

ROVEMA SERVICE LEVEL AGREEMENT



Support, Service, Safety

With us, you are the centre of attention. With our revised service concept, we support you optimally throughout the entire service life of your machine.

Your advantages at a glance:

- ▶ Prevention of malfunctions and downtimes
- ▶ Ensured availability of machine
- ▶ Planning certainty
- ▶ Calculable maintenance costs
- ▶ Qualified Service Technicians – always up to date thanks to regular staff training and quickly on-site thanks to worldwide service locations
- ▶ More Know-how for your operating personnel thanks to training
- ▶ Identification of potential for optimization and concrete recommendations for action

1 Level BASIC	2 Level COMFORT	3 Level PLUS
E-Learning Package one-off - 10%* on spare parts list - 3% on spare parts & service VPN license Inspection	Priority Booking E-Learning Package + 1-day face-to-face training one-off - 15%* on spare parts list - 6% on spare parts & service VPN license Inspection	FMEA Consulting Priority Booking E-Learning Package + 2-day face-to-face training one-off - 20%* on spare parts list - 10% on spare parts & service VPN license Inspection

* does not cumulate with other discounts



Passion for packaging





All important at a glance

What does a yearly inspection by a service technician comprise?

- ▶ regular check of all important machine components for wear, function and safety based on ROVEMA check lists
- ▶ removal of impurities
- ▶ oiling and adjustment of mechanically moved parts
- ▶ checking of current software status
- ▶ issuing of detailed service report

Why do I need a VPN router license?

If necessary, a service technician can connect to your machine via the VPN router, carry out a reliable remote diagnosis and quickly rectify faults so that no on-site service visit is necessary.

What does ROVEMA offer with E-Learning?

By concluding a ROVEMA Service Level Agreement, you gain access to the ROVEMA E-Learning package Machine Induction (machine type-independent), which consists of three modules: "Safety", "Basics HMI" and "Daily Routine". In order to be able to use the time and location-independent offer, the participant needs an electronic device (PC, laptop, smart phone, etc.), an internet connection and the login data for the ROVEMA Learning Management System.

Which Remote Services does ROVEMA offer?

- ▶ instruction via telephone
- ▶ remote diagnosis and transfer of software per VPN router
- ▶ remote support platform AMA XpertEye per smart phone or smart glasses
- ▶ communication platforms: Zoom, Teams, Teamviewer

What is a spare parts proposal list?

It is a tabular list of the most common spare and wear parts for your machines. By concluding a ROVEMA Service Level Agreement, you receive a one-off discount on your first spare parts order from this list per contract year. The level of the discount rate* depends on the chosen contract level.

What does „priority booking“ mean?

With the Comfort and Plus level packages, your requests are treated with increased priority and you benefit from a preferential scheduling of service visits.

What is a FMEA?

FMEA is a failure mode and effects analysis. ROVEMA carries out an analysis of the current condition of your machines. As a result of this analysis, optimization potentials and concrete possibilities for action are shown in order to ensure a consistently high performance level.

Content	Basic	Comfort	Plus
Yearly inspection	✓	✓	✓
VPN router license	✓	✓	✓
Discount on all service visits and Remote Service	3%	6%	10%
Discount on all spare and wear parts	3%	6%	10%
One-off discount on first spare parts order per contract year (in accordance with spare parts proposal list)	10%*	15%*	20%*
E-Learning package			
Machine induction (German or English)	✓	✓	✓
Face-to-face training (German or English)	–	+ 1 day	+ 2 days
Priority Booking	–	✓	✓
FMEA (Failure Mode and Effects Analysis) Analysis of the current condition of the machine and proposition of concrete actions in order to improve the performance	–	–	✓

In a joint consultation with you, we will be happy to find out which contract level is the best option for your machinery.

* does not cumulate with other discounts



Sales partner and service center worldwide



ROVEMA GmbH
Industriestrasse 1, 35463 Fernwald, Germany
Phone: +49 (0)641/409-0, info@rovema.de
www.rovema.com