

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



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.

Machines	Telephone hotline	Mon.–Fri. • 8:00 a.m.–5:00 p.m. (CET)* Response: according to availability	Mon.–Fri. • 6:00 a.m.–10:00 p.m. (CET)* Response: within 3 hrs	Daily • 24 hrs** Response: within 1 hr
	Remote service including telephone hotline	Mon.–Fri. • 8:00 a.m.–5:00 p.m. (CET)* Response: according to availability	Mon.–Fri. • 6:00 a.m.–10:00 p.m. (CET)* Response: within 3 hrs	Remote service: Mon.–Fr • 6:00 a.m.–10:00 p.m. (CET)* Telephone hotline: Daily • 24 hrs** Response: within 1 hr
	On-site service	Service request: Mon.–Fri. • 8:00 a.m.–5:00 p.m. (CET)* Technician visit according to availability	Service request: Mon.–Fri. • 6:00 a.m.–10:00 p.m. (CET)* Technician visit within 72 hrs	Service request: Daily • 24 hrs** Technician visit within 24 hrs
	Spare parts availability	Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day* One-off initial stock recommendation	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	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
Software: SCADA Track & Trace Line server Site server	Remote service including telephone hotline	Mon.–Fri. • 8:00 a.m.–5:00 p.m. (CET)* Response: according to availability	Mon.–Fri. • 6:00 a.m.–10:00 p.m. (CET)* Response: within 3 hrs	Daily • 24 hrs** Response: within 1 hr
	On-site service	Service request: Mon.–Fri. • 8:00 a.m.–5:00 p.m. (CET)* Technician visit according to availability	Service request: Mon.–Fri. • 6:00 a.m.–10:00 p.m. (CET)* Technician visit within 72 hrs	Service request: Daily • 24 hrs** Technician visit within 24 hrs

* 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.

