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# Modular Service Contracts

For MC / LD / FA / PA

Service Programs and Agreement

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## Configurable service packages offering greater benefits & savings *Customizable* service contract

Maximum system availability through tailor-made services throughout the product lifecycle

Modular service contracts are individually configurable service packages. The individual services along the lifecycle are seamlessly coordinated and support the optimal use of your systems.

### Advantages:



Increase of plant availability and operational safety through customized maintenance or services



Complimentary warranty extension period up to 6 months, Cost saving and quicker response time



Digitalization of plant to achieve predictive maintenance  
In addition, acquire spare parts effortlessly

## Modular Service Contracts:

### Basic Service Agreement

- On-call service (24/7)
- Contract Management
- Response & arrival times
- Reduced hourly rates for Engineers
- SITRAIN price discount
- Pre-purchased hourly packages
- Yearly Life-cycle report of installed based
- 3 Months Extended Warranty
- Free on-site visit

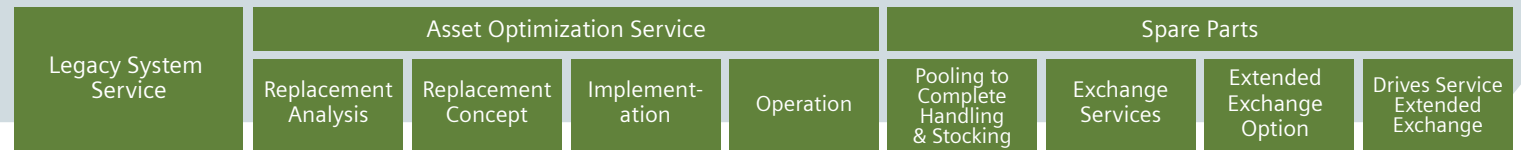


### Demand-Oriented Service Modules

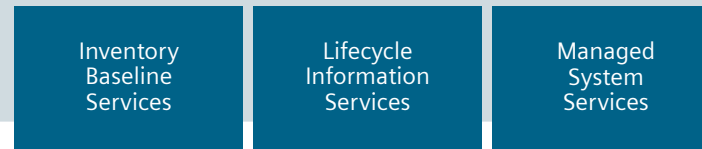
#### Repair & Maintenance Services



#### Spare Parts Services



#### Support & Consulting Services



#### Digital Industrial Services



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When commissioning a “basic agreement” for the first time, a current status of the installed base must be created in a plant overview. If the customer cannot provide the plant overview in digital form, the “Inventory Baseline Service” module is mandatory. **In addition to the basic agreement, at least one further service module must be ordered!**