



My Bizerba Service contracts

Service redefined

"From slaughterhouse to sales counter. Bizerba as a partner offers me the perfect solution for creating value from a single source: hardware, software and service. At a quality to meet my requirements. That's My Bizerba."

Thomas Winterhalter
Managing Director butchery
Gustav Winterhalter GmbH



A new service experience

Thinking in possibilities rather than limitations is a Bizerba tradition. Keeping this in mind we have redefined our services. With My Bizerba and Bizerba service contracts you will discover a perfect balance of individuality, quality and economy offering you more flexibility.

With our Open World we created a unique, networked portfolio of products and services. In dialog with our customers and the industry we will continue to develop suitable solutions. My Bizerba is our response to constantly changing markets and needs. It is our central idea to offer you the best prospects and success in your industry. The result: our service contracts.

With our service contracts you can combine products and services as needed. You will be pleased with the quality supplied by a leading

solutions provider which puts you a step ahead of the competition. And it feels good to know that your investment is protected with us as a partner right from the beginning.

Welcome to My Bizerba



Our service contracts are available to all future-oriented customers. This could include Bizerba hardware or software or comparable products from other manufacturers.

Tailor-made services at predictable costs

These are only two of several benefits offered in our service contracts. No matter how you create your integrated service package with My Bizerba: You are flexible and benefit from smooth-running processes.

Easy handling

Service contracts are standardized service packages which you can customize by means of options and modules. Combine the products to fit your needs with the services which you want. Based on your needs you decide what type of service you require – from basic to full services.

More freedom

You determine the terms of your service contract, e.g., the service intervals. Contracts can be combined with others or with extra services such as training or financing. Service contracts offer you flexibility to withstand future changes.

Transparent costs

No matter how you set up your service contract: You only pay for services you actually need. Travel expenses and labor costs are usually included in most contracts. With our all-inclusive prices you have full control of your operating costs. And these costs can be planned. The extent of your plan is up to you – you decide with your service contract.

Ahead of the competition





With your service contract you are opting for the quality provided by a leading solutions provider. This will put you a decisive step ahead of your competition. With our technical know-how and being close to your industry we create innovations which offer you real benefits. Be it for your operation or production process or ever changing needs of your customers.

Investment protection

With a service contract you protect your investment right from the start. Our service experts offer you the best support for your machine or system. Our specialists are fully familiar with the legal requirements of your industry. We want to make sure that you are always on the safe side.



Essential contracts

Bizerba services which cover your basic needs

-  **Calibration management** contract
-  **Remote support** contract
-  **Checkup** contract
-  **Helpdesk** contract

Advanced contracts

Ideally suitable when you need additional services

-  **Repair service** contract
-  **Extended availability** contract
-  **Calibration** contract
-  **Software maintenance** contract
-  **Extended warranty** contract

Complete contracts

Complete protection for your investments

-  **Full service** contract



Essential contracts

Calibration management contract

Calibration management

- Consulting and support
- Scale registration for inspection equipment control
- Planning and monitoring of calibration appointments
- Reliable control of calibration due dates
- Coordination and arranging of calibration dates

Your benefits

- + Efficient processes
- + Reliable handling of all legal requirements
- + Concentration on core competence

Helpdesk contract

Telephone support for Bizerba software

- Personal contact with Bizerba specialist
- Comprehensive support: technical application requirements, software settings and configurations, specific user questions etc.

Your benefits

- + Fast support without on-site assignment
- + Qualified contact persons
- + Know-how transfer to internal staff

Checkup contract

Annual technical inspection of equipment and systems

- Inspection based on a detailed device-specific checklist
- Weight check
- Monitoring of verification deadlines
- Security check

Your benefits

- + Reliable handling of all legal requirements
- + Early identification of possible technical problems
- + Optimized availability

Remote support contract

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Online support via certified computer connection
- Telephone support via Bizerba Service Hotline
- Qualified service contact person
- Guaranteed response time
- Malfunction check and identification of possible error sources

Your benefits

- + Fast response time
- + Fast diagnostics, no lead time and on-site assignment
- + Fast decision on what measures are to be taken during possible on-site repair
- + Reduced production downtime resulting in less costs



Advanced contracts

Repair service contract

Fast repair with/without on-site assignment

Repair work

- Repair of defective equipment
- Stand-by service during Bizerba business hours
- Original Bizerba spare parts included (except wear)
- Supply of rental equipment during repair work

Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Online support via certified computer connection
- Telephone support via Bizerba Service Hotline
- Qualified service contact person
- Guaranteed response time
- Malfunction check and identification of possible error sources

Your benefits

- + Fast diagnostics, no lead time and on-site assignment
- + Short response time
- + Fast decision on what measures are to be taken during possible on-site repair
- + Warranty claim for equipment and systems when using original Bizerba spare parts
- + Reduced production downtime resulting in less costs

Calibration contract

Individual calibration management and calibration by certified experts

Calibration management

- Consulting and support
- Scale registration for inspection equipment control
- Planning and monitoring of calibration appointments
- Reliable control of calibration due dates
- Coordination and arranging of calibration dates

Calibration

- Functional test of the scales
- Calibration
- Calibration marking of the scale
- Documentation and test reports
- Calibration in case of metrological deviation (Bizerba scales)
- Initiating of repair management

Your benefits

- + Efficient processes
- + Reliable handling of all legal requirements

Extended availability contract

Extended availability of the Bizerba Service Hotline and guaranteed return call by a qualified service technician

Availability

- Individual alignment of service times in terms of hours of operation up to 24/7

Return call

- Individually agreed, guaranteed call-back time by technically qualified service employee

Your benefits

- + Fast troubleshooting, around the clock, if needed
- + Reduced production downtime resulting in less costs



Software maintenance contract

On-going remote support and upgrading of equipment and system software

Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Online support via certified computer connection
- Telephone support via Bizerba Service Hotline
- Qualified service contact person
- Guaranteed response time
- Malfunction check and identification of possible error sources

Software upgrades

- Transfer of updated versions of licensed software modules
- Early information on updating decision and planning
- Updates which can be automatically retrieved in a release cycle

Your benefits

- + Fast diagnostics, no lead time and on-site assignment
- + Short response time
- + Efficient upgrade processes
- + Optimized production processes using new functions

Extended warranty contract

Warranty extension for equipment or systems + remote support + repair service

Warranty extension from 12 to 24 or 36 months

Single payment for hardware purchase

Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Online support via certified computer connection
- Telephone support via Bizerba Service Hotline
- Qualified service contact person
- Guaranteed response time
- Malfunction check and identification of possible error sources

Repair work

- Repair of defective equipment
- Stand-by service during Bizerba business hours
- Original Bizerba spare parts included (except wear)
- Supply of rental equipment during repair work

Your benefits

- + Fast diagnostics, no lead time and on-site assignment
- + Short response time
- + Fast decision on what measures are to be taken during possible on-site repair
- + Warranty claim for equipment and systems by using original Bizerba spare parts
- + Reduced production downtime resulting in less costs
- + Efficient costs

Advanced contracts



Complete contracts

Full service contract

Maximum service for equipment or systems

Checkup

Annual technical inspection of equipment and systems

- Inspection based on a detailed device-specific checklist
- Weight check
- Monitoring of verification deadlines
- Security check

Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Online support via certified computer connection
- Telephone support via Bizerba Service Hotline
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Repair service

Fast repair with/without on-site assignment

- Repair of defective equipment
- Stand-by service during Bizerba business hours
- Original Bizerba spare parts included (except wear)
- Supply of rental equipment during repair work

Software maintenance

On-going remote support and upgrading of equipment and system software

- Transfer of updated versions for licensed software modules
- Early information on update decision and planning
- Updates which can be automatically retrieved in a release cycle

Asset Management

Equipment stock-taking

Your benefits

- + Optimal planning reliability and cost certainty
- + Maximum process optimization
- + Reduced production downtime resulting in less costs
- + All-round investment protection

Individuality requires overall experience

And that's what we have. As an experienced solutions provider we put your personal needs in the center of our service. Design your individualized, integrated service with leading quality through our service contracts. That's My Bizerba.

Consulting face to face

Each customer has different requirements. Therefore, we will conduct a professional consultation meeting at the beginning of our relationship. What does being professional mean to us: We know your industry, talk to you face to face and determine your individual needs. On this basis we advise you how you could optimize your processes and how to achieve your goals with us as a partner.

Leading know-how

We are a market leading provider of weighing and slicing technologies for retail and trade. We are also one of the worldwide leading specialists in industrial weighing and labeling technology. What further differentiates us: We are a family-owned, medium-sized company which stands for long-term success, quick decision processes and true reliability. Leading performance and a trusting relationship – this is our promise to you.

Bizerba is globally represented with 3,900 employees in 120 countries. Already in its fifth generation run by the family Kraut we can look back today at 150 years of experience and innovation.





Everything from a single source

We have everything under control for you. This makes us a solutions provider who can offer you all services from a single source. Our modular principle of individualized products and services allows us to develop the perfect solution for your company or production. From hardware and software, labels or services such as maintenance, training of your staff or financing of your machines. And always in our leading quality.

Bizerba quality

Whether you are opting for an individual component or system solution – you receive Bizerba quality. With our products you always have the latest in terms of technology and application and meet high safety and hygiene standards. Benefit from an ergonomic design, durable materials and easy handling. Bizerba quality also means: We offer you high-quality, individual services at fair conditions.



Sustainable products and solutions – this is also our quality. As a member of the Blue Competence initiative of VDMA (German Engineering Federation) we make significant investments in research activities which protect the environment and resources.

Good service is easy, fast and reliable

A contact person who quickly takes care of everything in order for your processes to run smoothly. This is possible with our service quality. So you can concentrate on what's important – your customers.

Service for each phase

With our service know-how we offer you the right support for your machine or system. From process consulting, installation and maintenance up to stand-by service. Once we know your needs, we find the right service level for you. Defined processes which help you in terms of effort and responsibility.

Efficient processes

Efficient and fast processes are important to us. We are personally available to you via our service hotline. Your qualified contact person makes sure that one of our local service employees will help you quickly and straightforwardly. Networked processes by means of which we optimize the availability of your operating or production processes. If, for example, our service technician discovers a defect during a device checkup, we can immediately initiate everything for a required repair.

Qualified service staff

Our service employees are specialists. They are professionally trained at all levels: They know the needs of your industry, reliably meet legal requirements and respect your individual operating conditions. Professionalism which you can also notice, e.g., on the fact that our service staff reliably meets current hygiene and safety standards in your company or production as a matter of course.

Quick spare parts logistics





We permanently keep more than 20,000 original Bizerba spare parts in stock. With our overnight logistics our service technician always carries the right spare part in his service van and is with that directly on his way to you. Only a few, special spare parts are available on the next day. Bizerba spare parts are of high quality and tested. Quality which increases the life cycle and functioning of your equipment and systems.

Our unique service network consists of more than 1,000 service employees in 70 countries who are at your service. They actively contribute to the protection of your hardware and software, production facility and staff.



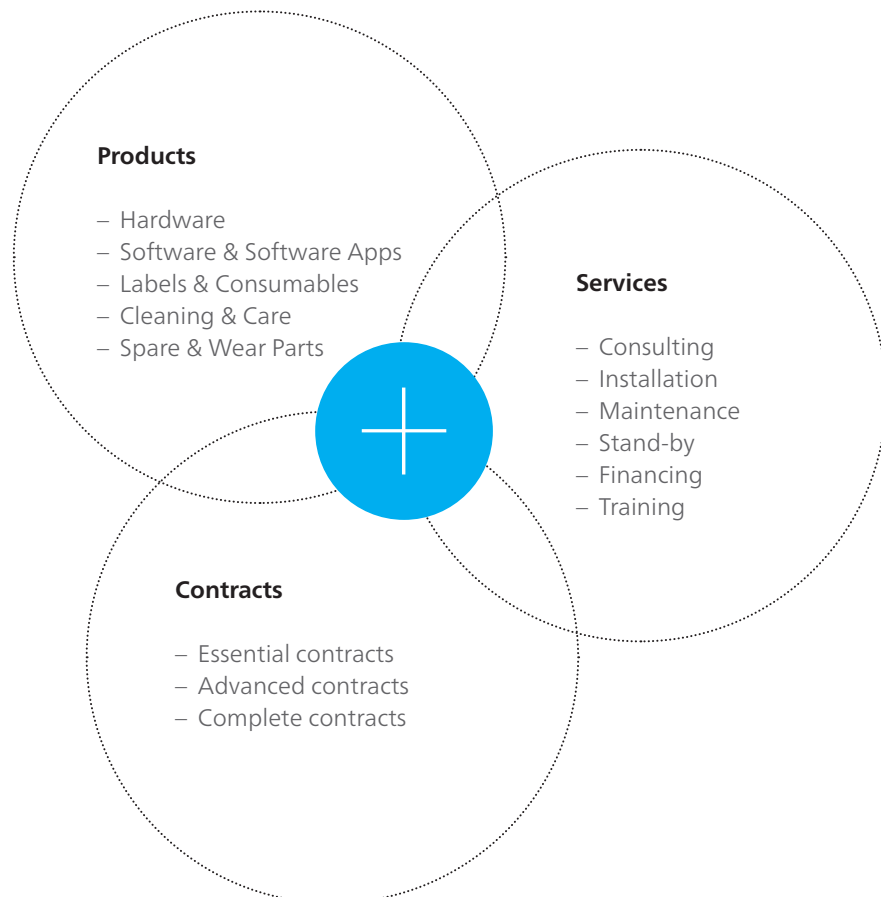
Open service know-how

Also customers who do not or only partially use Bizerba hardware and software decide for our know-how. Across all industries and company sizes. It makes us proud that we satisfied you with our service and have gained your trust. Here are some examples of our 3rd-party service:

Industry	Capacity	Your benefits
 Retail Customer: German trade company	Repair service for Bizerba and 3rd-party slicers in all fresh food and preparation areas of the nationwide stores	Integrated, efficient process flow by means of a single service provider: Bizerba. Reliable customer service via a central service manager. Quick service assignment due to nationwide Bizerba service network
 Gastronomy Customer: International system caterer	Preventative maintenance + hardware and software installation + software updates of networked equipment and IT infrastructure: Servers, cash registers, kiosk systems, tablets and peripheral equipment	Fast response and decisions concerning new requirements via mid-size Bizerba structure. Fast service assignment due to nationwide service network. Long-term, reliable support via established project manager and central contact person
 Chemical industry Customer: International chemical company	Calibration and verification service for Bizerba and 3rd-party scales + training of the company's technicians for simple maintenance work on Bizerba industrial scales and checkweighers + provision of spare parts + complex repair work also on components which are subject to legal control + preventative maintenance	Positive OEE and LCC via optimized process flows, e.g. fast response by trained, internal staff. Reliable support through regional service management, Bizerba technicians and specialists
 Trade Customer: Regional butchery with a store network in several cities	Preventative maintenance + repair service for all Bizerba and 3rd-party scales and slicers used	Less internal processes, e.g. checking of single invoices. Fast response times. Predictable service costs

1 company. 1000 possibilities

Shape your success with My Bizerba. Individual, economic and future-oriented. No matter which modules you are combining for your individual solution: You decide for reliable and leading Bizerba quality.



Let's talk about it

Schedule a personal meeting with us and learn about your possibilities with our service contracts. Your personal Bizerba sales person is at your service.

Member of the Bizerba Group

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