



TruServices
Service Agreements

Classic

Classic Contract

- Technical telephone support 12 hours 7 days per week.
- Two preventative maintenances per year (once per year for some products).
- Travel and accommodation costs for the preventative maintenance included in contract price.
- Proven reduction in repair service visits through preventative maintenance.
- Service visits invoiced as per standard terms and conditions with **20 % discount** applied on service charges.
- Basic support and TelePresence included in the contract.
- Pro-active spare part replacements.

Classic Contract

- Preventive maintenance shall be performed twice a year, at regular intervals against TRUMPF checklist. The exception being Press Brakes and Solid State Lasers where the preventive maintenance will be performed once per annum.
- It is the policy of TRUMPF to do everything within their means to meet the customer's wishes concerning the date. Whilst the date has been accepted the customer must allow the engineer access otherwise this could be deemed as chargeable or loss of service.
- Should the customer wish to postpone service a minimum of 72 hours notice is required, TRUMPF reserve the right to invoice for non refundable items, such as flight cancellation.
- The cost of the consumables required to complete the preventive maintenance are excluded from this contract.
- Please see TruServices Classic contract policy for complete details.

Basic Support

- Telephone and diagnostic support from TRUMPF helpdesk in Pune.
- Helpdesk support hours are 08:00-20:00 Monday – Sunday.
- Weekend and holiday support by remote staff 12 hours per day.

TelePresence

- TelePresence in conjunction with Basic provides remote diagnostics of a machine, control and laser via PC Anywhere.
- TelePresence is available to customers where the control is fitted with an integral modem or VPN Firewall module.
- For modem support the customer must provide an analogue telephone line to the control to enable support engineers from TRUMPF to dial directly into the control – a DDI (direct dial in) line is required; it is not possible to connect via a manually operated switchboard.
- All telephone costs and support engineers time are included in the cost of the contract.
- The process is secure as unauthorised access is not possible . Customers must authorise connection. Specific log-in and passwords are required by the support engineer.