

Service contracts

You put the maintenance in good hands with a MAXIMATOR service package and you keep your costs under control. We will ensure that no inspection will be forgotten in the daily business and that your machine will receive the continuous maintenance which it requires.

	Service Basic	Service Advanced	Service Premium
Despatch of spare parts on the day of the purchase order for articles held in stock.*	✓	✓	✓
Beginning to eliminate the malfunction within:	72 hours	24 hours	24 hours
Service technician on site (Germany) within:	depending on availability	72 hours	24 hours
Service technician on site (Europe) within:	depending on availability	120 hours	72 hours
Transparent and fair accounting according to the cost of our services.	✓	✓	✓
Automatic operation planning before expiry of the respective maintenance interval.	✗	✓	✓
Free use of the service hotline**	✓	✓	✓
Full remote-maintenance package inclusive***	✗	✗	✓
Access to original MAXIMATOR replacement equipment.	✓	✓	✓
Software updates.	✗	✓	✓
Discount on services performed on-site, including materials.	2 %	4 %	6 %



Your direct contact for further information

Dennis Kegler
Service Manager

Telephone: +49 3631 9533-5026
e-Mail: dkegler@maximator.de

* **Despatch of spare parts:** 7.30 a.m. to 5 p.m. on Monday to Thursday; articles held in stock can be despatched if the purchase order is received by 2 p.m. 7.30 a.m. to 2 p.m. on Friday; articles held in stock can be despatched if the purchase order is received by 1 p.m. ** **Service hotline:** Outside our usual hours of business: 5 p.m. to 10 p.m., on Monday to Friday, 8 a.m. to 8 p.m. on weekends and public holidays. *** **Full Remote Maintenance Package:** The remote maintenance of your system assumes that it is equipped with appropriate remote equipment.