



Technical specifications subject to change without notice. © Dr. Schenk GmbH, 2021/09

Your benefits from Dr. Schenk's service & support modules

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The Inspection Expert

Technical Hotline

Our Technical Hotline during business hours is free of charge during the warranty period of any Dr. Schenk inspection solution. Seasoned experts troubleshoot hardware and software via phone, e-mail and remote connection and suggest improvements or upgrades for your system. Implement the proposed solutions and keep your system working optimally.



- During business hours
- Priority access to service department
- Expert support for 1st, 2nd and 3rd level
- Worldwide access to customer system information
- Unlimited requests
- Priority shipment of spare parts
- Fast evaluation of system issues & potential solutions
- Predictable support costs

benefits

Upgrade option:



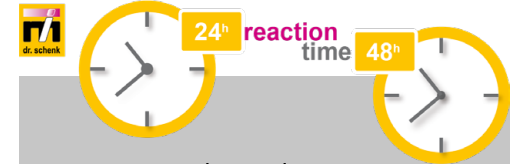
- Fast reaction time 24/7 around the clock
- No call forwarding - directly access qualified expert network
- Minimize downtime of your manufacturing line
- Increase overall system availability
- Forecast your support costs

benefits

Service Reaction Time Options

Expand your service contract with our reaction time options for service visits to ensure a service engineer is at your side as fast as possible.

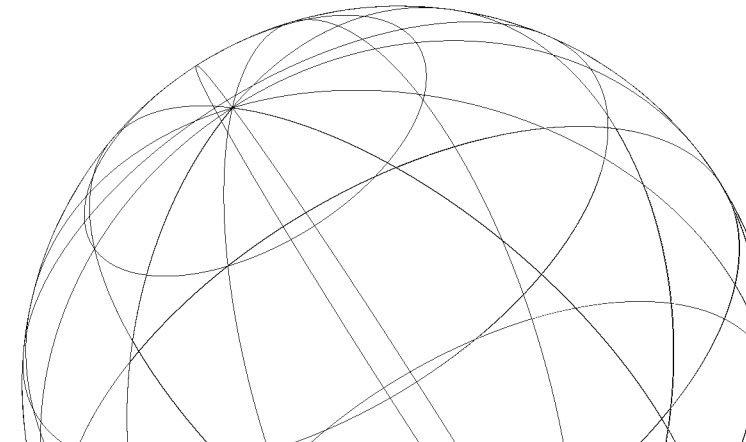
Within 24 or 48 hours of placing your order one of over 50 Dr. Schenk engineers worldwide is there to help you.



- Guaranteed arrival time at customer site within 24 or 48 hours*
- Quick troubleshooting in time-critical situations

benefits

*) Limited to countries with service locations; must be possible to reach the site and make travel arrangements within this time



Preventive Maintenance

The preventive maintenance option includes a system health check, preventive maintenance work, kit parts and a Dr. Schenk calibration certificate to prepare for ISO audits.

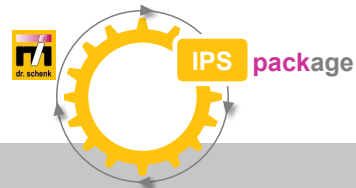


benefits

- Improve safety, efficiency, productivity
- Minimize inspection system downtime, improve line output
- Confirm optimum inspection system performance
- Reduce repair costs
- Retain value through fixed costs for maintenance (optimized TCO)
- Receive suggestions for upgrades

Inspection Process Support (IPS)

Our experts will assist you to optimize your system for your existing workflow. They can help with parameter setup, production support and yield optimization, install and setup new software and features and show you how to use your Dr. Schenk inspection solution to its full potential.



benefits

- Fast results through our inspection experts' knowledge
- Improve your knowledge of the production process
- Transfer knowledge to your staff
- Explore and test new software features
- No need for in-house experts

Dr. Schenk inspection process experts are available during business hours and will assist you via phone, e-mail, remote connection to your system, or on site.

Exclusive 10-Year Camera Warranty

Enjoy free-of-charge replacement of your Dr. Schenk cameras in the event of a warranty claim (including working time) and automatically extend the warranty for your Dr. Schenk cameras to 10 years.



benefits

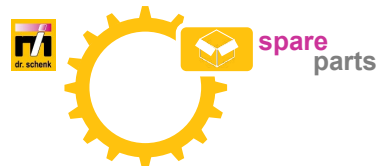
- Retain the value of your inspection system
- Unmatched system dependability and highest levels of system performance
- Higher ROI, lower cost of ownership
- Decrease your purchase risk

Our 10-year camera warranty applies when combined with a service contract for "Technical Hotline" and "Preventive Maintenance".

Complement your service & support package of choice with the following options and contact us today for the combination that best suits your needs:



Spare Parts Service



Dr. Schenk Academy

