

Service



SystemService Plus. **Exceeding industry standards.**



HEIDELBERG

Peace of mind. Full protection for your investment.

With SystemService Plus, optimize your production with our comprehensive service package.

SystemService – competent & customer oriented

The Heidelberg SystemService offers you a comprehensive service portfolio that goes far beyond the standard for the print media industry. Optimize your production and maximize the highest availability of your machines. Remote Support enables remote diagnosis of your Heidelberg machine by a dedicated technician.

Worry-free operation with SystemService Plus

We have so much confidence in the quality of our products that we offer 36 months of outstanding service when you purchase a machine. Individual solutions are possible as well depending on the market situation and your needs. Minimum agreement duration is 12 months, which can be extended to 60 months.

Benefits of SystemService Plus

- 12, 24, or 36 months of service included with the purchase of your equipment
- Full repair coverage: labor and travel costs
- All repair service parts in connection with service repair work with Heidelberg Service Technicians
- Direct Priority Access – quick answers when you need them
- Remote Support for online troubleshooting and problem resolution
- 5,500 hours per year additional availability through the Global Expert Network 24/7
- eCall – an intelligent notification system providing a quick and qualified callback from a Heidelberg expert
- All software updates for the duration of the program

12 MONTHS	24 MONTHS	36 MONTHS
	Repairs and fault clearance	
	Travel & accommodation costs	
	Original Service Parts	
	Software updates	
	eCall	
	Remote Support	
	Expert team support	
	Global Expert Network 24/7	
	Central service number	

	Included in warranty		Included in SystemService Plus
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Precondition to receive service package:

Heidelberg Maintenance Inspection must be performed at 10 months, 20 months, and 30 months.

*The “Terms and Conditions for the SystemService Plus Service Program” and the Service Terms and Conditions apply. The customer is obliged to carry out the regular maintenance activities in accordance with the maintenance manual. Heidelberg Maintenance Inspections are carried out by Heidelberg as part of SystemService Plus after 10, 20, and 30 months.

SystemService Plus.

9 clear benefits for you.

When you purchase a new press from Heidelberg, we ensure it comes with a service package that not only maintains the value of your machine, but keeps it performing at its best.

- 1 High machine availability through Remote Support and Preventative Maintenance
- 2 Protection of your investment
- 3 Peace of mind through the reliable partnership with Heidelberg
- 4 Consistently high productivity and quality for your products
- 5 Increased resale value
- 6 Reduced unplanned downtimes
- 7 Maintaining the maximum performance of your system in the long run
- 8 Support from the Global Expert Network: the largest service network in the print media industry
- 9 Less administrative tasks



Access Further Information:

eCall: How it Works

➔ heidelberg.com/en/ecall

Original Service Parts

➔ bit.ly/original-service-parts

“What really sets us apart from our competition is Heidelberg’s phenomenal **SystemService Plus** offering. For example, a Heidelberg service representative could see a problem and instead of waiting for someone to come service the press, it was corrected remotely with almost no downtime.”

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