

SERVICES PELLENC ST

Connected & turnkey service package solutions to boost production performance



Service PACK

All-in-one solution

- + Pellenc ST is reinventing the service approach with the launch of an all-in-one solution: the **Service Pack**. The Service Pack is a **simple and comprehensive service** aimed at **increasing performance**, while **controlling costs**.
- + It combines **Smart Visits**, **personalised reports**, supported by machine information, with **standard maintenance**, **spare and wear parts**, as well as **24/7 helpdesk assistance** for any request.

Service CONNECT

Solution Connectée

- + **Service Connect** guarantees our customers the highest level of service, as well as the delivery of **personalised reports** and analysed information during **maintenance visits**.
- + **New for 2021**, Pellenc ST **systematically includes one year of 24/7 on-site and remote services** with the purchase of a Mistral+ Connect.



24/7 remote support

- Performed by local support engineers
- 90% call resolution rate
- **New** Smart alert monitoring
- **New** Proactive support calls

Local support

- UK based Field Service Engineers
- High reactivity
- Local spare parts stock



Service CONNECT

+ 3 years renewable term
Free of charge year one with Mistral+ Connect
Regardless of the hours of operation

+ 2 maintenance visits
+ 2 smart visits combined

+ 24/7 remote support
Including alerts & proactive support calls
+ Smart&Share box
Digital tool to collect & visualise information

Available territories*

Service PACK

+ 3 years renewable term
Regardless of the hours of operation
+ Extended warranty
+ Wear parts included,
Excluding conveyor belt

+ 2 maintenance visits
+ 2 smart visits
+ 2 smart calls
+ 2 control visits

+ 24/7 remote support
Including alerts & proactive support calls
+ Smart&Share box
Digital tool to collect & visualise information
+ Level 2 training (1/ year)
+ Intervention within 48 hours (working days)

Available territories*

Service PACK+

+ 3 years renewable term
Regardless of the hours of operation
+ Extended warranty
+ Wear parts included,
Excluding conveyor belt

+ 4 maintenance visits
+ 2 smart visits
+ 2 smart calls
+ 2 control visits
+ Adjustment of settings on site
1 adjustment/machine/year

+ 24/7 remote support
Including alerts & proactive support calls
+ Smart&Share box
Digital tool to collect & visualise information
+ Level 2 training (1/ year)
+ Intervention within 24 hours (working days)

Available territories*

(*) France, Germany, Austria, Switzerland, UK, Ireland, Italy, Spain, Portugal, Benelux, Poland, Greece, USA, Canada, Japan, Australia.