



Service Check Service Contracts

BASIC · ADVANCED · PREMIUM



Centrifuges



SERVICE-CHECK

The service check comprises a complete on site analysis of your centrifuge for a flat rate payment. You will also receive a detailed service, repair or update quotation for your equipment.



Even more comfort and safety through our customised service contracts:



BASIC

Within the basic service contract regular preventive maintenance minimizes the risk of centrifuge downtime due to defects or faults. We monitor the service intervals to meet all legal requirements without you having to worry about them. Service costs remain manageable.



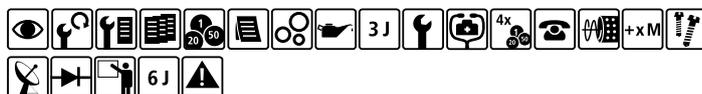
ADVANCED

In addition to our basic contract, the advanced module includes a lump sum for wear parts and spares as well as free access to our 24/7-Hotline. An extension of our basic guarantee is also part of the package.



PREMIUM

This provides a comprehensive service package for your centrifuge. It covers all service activities including unscheduled emergency interventions. We will coordinate and execute any such activities for you. With the Premium service contract you will extend the life cycle of your centrifuge significantly and maintain its value. This way your annual running costs are fixed right from the start. Spare parts, training and documentation updates are also included in this package.



We look forward to providing you with an individual concept for the preventive and condition-based maintenance of your centrifuges (including bought-in products).



Scope of Service Contracts Europe



BASIC

ADVANCED

PREMIUM

Description	Service Check (SC)	Basic Service (BS)	Advanced Service (AS)	Premium Service (PS)
Visual inspection and functional check	•	•	•	•
Annual Overhaul in running condition	–	•	•	•
Test run including protocol	–	•	•	•
Inspection report	–	•	•	•
Fixed costs for working and travel hours as well as all expenses	•	•	•	•
Supervision of Service intervals	–	•	•	•
Fixed costs for Spare parts (machine specific optimized Packages)	–	–	•	•
Fixed costs for lubricants	–	•	•	•
3 Year Contract validity	–	•	•	•
3 Year Overhaul including bearings	–	•	•	•
Machine condition diagnostics and evaluation	–	•	•	•
Advanced quarterly payment of contract costs (-3% rebate)	–	•	•	•
Advanced yearly payment of contract costs (-5% rebate)	–	▲	▲	•
24/7 support (Hotline and availability of specialists)	–	–	•	•
Guaranteed spares availability	–	–	•	•
Warranty extension	–	–	• +6 months	• +12 months
Spare part lump sum (customized spare part packages)	–	–	•	•
Remote online diagnostics and service	–	○	○	•
Annual inspection of safety interlocks	–	○	○	•
Annual centrifuge training	–	○	○	•
Emergency interventions	–	–	–	•
6 Year Contract validity	–	▲	▲	▲
One-off lump sum	•	–	–	–
On site consulting including maintenance and repair proposals	•	–	–	–

Options				
Process support	–	○	○	•
Customer specified spares from parts pool (spare parts contract)	–	○	○	•
Onsite consignment stores	–	○	○	•
Special tools	–	○	○	○
Extension of warranty (new centrifuges)	–	–	○ +12 months	○ +24 months

Description	
Included in contract	
Optional without additional cost	▲
Optional with additional cost	
Not available	–

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