



GEORGCare service contracts

	GEORG classiccare	GEORG classiccare plus	GEORG professionalcare	GEORG individualcare
Features:	Included in machine purchase	Service contract to be made separately after the warranty period has expired.	Service contract to be made separately after the warranty period has expired. can also be concluded instead of GEORG classiccare plus	Service contract to be made separately after the warranty period has expired. can be concluded instead of GEORG classiccare plus or GEORG professionalcare
Contract period:	2 years (for the period of the warranty)	3 years	3 years	3 years
On-site service performance terms:	First Machine Inspection approx. 1 month before expiration of the warranty period. ¹ Travel and stay free of charge		Performance once every year. Date to be mutually agreed at least 3 months before the assignment.	Performance once every year. Date to be mutually agreed at least 3 months before the assignment.

Performance description:	Inspection ² :			
	GEORG classiccare	GEORG classiccare plus	GEORG professionalcare	GEORG individualcare
Machine inspection	⊙		⊙	⊙
Protocol of machine inspection: > Containing evaluations and recommendations regarding spare and wear parts, repair works > Containing information on operating behavior and maintenance quality	⊙		⊙	⊙ plus detailed condition description of sub-assemblies
Checking and adjusting of product geometry, e.g. Guidance setting, Trim function, Tool offsets			⊙	⊙
Identification of production weak points				⊙
Replacement of wear parts (net working time), e.g. side guides, pressure rolls, feed roller				⊙
Free software update				⊙
Check of components, e.g. check of drive system, check of cutting curves, adjustment of blades, adjustment of pressure systems				⊙
Safety check according to delivery state and affixing an inspection label: visual inspection and function check with document				⊙
Spare parts:				
Expert advice for spare parts			⊙	⊙
Priority delivery of spare parts			⊙	⊙
Maintenance:				
Central maintenance planning by GEORG connectedservice: preparation of maintenance plans			⊙	⊙
Local maintenance planning by GEORG connectedservice: supervision of maintenance behavior by > List of maintenance due dates > Notification with traffic light function			⊙	⊙
Preparation of a maintenance protocol including a catalogue of measures after on-site inspection			⊙	⊙
Affixing of a maintenance label			⊙	⊙
Support:				
Telephone contact point for general requests from Monday to Friday (except for legal holidays in Germany), from 08:00 to 16:00 hours CET, unless otherwise agreed.	⊙	⊙	⊙	⊙
Remote Service via telephone or online from Monday to Friday (except for legal holidays in Germany), from 08:00 to 16:00 hours CET, unless otherwise agreed	⊙	5 hours per year additional hours at reduced service rates	15 hours per year additional hours at reduced service rates	⊙
Remote Service 24/7 3 hours reaction time, priority processing, connection check (is triggered as a request by the customer)				⊙ priority handling, connection check (is triggered as a request by the customer)
Availability of a service technician (in case of machine breakdown, if remote support was not successful)			⊙ Trip to the customer commences within 3 working days at the latest (except C-type visa)	⊙ Trip to the customer commences within one working day (except C-type visa)
Special conditions for service assignments				20 % discount on the valid service daily rate
Follow-up training within the context of the annual machine inspection:				
> Operating personnel > Maintenance personnel				3 days
Information:				
Immediate notification on cancelled components from sub-suppliers	⊙	⊙	⊙	⊙
Cancelled components from sub-suppliers: detailed information on alternative components/options				⊙

¹ First machine inspection only in combination with new service contract (either GEORG professionalcare or GEORG individualcare) after expiration of warranty period. Not requested service times will expire at the end of each contract year. ² Completion subject to time condition and work demand.
Revision date: 05.03.2020 Revision number: 3 Changes reserved. Further terms and conditions apply.