

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

Connected Solution

- + **Service CONNECT** guarantees our customers the highest level of service, as well as the delivery of **personalised reports** and analysed information during **maintenance visits**.
- + **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
- Smart alert monitoring

Local support

- Pellenc ST 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*

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

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*