



Ask for your service and maintenance contract

Predictable costs
Specialized service
Quick maintenance

we think in **cutting** solutions.



ENGLISH
Service / Maintenance

Maintenance and servicing contract

Services	Basic	Standard	Premium
Visual inspection of the complete system	☆	☆	☆
Functional tests of the complete system	☆	☆	☆
Technical consultation with the machine operator			☆
Replacement of minor parts		☆	☆
Lubrication of transportation components		☆	☆
Functional tests of safety facilities	☆	☆	☆
Setting of safety facilities		☆	☆
Identifying the necessary spare parts	☆	☆	☆
Installation of necessary spare parts		☆	☆
Review of the calibration		☆	☆
Calibration			☆
Visual inspection of high-pressure pump (runtime, leaks, etc.)	☆	☆	☆
Installation of the necessary spare parts in the high-pressure pump, including functional test		☆	☆
Functional test / optimization test of the control software		☆	☆
Final inspection / general test	☆	☆	☆
Price per year	according to time and effort*	according to time and effort*	according to time and effort*

We offer a comprehensive range of servicing and maintenance options.

*upon request

☆ = included



Training Package

Please choose the corresponding training.

expert offers an individual training package perfectly tailored to your needs. Train your employees directly on the system or remotely. Trainings and instructions for machine operators will allow you to operate your system and software at its peak.

- One or several days of training as a remote training
- One or several days of training on site
- Training on-site and remotely combined

Services – based on partnership and delivered throughout the process

Each company and each production process is truly unique. Our interest is a long-term business relationship – at eye level. Experienced **expert** employees are at your side when you need them.

We accompany you throughout the entire service life of the machine – and beyond. We are there for you before and after the purchase to offer you advice and training. Wherever something goes wrong!

Support & Service

Services	Basic	Standard	Premium
Response time	up to 2 working days	within 24 hours	priority response within 24 hours
Telephone support	Mon-Fri 9:00-17:00 15 minutes free of charge, thereafter 24,- EUR/15 Min.	Mon-Fri 9:00-17:00 free of charge	Mon-Fri 9:00-17:00 free of charge
Remote Control Service (via TeamViewer)	Mon-Fri 9:00-17:00 reduced price 96,- EUR/h	Mon-Fri 9:00-17:00 free of charge	Mon-Fri 9:00-17:00 free of charge
Service settlement	according to time and effort	Fixed price for emergency service	Fixed price for emergency service
Emergency hotline (availability)	none	Mon-Fri 17:00-19:00	Mon-Fri 17:00-22:00 & Sat-Sun 9:00-22:00
Spare parts	invoiced separately	invoiced separately	invoiced separately
annual on-site service by experienced professionals	none included	1 day / year of Servicing & Maintenance, included	2 days / year of Servicing & Maintenance, included
Price for the first system unit	without current Lump sum*	annual Lump sum*	annual Lump sum*
Extra costs per system unit	without current Lump sum*	annual Lump sum*	annual Lump sum*

*price per request



Software Update Service Pack

**Cost-efficient & reliable –
be always up-to-date.**

We continue to develop our software in order to make sure that your system operates according to the latest standards.

Please ask about our **expert** Update-Service-Pack. We keep the software efficient, optimized for performance and safe so that you can work to the best of your abilities.

Software Support Pack

**Use the current solutions, we
will support you along the way.**

Needs-oriented support for software issues
(Mon-Fri 9:00-17:00)

Personal support wherever you may need it. Simple and solution-oriented. On-site or remote (via Team-Viewer).

expert

systemtechnik

expert systemtechnik gmbh
Broeninghauser Strasse 35 e
DE-33729 Bielefeld

☎ +49 521 959 67-0

📠 +49 521 959 67-10

✉ service@expertsystemtechnik.de

www.expertsystemtechnik.de/en



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Customized solutions, modular technology, agile working practices

Every company and every manufacturing process is unique. Our appreciation of this is found in our drive to develop a simple and practical solution for every technical challenge. For more than 25 years we have been designing and developing innovative automated CAD/CAM controlled cutting systems using waterjet and CNC technology – always implemented in combination with the most up-to-date digital technology, our in-house software.

we think in **cutting** solutions.