



NOT KEEN ON STANDSTILL?

Downtimes cannot be avoided.
But if you do not like surprises,
rely on proactive customer service!

MAINTENANCE CONTRACT

You want to be on the safe side for the **availability** of your MATEC machine?

Then decide on a preventive **maintenance contract**. This maintenance contract can be adjusted to fit your needs and you can have maintenance be carried out on a **biannual or annual** basis.

It comprises all parts which the manufacturer recommends to be replaced, such as toothed belts, filters etc.
So **downtimes** for maintenance **can be planned well ahead**.

At the same time you **minimize** the risk of a sudden standstill of the machine due to **wear and tear**. After maintenance the **ACTUAL condition** of your machine is known to you.

Our after-sales service team is your first **contact** in case of a machine breakdown. Together with you, we will define the required spare parts on the phone or via remote maintenance (for this service a fee will be charged).

Our **qualified team** will repair your machine after a crash and redo its geometry according to MATEC **guidelines**.

Also ask our after-sales service team in case of machine removals. We will bring you in contact with renowned machine forwarders from our network with whom we, too, have successfully been working.

Benefit from our **long-term experience** and **cooperation** with our partners!

Our range also includes support, planning and realization of upgradings and retrofit measures at site or retrofit at MATEC's Köngen premises.

And these are your advantages when concluding a maintenance contract

- **20 %** Discount on spare parts
- Reduced hourly rate for a technician of **95 € / h***
- Services charged **at actual cost**. You only pay for working time and required material.
- Wear and tear check of geometry and other components. So you will know **in time** whether other components will have to be replaced.
- Work on the basis of our maintenance contracts will solely be carried out by our **qualified specialists**.

Customer satisfaction is our top priority.

Fast | Qualified | Friendly

The MATEC after-sales service team is gladly answering all your questions related to service, training and maintenance.

Just call us or send us an e-mail! Our qualified specialists are there to help you. We guarantee fast and efficient troubleshooting by implementing targeted measures. Our service is granted during our office hours and free of charge for you.

How to reach us:

Monday to Friday from 7 am till 5 pm
Phone +49 7024 983 85 - 800
service@matec.de

*Prices valid as of January 2024