SERVICE CONTRACTS

YOUR SUPPORT FROM QUALIFIED TECHNICIANS

WWW.INTRAVIS.COM

WE SOLVE PROBLEMS. BEFORE THEY OCCUR.
THE SERVICE CONTRACT FROM INTRAVIS – PLAY IT SAFE!

Focus on your strengths, we take care of the rest. It does not matter how many INTRAVIS systems you have – a service contract ensures maximum system availability. We are at your service within a very short time, if you need us.

Qualified technicians not only support you over the phone, but also check your INTRAVIS system annually onsite. They record the actual state of the system and identify wear parts for replacement, if necessary. For your convenience, we handle the coordination and planning.

MAXIMUM FLEXIBILITY THANKS TO OPTIONS

To offer you maximum flexibility, our service contracts have a modular structure: The basic contract is issued per system and contains an annual service check as well as the exclusive availability of a service technician within 96 hours. If necessary you can add further combinable modules, such as i.e. an even quicker availability or a 24-hour telephone hotline. These additional options ap-
YOUR SERVICE CONTRACT POSSIBILITIES

RELATED TO THE SYSTEM

Basic contract

Hotline Mo - Fr between 08.00 A.M. & 05.00 P.M. (CET)
Availability of a service technician within 96 hours
Annual service check included

+ Option 1 24/7-Telephone hotline

+ Option 2 Availability of a service technician within 48 hours

+ Option 3 Availability of a service technician within 24 hours

RELATED TO THE LOCATION

THE ADVANTAGES OF A SERVICE CONTRACT AT A GLANCE:

- Higher system availability
- Timely replacement of wear parts
- Faster troubleshooting and immediate assistance in case of downtime
- Regular maintenance increases system life time
- Latest software version due to regular updates
- Predictable maintenance costs
- Refreshment-trainings on site as part of the annual service check

Available to all systems with a valid basic contract in one manufacturing plant.

AVAILABLE WORLDWIDE 24/7

You can reach us by phone or mail, if necessary also around the clock.
If a service is requested, we will come to you – wherever you are located. Our worldwide network of experienced and well-trained technicians guarantees quick help. If necessary, our service technicians are available within 24 hours.
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