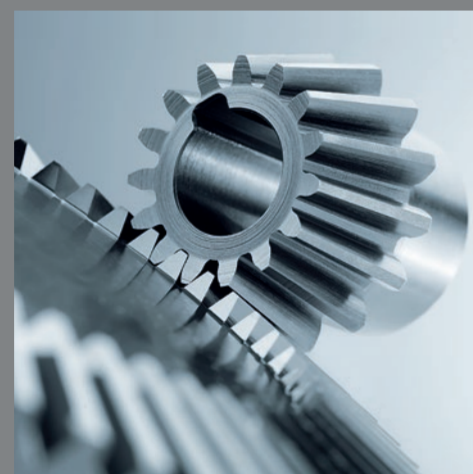
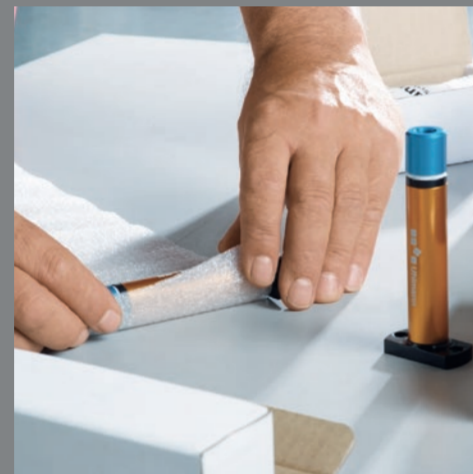


Individually combinable modules for exactly the right amount of support in the respective packaging process.
Professional and cooperative at every level of service.

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MODULE BY MODULE FOR YOUR PERFECT SERVICE PACKAGE.



		BASIC	COMFORT WORLD TRAVEL	PREMIUM WORLD TRAVEL
MACHINES	Telephone hotline	Response: according to availability	Response: within 3 hrs	Response: within 1 hr
	Remote service incl. telephone hotline	Response: according to availability	Response: within 3 hrs	Mon.–Fri. 6:00 a.m.–12:00 p.m. (CET) ¹ Response: within 1 hr
	On-site service	Response: according to availability	Express departure ≤ 48 hrs. ^{1,3}	Express departure ≤ 24 hrs. ^{2,3}
	Spare parts availability	Stocked spare parts: following working day	One-off initial stock recommendation Spare parts management	Additionally: FMECA-Workshop
SOFTWARE SCADA, Track & Trace, Line server, Site server	Remote service incl. telephone hotline	Response: according to availability	Response: within 3 hrs	Response: within 1 hr
	On-site service	Response: according to availability	Express departure ≤ 48 hrs. ^{1,3}	Express departure ≤ 24 hrs. ^{2,3}

¹ Working days: Mon.–Fri. excluding legal holidays

² Excluding Christmas 24.–26.12., New Year's Eve 31.12., and New Year's Day 01.01.

³ Provided entry into the country is possible without travel restrictions (e.g., visa or pandemic restrictions)