

SERVICES

PELLENC ST

Connected & turnkeyservice package solutions to boost production performance





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 CONECT

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 2022, 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

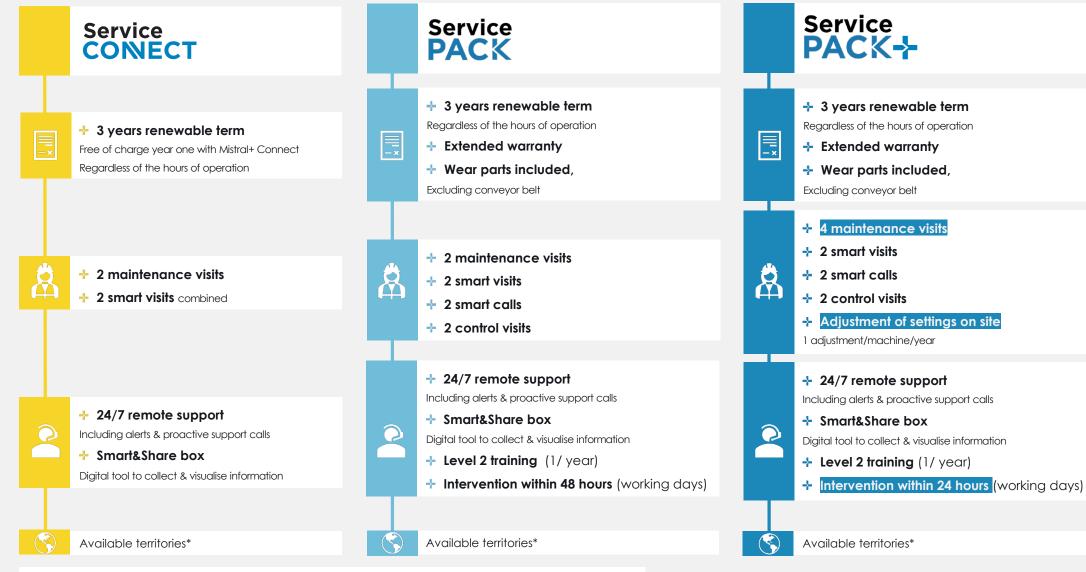
- Performed by local support engineers
- 90% call resolution rate
- New Smart alert monitoring
- New Proactive support calls

Local support

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







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

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