

# Support and service for you

- Do you want to **increase your uptime** with 5% each year?
- Do you want to have a **skilled engineer onsite within 24 hours** if needed?
- Do you want to **decrease your costs for spare parts and labour** with 10%?

If yes, we have the solution for you!

## Service contract

Our Service contract will be adjusted to your specific needs and includes at least following benefits:

- 24 hour response time (within 24 hours a skilled engineer will be onsite when needed!)
- Unlimited use of helpdesk support
- 7% discount on spare parts yearly increasing to 12% discount
- 10% discount on working hours outside the contract
- Guaranteed 24 hour delivery on critical spare parts
- Regular visits by skilled engineer (amount of visits based on customer's needs)
- Flexible visits; you determine the work to be done
- Optional complete service checklist during each visit
- Advisory report included after check-up
- Help with malfunctions and other problems
- No down payment necessary on spare parts to the value of the service contract
- Yearly training options against reduced costs



## Helpdesk contract

When you well set up for your own maintenance, and not in need for service engineers to come by, our helpdesk contract will warrant unlimited access to our remote support from our helpdesk. This is based on quick response remote support.

A helpdesk contract is particularly interesting when you have your VPN connection open. Then we can connect with remote diagnostics to your press, and perform quick response troubleshooting and bring your press back up and running in no time!

**When you use more than 5 helpdesk hours a year, it is already beneficial to have a helpdesk contract!**

Are you interested in a service or helpdesk contract? Please contact our service department via [helpdesk@dgpress.nl](mailto:helpdesk@dgpress.nl).