SERVICE CARE
PROGRAM

Service Care Program is the service thought of by Marsilli to guarantee a constant productivity for your system and to maintain its value over time.

It is a flexible, transparent, customisable program that is applicable from stand-alone machines to complex systems, for one or more systems.
Marsilli will always guarantee the maximum performance of your systems.

Choose between the BASIC and ADVANCED contract, we will take care of your systems.

ALL THE BENEFITS

- Planning of maintenance visits in line with your requirements in order to minimise production stoppages. We will remind you of the visit with plenty of advance notice.

- Complete diagnosis of the operational status of the system and, if possible, restoration of the original productivity.

- Analysis of the parts subject to wear and tear and the critical spare parts which we suggest you to have to hand on site.

- Maximum transparency of the activities carried out during the maintenance, complete and immediate summary reporting.

- All travel costs relating to Marsilli personnel are included.

- Access to advantageous discounts and priority callouts.

SERVICE CARE PROGRAM

SERVICE DESCRIPTION	BASIC	ADVANCED
Contract duration	12 months	12 months
Number of planned maintenance visits scheduled for the subscription year	1	2
Complete analysis and identification of possible problems	Y	Y
Report of the components subject to wear and tear and critical spare parts	Y	Y
Complete and immediate technical reporting following the visit	Y	Y
Cleaning and lubricating of the system	Y	Y
Calibration of the wire tensioners	Y	Y
Verification of the transport system	N	Y
Possible calibration of the welding system	N	Y
Axis regulation and alignment	N	Y
Discount on the list price of spare parts	3%	5%
Discount on service charges in the event of a callout	3%	5%
Access to priority callouts and the dispatch of spare parts	immediate	immediate
Travel costs	included	included

The number and length of visits are customized based on # of machines, systems, and regions this service is offered.