



TruServices:

Service agreements

48 Hour Guarantee!

In case of a machine down, we promise to be with you in two days or less.

Less Cost

Each of the four agreements include discounts and credits.

More Uptime

State-of-the-art remote diagnostics, preventative maintenance, and certified technicians ensure your machine stays up and running.

Higher Resale Value

Machines in good condition that are regularly maintained using original TRUMPF parts run smoother and have an increased resale value.

The right coverage matters: Choose the plan for your machine.

Example: TruLaser 3030	Warranty	Ext. Warranty	Remote*	Standard**	Premium**	Premium Plus**		
Technical remote support	24/7 Free Technical Remote Support							
Digital remote support	Flatrate for TRUMPF Visual Assistance (Smart Glasses and smartphone) Service App + Technical Guides							
Consumable discount		1 PM visit		10% Consumables Discount				
10% Replacement part discount				10% Replacement Parts Discount				
10% Training discount				10% Training Discount on courses pertaining to the technology				
PM missions				2 PM visits a year				
Onsite Labor					3 Missions (not to exceed 10 days)			
Replacement Part allowance						\$50k Parts allowance		

* Renews automatically after the end of the term for another year unless otherwise canceled.

** For any a STANDARD, PREMIUM or PREMIUM PLUS Agreement, we guarantee to be onsite of a down TruLaser, TruPunch or TruBend within 48 hours of that mission being created.

REMOTE: Higher machine availability

The REMOTE agreement offers all the possibilities of remote trouble shooting, via phone, smart phone or smart glasses.

STANDARD: Preventative maintenance plan

The STANDARD agreement is the right choice to maintain your equipment with our certified technicians to optimize running time.

PREMIUM: Preventative maintenance and repair

The PREMIUM agreement includes a preventative maintenance plan as well as additional onsite support.

PREMIUM PLUS: Full service package

The PREMIUM PLUS agreement ensures superior machine operation and includes a significant replacement parts allowance.



Videostreaming sessions with our Technical Remote Support Team via Smart Glasses or smart phone is now included in all of our service agreements.

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