

## Repair service contract

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*The Repair service contract is a compact service contract for Bizerba hardware. It ensures the hardware's high availability at costs which can be planned.*



**More information**  
High performance  
with a wide range of  
solutions and options.



### Our services at a glance

#### Remote support

- Use of our hotline with technical support contacts
- Checking of error messages for hardware and software as well as identification of possible error causes
- Fast remote assistance without on-site assignment
- Support for DIY troubleshooting due to Augmented Services
- Individually agreed response times
- Help for questions concerning application and device functions

#### Repairs

- Repair of defective devices
- Set-up time
- Working time
- Travel expenses
- Expenses for meals
- Original Bizerba spare parts included (except wear and tear parts)
- Supply of rental devices in case of repair works (in as far as they are available)

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### Your benefit

If your device shuts down - you are on the safe side with the Repair service contract. Stand-by services during our business hours are included, meaning that repairs can be done quickly. Production downtime can be reduced thanks to quick assistance provided by our remote support service – without technician lead time and travel time. Additionally benefit from time savings.

Another advantage you can expect from the Repair service contract is the use of Bizerba spare parts. The use of high-quality and tested original Bizerba spare parts increases the life span and working life of the devices, providing more reliable availability and greater economic viability.

The desire for a simple payment method, predictable costs, cost control and transparency is provided with this type of contract as internal costs and time are saved if you take advantage of the repair contract.

Bizerba Service is a competent partner, who knows the ins and outs of your situation and your requirements and can respond to them individually and personally. With the Repair service contract from Bizerba you gain a reliable and proactive partner and solution provider as the central body to register your requirements. Get the maximum benefit from Bizerba technicians' professional process and industry know-how. Thanks to the Bizerba principle "Everything from a single source" you will be in good hands and can focus on your core competence.

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### Special features

By using original Bizerba spare parts you meet the warranty claim for devices and systems.

The provision of rental equipment, in as far as available, included in the scope of services quickly bridges any downtime. Standstill periods and sales losses are reduced to a minimum.

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Our in-house established information management makes sure our service technicians are always informed and up to date on all the hygiene and security regulations.

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### **Options**

- Wear and tear parts included
  - Service Level Agreement (SLA): Extended availability means that the stand-by service adjusts their availability by up to 24 hours, seven days a week to your individual production times. And the reaction time that you define to ensure quick and competent maintenance guarantees and ensures for shorter production downtime.
  - Runtime between 12 and 60 months
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### **Bizerba SE & Co. KG**

Wilhelm-Kraut-Straße 65  
72336 Balingen

T +49 7433 12-0  
fax: +49 7433 12-2696  
marketing@bizerba.com

**[www.bizerba.com](http://www.bizerba.com)**