

Full service contract

The Full service contract is an all-round service contract for Bizerba hardware and software. The flexible design of the contract enables us to create a service package individually tailored to your needs.



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



Our services at a glance

Regular checkup

- Inspection based on a detailed, device-specific checklist at regular intervals
- Weight check
- Safety inspection
- Travel expenses
- Testing of electrical safety

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)

Maintenance of device software

- Transfer of updated versions for licensed software modules of the device

Remote support

- Use of the Bizerba 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
- Help for questions concerning application and device functions

Asset management

- Regular survey of devices at customer site, e.g. for inventory purposes

Your benefit

With the Full service contract you benefit from greater planning reliability and cost certainty. Due to regular preventative maintenance value and functionality of devices and systems remain intact. This ensures a high level of availability and productivity for your company. The Full service contract also helps minimize the number of unforeseeable repairs, internal assignments as well as training and personnel costs.

If the system still shuts down - with a Full service contract you're on the safe side. 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 Full 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.

Always up to date with the latest version of the software on your devices - that's what you will be, automatically and without any additional costs, thanks to the integrated device software maintenance service in the Full service contract. You have the latest device functions at your fingertips and productivity is continually optimized – then you can react quickly to any statutory changes.

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 Full service contract. And what is more, you already know at the time of investment what costs to expect as a result of the purchase and operation of the system (TCO).

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 Full 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 with us.

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.

In terms of country-specific verification regulations, the Full service contract includes advice on observing the standards and statutory regulations as a matter of course - as in Bizerba Service you have a trained, competent partner who knows all about the applicable regulations. This ensures prompt statutory certification.

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.

Thanks to regular checks of your devices we always know where your device are. And large (stores) plants benefit especially here when carrying out their inventory.

Options

- Wear and tear parts included
- Increase of 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 response time that you define to ensure quick and competent maintenance is guaranteed and ensures quickest possible recovery time
- Increase of preventative maintenance intervals
- Runtime between 12 and 60 months

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