

MAINTENANCE CONTRACT

Basic maintenance

- preventive maintenance, in a fixed cycle to be agreed upon
- during regular WILUX opening hours, in each case on a working day

Written or telephone reminder

- Customer is reminded of the next maintenance appointment in good time and a maintenance appointment is agreed with him

Included in the maintenance flat fee:

- Work at the customer's site, during regular WILUX opening hours, during a working day
- Travel expenses
- Wear parts (exception: printhead)

Discount on all wear and spare parts during the term of the maintenance contract:

- 10% Discount
- 20% Discount

Price approaches:

- Work on site at the customer (hardware)
- Work on site at the customer (software)

Hourly rates always apply specifically to the device/machine with/without maintenance contract

Response times when a fault is received (by telephone or in writing)

Intervention times on site at the customer's premises, after receipt of a fault (by telephone or in writing)

Remote support

WITHOUT MAINTENANCE CONTRACT

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regular
WILUX price approach

no guarantees

as soon as possible
„best effort“

no guarantees

as soon as possible
„best effort“

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MAINTENANCE CONTRACT STANDARD

✓
✓

✓

✓
✓
✓

✓
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reduced
WILUX price approach

Prio 2

as soon as possible
according to availability
technician

within 24 hours

from receipt of fault
report

regular
WILUX price approach

MAINTENANCE CONTRACT PREMIUM

✓
✓

✓

✓
✓
✓

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✓

additionally reduced
WILUX price approach

Prio 1

as soon as possible
according to availability
technician

within 24 hours

from receipt of fault
report

reduced
WILUX price approach