

## MAINTENANCE SERVICES

# KOMAX CARE SERVICE CONTRACTS

- We ensure high efficiency, availability and perfect quality throughout the entire machine service lifecycle.
- Our contracts are individually tailored to customer needs with a very attractive price/performance ratio.
- Let Komax do the maintenance work for you. You can concentrate on your core business.
- Best service from the market leader safeguards your investment and ensures longevity.

### Your advantages

#### Performance - increase overall performance by up to 20%

You want to get the most out of your machinery and maximize productivity? Our service specialists know your machine down to the last detail and use their expertise and market experience to provide for an optimum performance. An increase in overall performance of up to 20% is not uncommon.

#### Availability - extensive reduction of downtime

Machine downtime is expensive and often causes problems for the entire production process. Reduce this risk to a minimum with Komax Care. With contractually agreed regular services, your machinery remains permanently fit and always reliable.

#### Quality – 100% in the long term

Do you expect perfect quality over the entire service life of your machine? Only a regularly maintained machine can deliver high quality and productivity over the long term. With Komax Care service contracts, we take on this responsibility for you. We ensure that your machines meet your requirements.

#### Longevity – Komax Care sets new standards on the market

Komax machines are well known for their longevity. Komax Care offerings are designed to fully meet these expectations. Regular services and attractive options ensure that you will enjoy your machines for years to come. With our well-trained experts and the right service products, your machines and test systems will stay in perfect condition for a long time.

### Available options\*

#### Additional maintenance visit

Flexible support (maintenance, training ...) according to your needs.

#### Calibration

Our specialists guarantee auditable accuracy of presses or tools.

#### Consulting

Use our expertise in production automation and process optimization.

#### Emergency plan

Our technician is on site within agreed period of time after customer call.

#### Extended warranty

Warranty extension for 1 or 2 additional years.

#### Komax Connect

Monitor and control the performance of all your machines.

#### Komax Smart Stock

Our vending machine provides spare and wear parts in consignment.

#### Out of working hours

Preventive maintenance on Saturday/Sunday or at night.

#### On.Site training | On.Line training | On.Class training

Professional operator training for maximum quality and performance.

#### Printer Service

Perfect annual cleaning, maintaining, and refilling of your printers.

#### Production Analysis

Identify unused potentials and efficiency improvements at your plant.

#### Software update

We keep software and operating systems fully up to date.

\* All options are depending on local conditions. Please contact your country organization for local availability and details.

## Which contract suits you best?

### Komax Care Basic

This free contract matches our brand promise: It provides a oneyear warranty, telephone access to a competent local service team, as well as online access to valuable product information via our Komax Direct webbase. A high parts availability is also included.

### Komax Care Remote

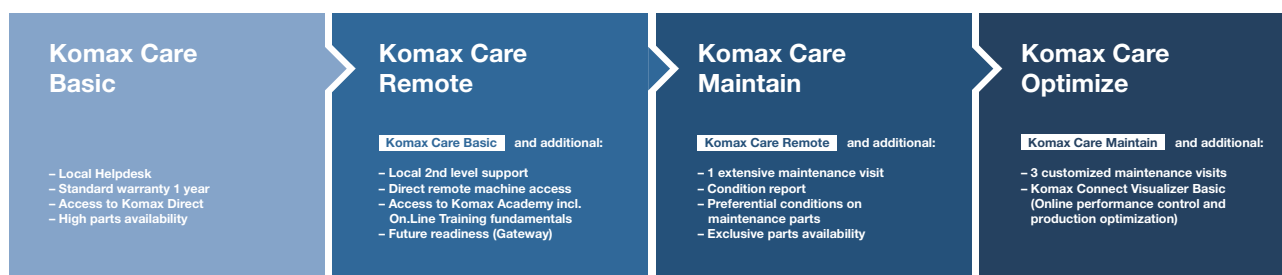
With "Remote", you benefit from an extended range of services and the knowledge of the worldwide Komax Service network. Our local service experts guide your operators by phone through the settings of the machine or solve problems with a web-based online access. On request, we will provide you with a free gateway for direct data exchange with the machine. This will make you future-ready for digital services and the aim of a smart factory.

### Komax Care Maintain

This contract contains all the previously mentioned services, but also an extensive maintenance visit, carried out by our highly trained service specialists. Apart from the usual service works, they can report the current status of the machine and make suggestions on how to maintain the machines perfectly to ensure lasting high performance. Contractual agreements regarding increased parts availability are possible depending on the local situation. Attractive options offer a customized service based on your needs.

### Komax Care Optimize

Komax Care Optimize is designed for customers with a very high demand on availability, quality and performance. All previous services are combined with three additional on-site visits by our service technician. The visits can be customized individually and focus on your need, be it quality or/and performance. It also provides a digital visualization and online performance optimization using your machine and production data.



### Options\*

Additional maintenance visit | Extended warranty | Calibration | Consulting | Emergency plan | Feasibility test | Komax Connect | Komax Smart Stock | On.Site training | On.Line training | On.Class training | Out of working hours | Printer Service | Production Analysis | Software update

\* All options depend on local conditions. Please contact your country organization, for local availability and details.