

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	Estimated Value	Warranty*	Ext. Warranty*	Basic	Standard	Premium	Premium Plus
Phone support (3-4h support)	\$750	24/7 Free Phone Support					
Consumable discount	\$2,000		1 PM visit	5%	10% Consumables Discount		
10% Replacement part discount	\$2,000			10% Replacement Parts Discount			
10% Training discount	up to \$750			10% Training Discount on courses pertaining to the technology			
2 PM sessions, \$4,500 each	\$9,000			2 PM visits a year			
ART glasses and sessions	\$2,200			Included in any agreement (remove \$2,000 if you opt out of ART)			
10 days/3 missions onsite labor	\$15,000			3 Missions (not to exceed 10 days)			
Replacement Part allowance	\$50,000			\$50k Parts allowance			

Agreements backed by our 48 Hour Guarantee

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. We promise our best service, now let's guarantee it!

BASIC: Higher machine availability

The BASIC agreement offers unlimited phone support as well as discounts on Consumables and Tooling.

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.



Smart Glasses and ART are now included in our Standard, Premium and Premium+ service agreements.

TRUMPF Inc.

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