

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!

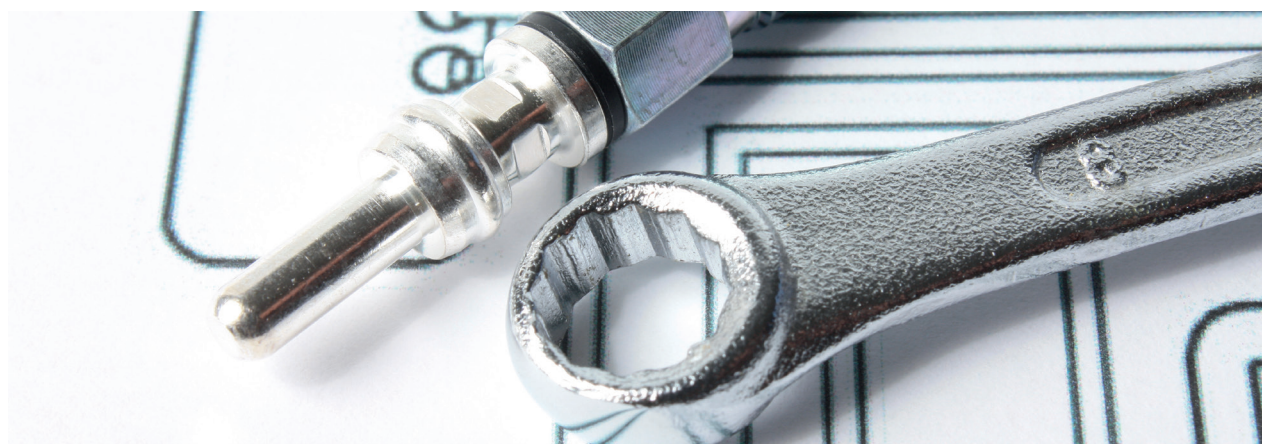
Service contract

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
- 10% discount on spare parts
- 10% discount on working hours outside the contract
- 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

Ask us about our new 2020 Service programs, like 24h* delivery services on Bosch Rexroth products, exchange program and overhauling options.

(* on selected products and in selected countries)



Helpdesk contract

When you are not interested in service visits and contact with our helpdesk is sufficient for your needs, we recommend a helpdesk contract. Our helpdesk contract is based on quick response remote support and customers get **unlimited usage** of our helpdesk without unexpected invoices for this support. When a helpdesk contract is combined with a VPN connection we can remotely connect to your press, and perform quick response troubleshooting to get your press up and running as soon as possible!

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@dgpess.nl.