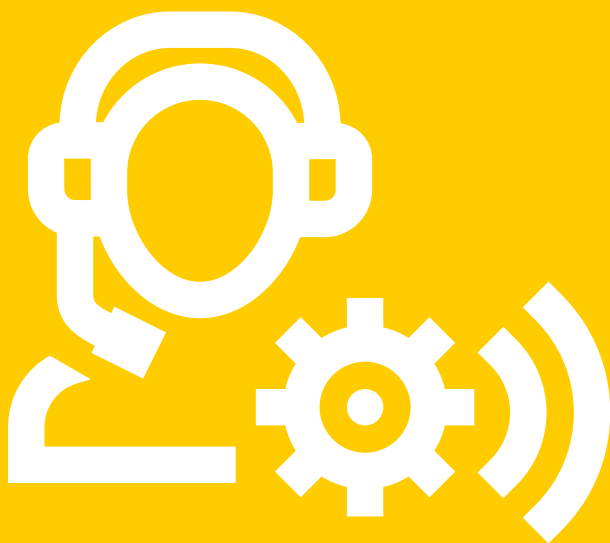




SERVICES FOR YOU



WWW.INTRAVIS.COM

SERVICE CONTRACTS: PLAY IT SAFE

Focus on your strengths, we take care of the rest. It does not matter how many INTRAVIS systems you have – a service contract ensures maximum system availability. We are at your service within a very short time when you need us.

MAXIMUM FLEXIBILITY FOR YOUR NEEDS

To offer you maximum flexibility, our service contracts consist of a basic package and possible optional packages. The CARE package, our basic contract, is issued per system. Among other things, it contains:

- discounted hourly rate for services,
- an annual service check,
- free software updates,
- one hour of remote assistance per year and
- the exclusive availability of a service technician within 96 hours.

For extra protection, you can include PLUS packages. For example, you can add around-the-clock telephone support, even faster availability of a service technician and additional hourly assistance for remote services.

The PLUS packages are booked per production site and are applicable for all systems with a valid basic contract at the respective site.



ANNUAL SERVICE CHECK

INTRAVIS systems are stable and durable. Nevertheless, annual service checks are recommended for each of our systems. For good reason: A wide variety of factors in the factory have an influence on the performance of your system over the year. In addition to contamination, these include, above all, changes made by employees to the hardware or software settings.

With an annual service check, you can make sure that your systems are in an optimal condition, so you can ensure a flawless inspection situation. This increases the effectiveness of your system and thus the efficiency of your entire production line.

HIGHER SUPPORT AVAILABILITY

When you do need a service technician on site, a service contract means that you have the highest priority.

And with the PLUS package, you have the security to reach someone in our service department at any time, every day of the week. This option is especially useful for inline systems where your production relies on your inspection systems.

	CARE PACKAGE	+	Boost your support comfort with	
			OPTION PLUS 1	OPTION PLUS 2
Annual service check ²	✓		✓	✓
Free software updates	✓			
Telephone support	8 a.m. to 5 p.m. (CET)			
24/7 Hotline support ³	-			
Technician ready to depart ⁴	within 96 hours		within 48 hours	within 24 hours
E-mail reply ⁵	within 6 hours		within 4 hours	within 4 hours
Yearly free remote assistance ^{5/6}	1 hour / System		plus 3 hours / plant	plus 3 hours / plant
1,5 hours training per year included ⁷	-		-	✓
	1.200 €		3.200 €	4.100 €
	per system (value up to 60.000 €)		per plant for up to 10 systems ¹	per plant for up to 10 systems ¹
	1.400 €			
	per system (value over 60.000 €)			

¹ Valid for up to 10 systems at the same location. Only with care package service contract.

² Travel expenses will be charged as accrued according to the general terms and conditions of the technical customer support and will be invoiced separately.

³ Only for expert level trained staff. Trained by INTRAVIS.

⁴ Preparation of documents excluded. May take longer due to country specific requirements.

⁵ Available monday to friday, 8:00 am to 5:00 pm CET/CEST

⁶ Not used free hours expire after 12 months and cannot be collected.

⁷ Training at customers site during annual service check or per remote.



REMOTE ASSISTANCE

Some challenges need more than phone calls and email support. In these moments, remote assistance provides us the tools to assist you as if we were there.

REMOTE SUPPORT

Our service technicians support you remotely by accessing your system with TeamViewer via internet connection. In this way, we can already quickly solve many situations from remote.

REMOTE GUIDANCE

Our technicians will guide you with TeamViewer Pilot in a video call with augmented reality – be it via smartphone, tablet, or even smart glasses. This way, we can see what you see as if we were directly on site with you.

Additionally, you can choose between a 10 or 20 hour remote assistance package and get your technical support even faster and at a discounted rate:

10 HOURS	OR	20 HOURS
990 €		1.860 €



SPARE PARTS KITS AND TRAININGS

In addition, we provide kits with the most used spare parts. With these kits, you have the most important parts for a maintenance job already on site.

And if you have new employees, you can always book a training for your INTRA^{VIS} systems whenever you need it. For more information, please contact us.



Whenever questions or problems occur, INTRA^{VIS} always stays present as a skilled contact partner

GET IN TOUCH

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