

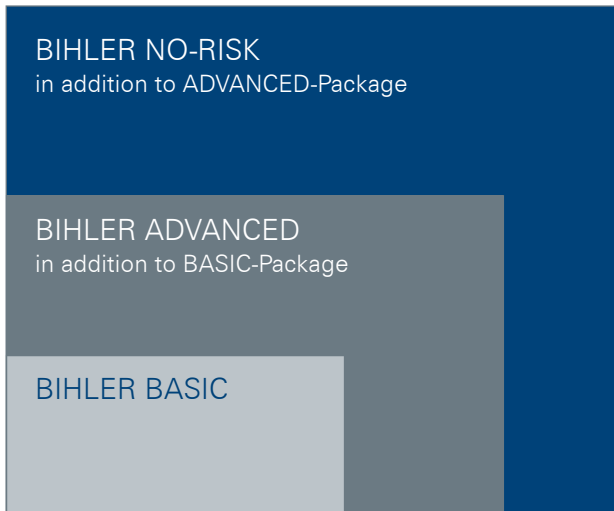


## SERVICE PACKAGES

### For optimum machine availability

BIHLER Service Agreements – a way to be on the safe side. If you opt for one of our packages, we will provide you with sophisticated support to optimize the availability and productivity of your BIHLER machine. Be it by teleservice, regular checks of your BIHLER tools or our three-level maintenance system. The individual maintenance agreements

are assigned to different levels, extending from preventive maintenance to an all-inclusive package. Besides BIHLER Service Agreements provide a clear basis for the calculation of your operating and maintenance costs – and along the way they help you to retain the value of your BIHLER machine.



### ■ BIHLER BASIC

BIHLER BASIC ensures maximum functionality of your BIHLER machine.

- machine inspections at regular intervals
- assessment of the related actual condition
- preventive maintenance work according to check plan

### ■ BIHLER ADVANCED

This package includes all services offered by BIHLER BASIC. The performance of your machine will be further enhanced by:

- machine and control troubleshooting
- regular software updates
- bespoke wear-parts packages

### ■ BIHLER NO-RISK

With BIHLER NO-RISK you can concentrate entirely on your core business. In addition to the services offered by BIHLER BASIC and BIHLER ADVANCED you will benefit from:

- fast response times of our machine fitters – intervention within 24 h\* at the latest
- twelve-hour hotline availability\*\*
- all required spare parts, provided your machine is not older than 5 years or its total running time does not exceed 10,000 operating hours.

\* on working days in Germany and in neighboring EU countries

\*\* on five working days per week

## BIHLER tool maintenance

Day in, day out you need to rely on the precision of your BIHLER tooling, even after years of continuous operation. This is why our experts are going to take a really close look at your tooling, more precisely they will

- check your active parts for wear
- verify your tool settings
- check tool inspections for proper function
- examine pneumatic cylinders and valves for leakage and wear.



## BIHLER TeleService

BIHLER machines excel through compelling reliability. Should a problem happen to arise, however, it could be solved normally via teleservice. This saves time and money. Remedial actions may include, among others:

- immediate elimination of operating errors and wrong entries
- detection of possible errors in the machine and control systems
- installation of software updates

