

A woman and a man are shown from the chest up, smiling and looking towards the right. They are wearing light-colored, collared shirts. The background is a solid, bright blue color.

WE LIVE

AUTOMATION

AFTERSALES

 **team
technik**
PRODUCTION TECHNOLOGY

AGENDA

- Remote suport
- On-site suport
- Periodic inspections
- Service packages
- Price list of packages and maintenance services
- Spare parts

REMOTE SUPPORT PLANS

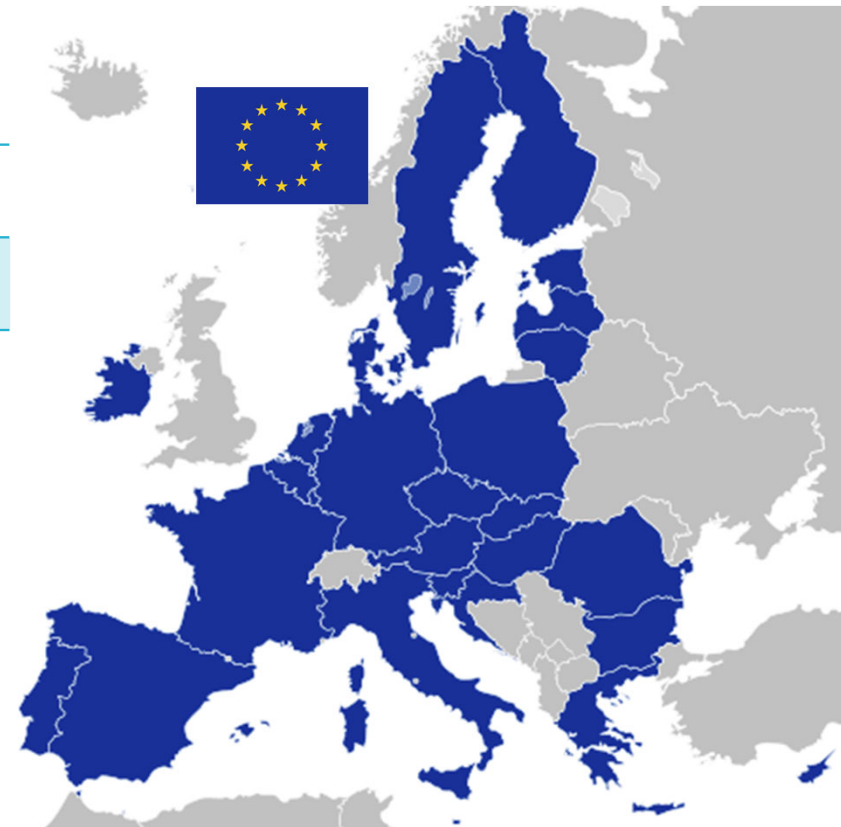
	BASIC PLAN	EXPANDED PLAN
	Monday – Friday 8:00 – 17:00	Monday – Friday 6:00 – 22:00
Remote support hourly fee	ASK FOR AN OFFER	ASK FOR AN OFFER
Within 1-2 hours		
Service visits resulting from requests	ASK FOR AN OFFER	ASK FOR AN OFFER
Spare parts	Ordered in advance, delivery time depends on the supplier	Ordered in advance, delivery time depends on the supplier

NEXT DAY SUPPORT ON - SITE

Service time to reach the customer 24h*

Registration from Monday to Friday 8:00 - 16:00

* Facilities located in EU territory



ACCELERATED RESPONSE TIME

Accelerated service response time

- teamtechnik is prepared to provide a service technician at your plant 24 hours after receiving a notification of a failure, unless there is no other possibility to remove the defect, under the following conditions:
- teamtechnik is prepared to provide a service technician at your plant within 24 hours of receiving a notification of a failure, unless there is no other possibility to remove the defect

Failure reporting must be made during business hours

Monday to Friday
8:00 - 16:00 Keeping the rules of rules „Crash report" and „Contact with the service"

- in the case of failure reports that reach the Guarantor after 4:00 p.m. or in a different way than specified in „Crash report" and „Contact with the service," the response time is counted from 8:00 a.m. on the next business day or later,
- in the case of failure reports that arrive on public holidays or on the eve of a public holiday, the response period begins at 8:00 am on the next business day,
- in the case of failure reports that arrive on public holidays or on the eve of a public holiday, the response period begins at 8:00 am on the next business day,
- when the problem cannot be solved and/or the fault can be removed remotely,
- the time of arrival of the service is up to 24 hours from the moment of reporting the defect, maintaining the rules in „Crash report" and „Contact with the service""Contact Service" excluding weekends and public holidays,
- for trips outside the EU there is no response time for sending a service technician in the case of paid repairs, the fees for sending the Website are charged at the applicable rates for assembly and service, except in cases of recognized warranty claims,
- remote access to the website is required,
- express services and special operations are provided only in special circumstances or as specified in the service and maintenance contract,
- for other conditions and service activities, a separate service agreement should be used, which may be separately offered by ttPT

PERIODIC INSPECTIONS

Offer of four periodic inspections at the customer's premises / installation site, which will include the following activities:

1. Electrical measurements with measurement report with thermal imaging of electrical switchboards.
2. Checking the status of belts in TS and/or their possible periodic replacement
3. Check clearances on guide elements: bearings and linear guides, rolling bearings, plain bearings, gripper jaw guidance, etc.
4. Checking and calibration of the alignment of key processes; screwdriver positions vs. product, pressing tools vs. product, etc.
5. Checking the tightness of the pneumatic system
6. MSA measurements
7. Check the patency and the possibility of remote connection in the event of a failure
8. Control and backup of the current copy of each software.
9. At works – periodic inspections, lubrication and battery replacement

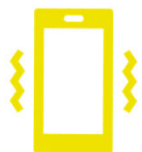
- The cost of the First Periodic Inspection after 3 months from installation
- The cost of the Second Periodic Inspection after 6 months from installation
- The cost of the Third Periodic Inspection after 9 months from installation
- The cost of the Fourth Periodic Inspection 12 months after installation

CONTACT US

OUR SPECIALIST WILL ANSWER YOUR QUESTIONS



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