### ServicePlus by Uhlmann:
Module by module for your perfect service package

<table>
<thead>
<tr>
<th>Machines</th>
<th>Telephone hotline</th>
<th>Remote service including telephone hotline</th>
<th>On-site service</th>
<th>Spare parts availability</th>
<th>Software: SCADA Track &amp; Trace Line server Site server</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mon.–Fri. • 8:00 a.m.—5:00 p.m. (CET)*</td>
<td>Mon.–Fri. • 8:00 a.m.—5:00 p.m. (CET)*</td>
<td>Service request: Mon.–Fri. • 8:00 a.m.—5:00 p.m. (CET)*</td>
<td>Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day* One-off initial stock recommendation</td>
<td>Remote service: Mon.–Fri. • 6:00 a.m.—10:00 p.m. (CET)*</td>
</tr>
<tr>
<td></td>
<td>Response: according to availability</td>
<td>Response: according to availability</td>
<td>Technician visit according to availability</td>
<td>1 x per year active spare parts management</td>
<td>Telephone hotline: Daily • 24 hrs**</td>
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<td>Technical visit within 24 hrs</td>
</tr>
<tr>
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<td>Response: within 3 hrs</td>
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<td>Technician visit within 72 hrs</td>
<td>One-off initial stock recommendation</td>
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<td>1 x per year active spare parts management</td>
<td>1 x per year FMECA workshop</td>
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</tbody>
</table>

#### Basic
- **Mon.–Fri.** • 8:00 a.m.—5:00 p.m. (CET)*
- Response: within 3 hrs
- Technician visit within 72 hrs
- Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day*
- One-off initial stock recommendation
- 1 x per year active spare parts management

#### Comfort
- **Mon.–Fri.** • 8:00 a.m.—5:00 p.m. (CET)*
- Response: within 3 hrs
- Technician visit within 72 hrs
- Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day*
- One-off initial stock recommendation
- 1 x per year active spare parts management

#### Premium
- **Mon.–Fri.** • 8:00 a.m.—5:00 p.m. (CET)*
- Response: within 1 hr
- Technician visit within 24 hrs
- Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day*
- One-off initial stock recommendation
- 1 x per year active spare parts management
- 1 x per year FMECA workshop

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- **Working days:** Mon.–Fri. excluding legal holidays
- **Excluding Christmas 24–26.12, New Year’s Eve 31.12, and New Year’s Day 01.01.

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**ServicePlus by Uhlmann:**
Individually combinable modules for exactly the right amount of support in the respective packaging process. Professional and cooperative at every level of service.