

# Optional services for maintenance contract

emergency service 24/7



SITE 598.A

The response time to site is vital for business continuity; limiting as much as possible any downtime, in order to avoid any risk of severe system anomaly.

It is, therefore, essential to have the expertise of a maintenance service provider who fully understands your equipment, knows your working environment and who can respond to emergencies within a time guaranteed by a bespoke Service Level Agreement (SLA).

Proximity and emergency service carried out by the manufacturer are the best guarantees for fast troubleshooting and real problem solving.

## Key points

- > Specialist team of engineers on call 24/7
- > Technical expertise on-site within 4 hours\* guaranteed
- > Remote monitoring and proactive troubleshooting with SoLink
- > 24/7 original spare part stock availability with high priority shipment

\* Please check the service coverage in your area.

## Benefits

- > High quality technical support
- > Fast and precise diagnostic
- > Real problem solving