
- Hotline: Sat 08:00- 16:00
- Travel time for maintenance and other interventions
- Travel expenses for maintenance and other interventions (flights, accommodation, km, transfer)