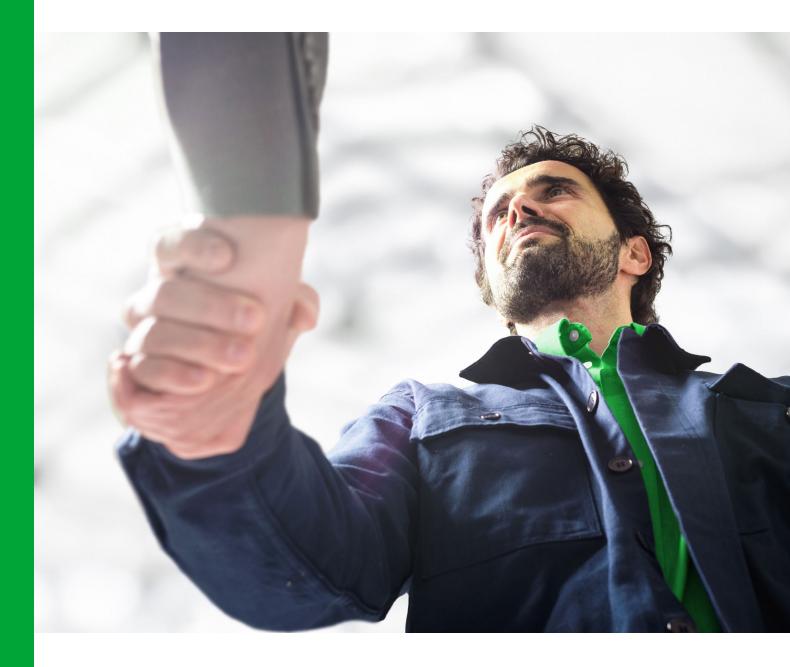
# OUR SERVICE OFFER





### SERVICES



#### COMMISSIONING

**At your doorstep** Set up and fine-tuning of your equipment by a Gravotech technician.



#### TRAINING

**Tailored sessions** Standard or customized training sessions, at your place or online.



#### SERVICING

**Expertise** Machine fleet audit and maintenance recommandations.

**Preventive services** Necessary care to maximize your machine lifetime.



#### **TECHNICAL SUPPORT**

**Phone assistance** Gravotech experts dedicated to support and guide you.

**Remote assistance** Video or screen sharing sessions available on demand.

Your machine accessories can also be covered, more information on the last page.

### MACHINES CATEGORIES

S	SMALL	B-ENGRAVER, IMPACT, IM3, IS200, IS400, M10, M20, M40, XE, XF510, XM500, XM700
М	MEDIUM	LASER CO2, FIBRE, GREEN, HYBRID, LS100, LS100EX, WELASE, SV510, XF530
L	LARGE	IS6000, IS7000, IS8000, LS900, LS1000XP

If you can't find the name of your machine, please contact us.

## PREVENTIVE MAINTENANCE

We recommend a preventive maintenance visit at least once a year.

Gravotech has established a dedicated program for each machine type, including cleaning, adjustments, safety checks and more.

## WARRANTY & SERVICE EXTENSIONS

Mon	th 3 Yea	arl Ye	ar 2 Ye	ar 3 Yea	ar 4 Year 5	
	STANDARD	WARRANTY	WARRANTY EXT	ENSION: Extend the standard warra	nty up to five years	
	COLD WARRANTY: No additionnal maintenance costs in case of breakdown					
$\frown$	Available only during the first three months following the purchase. 5 years max. –					

S		STANDARD	EXTENSION	GOLD
Parts		•	•	•
Labour in-house		•	•	•
Hotline & remote assistance		٠	٠	•
	Shipments in 24h (Europe)	Х	Х	•
Loan machine	Shipments outbound	Х	Х	•
	Shipments inbound	х	Х	•
Defective machine	Shipments inbound	х	Х	•

M & L	STANDARD	EXTENSION	GOLD
Parts	•	•	٠
Labour in-house	٠	٠	•
Hotline & remote assistance	٠	٠	•
Labour onsite	Х	Х	•
Travel & accomodation fees	Х	Х	٠

## SERVICE CONTRACTS

	Year 1	Year 2	Year 3	Year 4	Year 5	Year N	
							$\rightarrow$
ZEN SERVICE CONTRACT: The best services for every budget							
	SERENITY SERVICE CONTRACT: The most complete offer. Keep your mind free						
Available during entire machine lifetime							$\longrightarrow$

S		ZEN	SERENITY
Parts		•	•
Labour in-house		•	•
Defective	Shipments outbound	٠	•
machine	Shipments inbound	٠	٠
Hotline & Remote assistance		•	٠
Repair leadtime		•	•
Loan machine (Shipments within 24h)		Х	٠

M & L	ZEN	SERENITY
Parts	Х	•
Labour onsite	•	•
Preventive maintenance	٠	٠
Travel & accomodation fees (Preventive maintenance)	٠	٠
Hotline & Remote assistance	٠	٠
Repair leadtime	٠	٠
Curative intervention (Fees included)	Х	•

## MAINTENANCE OF ACCESSORIES

These accessories also deserve your full attention and can be covered by our after sales service. We cover the mechanical and electronic assemblies and repair or replace failed parts.



Cylindrical attachment & Rotary Devices



Chip Collector



Laser & DotPeen Automatic Plate Feeder



Exhaust



Chiller



Spindle Motor



Laser workstation

You have a machine fleet? You wish more information on our services? Contact us to get a personalized offer!









info.sg@gravotech.com +65 6262 2945 www.gravotech.sg

**GRAVOGRAPH SINGAPORE PTE LTD** 11 Woodlands Close, #04-05 Woodlands 11 737853, Singapore, Singapore

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