

GP SOLAR SERVICES

RELIABLE SUPPORT AND COMPREHENSIVE SERVICE FOR YOUR GP SOLAR INSPECT SYSTEMS

SITUATION

Nowadays the huge production capacity utilization causes strong mechanical loads of the equipment which influence the conditions of the processes and can cause troubles. Consequently the efficiency of the whole production line may be affected. In a profitable production such troubles should be avoided. Through a constant system maintenance procedure problems can be identified and removed early. Anyhow, if still difficulties occur a fast troubleshooting is needed. Therewith a smooth production process which is always up-to-date can be assured.

DESCRIPTION

GP Solar offers various maintenance services and practical support from experienced service engineers. This way processes can be adapted fast to changing conditions. In case of any problems our competent troubleshooting ensures minimal stand-still times. Depending on the number of inspect systems suitable packages can be chosen.

Our service offers:

- › Calibration
- › Quality measurements
- › Recipe adjustment
- › Trainings

Our Service contracts from GP Solar are subdivided in three classes:

- › GP SERVICE-CONTRACT .Gold,
- › GP SERVICE-CONTRACT .Silver and
- › GP SERVICE-CONTRACT .Bronze.

The contracts include different services according to the contract and the scale of benefits you choose.

- › Telephone Support
- › On-site availability
- › Preventative maintenance per system
- › Remote Support
- › On-site troubleshooting
- › Software maintenance
- › Discount for software customizing
- › Parts storage

ADVANTAGES

- › Cost control
- › Reduction of equipment downtime
- › Cost-efficiency services
- › Production at the latest state of the art





DESCRIPTION	ARTICLE NO.	GP SERVICE- CONTRACT .Gold	GP SERVICE- CONTRACT .Silver	GP SERVICE- CONTRACT .Bronze
Minimum number of GP Solar Inspect Systems	Gold: 04.00.0048 Silver: 04.00.0047 Bronze: 04.00.0046	25	1	1
Telephone Support		24 hours a day 7 days a week	During business hours	During business hours
Reaction time following initial service request during business hours		8 hours	24 hours	24 hours
Time to on-site availability following initial service reaction		24 hours	24 hours	24 hours
Preventative maintenance per system		Max. 4 days/year	Max. 2 days/year	Max. 2 days/year
Remote Support		24 hours a day 7 days a week	During business hours	No
On-site troubleshooting		As needed	For replacement parts	No
Fees for weekend and holiday services	04.00.0013	No	Yes	Yes
Charge additional fees for work outside of normal business hours	04.00.0014	No	Yes	Yes
Software maintenance		Yes	Yes	Yes
Discount for software customizing		20%	10%	5%
Discount for training, service & support		20%	10%	5%
Min. billable hours for on-site visits		Min. 2 hours	Min. 3 hours	Min. 4 hours
Parts storage		On-site stock	Near-site stock	Central warehouse
Contract duration		1 year	1 year	1 year

Note: some of the mentioned features are optional. Technical details subject to change without prior notice. Only technical specifications in quotations and duty books are binding.

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