

Modular service contracts



More secure!

Modular service contracts: Guaranteed services for maximum process security. Excellent product quality and modular services, for optimum system performance and service life. On a modular basis, with just the services you need for maximum process security: Inspection, maintenance and small repairs, and including a check of compressed-air consumption and energy efficiency.

Maximum process security ...
... guaranteed: Festo service technicians take a close look at the pneumatic/electrical drive technology of your installation, carry out all recommended and necessary preventive maintenance work and take care of repairs automatically within the limits which you have selected.

Prevention for maximum service life ...

... is part of the package: Festo service technicians also check the operating conditions and offer

first-class preventive measures – the unique Energy Saving Service, Air Consumption Analysis or Air Quality Analysis. Including tips and ideas for potential savings!

If a breakdown should occur ...

... optimised spare-parts concepts and full technical support cut downtime to a minimum. We know that every minute of downtime costs money!



Process security!

Long service life!

Modular!

912.7.PSI →

Product Short Information

Modular service contracts

Service contracts are well worth while!

Right from the start – since they also considerably increase the productivity of your installations. They are particularly valuable in cases where ...

... Festo products play a central role in one or more of your machines.
... you or your staff have only limited time to carry out maintenance work.

... you use not only standard technology but also high-tech solutions which require an excellent knowledge of the characteristics of components and sub-systems.

... you are looking for a partner who not only provides technical support for your maintenance concept but also discusses solutions with you to help identify the right one for your needs.

Overview of Festo's modular service contracts

Extra services – by agreement					General repairs and other services – Individually defined 9)
Extended services – optional	Guaranteed reachability – Individually defined 7)	Lead time – Individually defined for emergencies	Reaction time – Individually defined for emergencies	Spare parts management – Individually defined 8)	Spare parts management – Including stock control
Standard contract	Inspection 2)	Maintenance 3)	Small repairs 4)	Energy Saving Service 5)	Air Quality Analysis 6)
	Guaranteed reachability – Standard 1)	Guaranteed lead time – Standard 1)	Guaranteed reaction time – Standard 1)	Defined contact person/ contact path	Including travel costs

Standard

- 1) Standard:
 - This is governed by the values and times defined in the standard service contract.
- 2) Inspection
 - In accordance with Festo's recommendations for product, e.g. damage, leaks, lubrication, loose fittings, etc.
 - Evaluation and documentation of machine status
 - Analysis of recommended and necessary (preventive) maintenance or repair work
- 3) Maintenance
 - In accordance with Festo's recommendations for product, e.g. replacement of air filters and silencers, lubrication top-ups, re-tightening of fittings and screws/bolts
 - Analysis of necessary repairs

- 4) Small repairs
 - Carried out within defined limits, for example the replacement of defective fittings or tubing, with documentation of repairs
- 5) Energy Saving Service
 - Determination and assessment of compressed air consumption, including analysis of potential for energy-saving measures
- 6) Air Quality Analysis
 - Analysis of decentral air preparation concept, included determination of water and oil content of compressed air. If necessary, derivation of any necessary measures to improve air quality and thus increase product service life.

Extended – optional

- 7) Availability – including out of normal business hours
 - Guaranteed reachability within individually agreed period
- 8) Spare-parts management – including stock control
 - Analysis of installed components
 - Definition of necessary spare parts
 - Analysis and definition of delivery times for spare parts
 - Sourcing of individual spare parts
 - 24-hour emergency delivery service for spare parts

Extra – by agreement

- 9) Repairs – individually defined and budgeted, including large-scale work

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