



TruServices

Service Agreements for TruPrint

For highest machine uptime

Our Service Agreements Basic, Classic und Premium offer the right package for any requirement – from online remote diagnostics, over preventive maintenance and reduced service rates all the way to full-service packages, incl. repair missions and spare parts.

Please approach us for an individual offer that meets your needs.



Your service plus

- ✓ Higher productivity
- ✓ Optimized machine uptime
- ✓ Less repairs and better process reliability
- ✓ Projectable maintenance and operational costs
- ✓ Better value retention and higher re-sale value



Service Agreements for TruPrint are also available with **Visual Online Support (VOS)**

Our Service Agreements for your TruPrint machine

Basic

Telephone support

Troubleshooting and basic operations support through our Additive Manufacturing service specialists.

7 x 24h spare part service

No additional fees for nighttime and weekend orders. You will only be charged for parts and shipping.

Online diagnosis and fault repair (TRUMPF Remote Support)

Quick and direct diagnosis and adjustment of operational faults or setup errors by our specialists through a certified and secure online connection (requires your approval).

Classic

Regular maintenance with a maintenance checklist

Preventive and projectable maintenance – based on professional checklists created by our specialists.

Consumables according to maintenance checklists

Consumables needed for preventive maintenance sessions are included.

Documentation of maintenance through manufacturer

We certify the manufacturer maintenance through our TRUMPF maintenance badge.

Reduced service rates

On-site repair missions (outside of warranty period) will be charged at a reduced rate.

Premium

Service repair missions

Labor time, as well as travel time and costs for repair missions are included in the annual fee.

Best availability – fastest response and reaction times

Your issue will be handled with maximum priority through one of our competent service specialists.

In case of a machine breakdown, we will be at your site within the shortest possible time.

Spare parts and projectable operation costs

All necessary spare parts (excluding consumables) are provided free of charge – even shipping is included. The fixed annual fee makes maintenance costs and costs for operation completely transparent.

Our full
service
package