



Field Service Agreement

A customized field service to suit your exact needs.

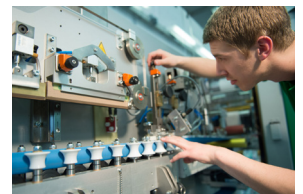
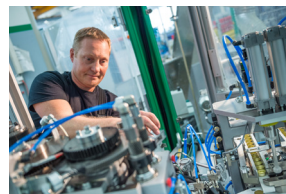
A managed service model for your PackSys Global equipment that is tailor-made for you.

Customized field service

Instead of adopting the traditional, reactive “break and fix” service model, you can opt for a proactive, customized PackSys Global field service to ensure continual and optimal productivity of your machines, and benefit from greatly discounted service rates.

Your Benefits

- Up to 20% savings on standard field service rates
- Fixed travel time and costs
- Discount on additional field service hours
- 10% discount on service parts recommended from the assessment
- Minimized risk of unexpected downtime



Flexibility of service visits

The agreement schedules a number of annual inspection visits. The exact number of days of on-site field engineer service is kept flexible, and is adapted considering actual needs. Since these visits are planned, they come with very attractive daily field service rates.

Our proven expertise

Our highly skilled employees have extensive product knowledge and the maintenance experience necessary to provide fully integrated machinery care services for our clients.

Pricing

Our fixed travel and inspection rates enable better cost planning because they are all-inclusive. They include air fare, travel time, hotel and daily expenses, etc. Compared to our standard rates, you will save up to 20%.

In addition, you will benefit from a discount on standard field engineer rates for additional field services outside this agreement.

Services offered

Functionality and status checks of the assigned machines according to an inspection check list

Rectifying faults

Lubrication of the complete machine and exchange of grease cartridges where necessary

Machine parameters and settings optimization

Preventive measure recommendations to secure continuous production flow

Training of operators and maintenance personnel on machine settings, process know-how, online quality control and maintenance/repair

Your PackSys Global Customer Service Contacts

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