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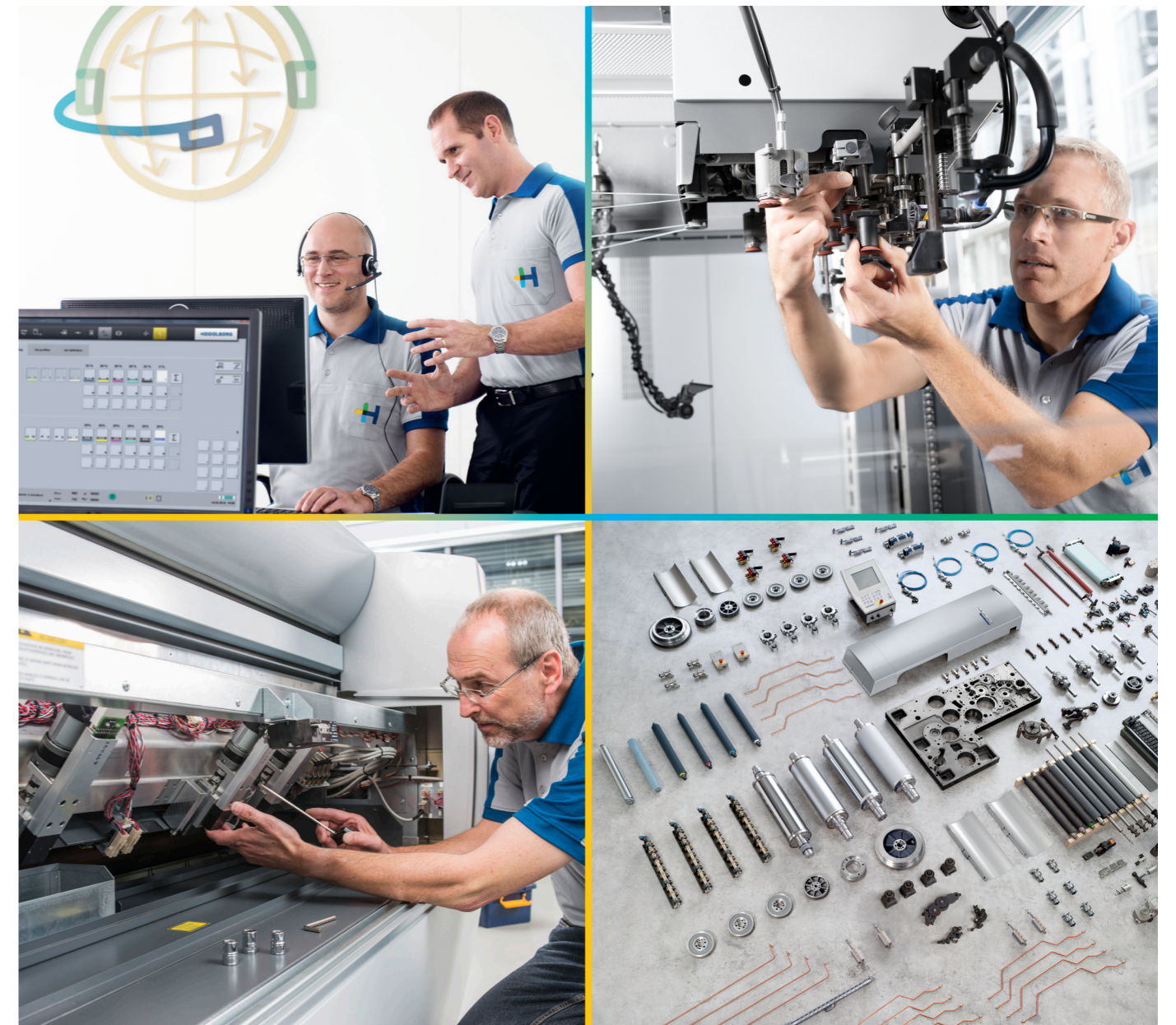
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## Service

# Machine Check Agreement. Remote Service and Machine Check.





# Machine Check Agreement.



The Machine Check Agreement is a simple service contract that combines Remote Service via the Heidelberg Cloud and regular condition inspections to ensure a precise view on the technical status of your press. This is a perfect starting point to manage uptime, minimize unexpected breakdowns and maintain the value of your asset.

## Remote Service

### Content.

**Web-based problem diagnosis and assistance** for your press. Problem resolution with online diagnosis and possible fault rectification and coordination of onsite visit if necessary.

### Availability.

Remote Support is provided during **nominated hours** in English only. If you require local language you can access remote service only during normal working hours in your country.



### eCall.

With our "eCall" intelligent notification service, you can request **support** from Heidelberg with a simple click on your touchscreen.



## Machine Check

### Content.

Heidelberg will provide a Machine Check for the purpose of determining the **technical condition** of the equipment. After checking and evaluating the machine condition Heidelberg will provide a detailed inspection report.

### Availability.

Machine Checks will be performed during advertised **regular service hours**. Upon request of the customer and if Heidelberg agrees the Machine Check can be performed after these hours or on weekends (additional charge).

### Experts.

The Machine Check itself will be conducted by local Heidelberg technicians based **on globally standardized checklists** for dedicated machine models and configurations.



## The contract includes

- One to multiple inspections during the contract term selected by the customer.
- Written inspection report based on Heidelberg's global standard.
- Upon request Heidelberg will also offer a separate quote for maintenance, repairs and/or parts replacement identified during the Machine Check. There will be no charge for providing the quotation.
- Remote Service via web connection for trouble shooting and diagnosis of machine faults.

## Benefits

- Always know the status of your machine's technical condition.
- Reduced downtimes and increased productivity with fast and competent support using the combination of eCall, telephone and remote connection.
- Reduce waste and save resources by keeping your machine in the best condition.
- Only well and regularly checked equipment is capable of producing high quality sheets at high speeds.
- The Machine Check will help you to make the right decisions regarding regular maintenance and repairs.

**Machine Check**  
(on-site service)

**Inspection Report**  
(via PDF)

**Remote Services**  
(eCall)

**Quotation for needed repair**  
(optional)

## Contract terms

- The Machine Check Agreement is available with the following standard payment periods:
  - Upfront for the contract duration.
  - Monthly, 2-monthly, 3-monthly, 6-monthly, 12-monthly.
- Duration: minimum 1 year, maximum 3 years, plus annual renewals.
- Cleaning, repairs, parts, and maintenance are not included.
- Machine Checks will be performed during advertised regular service hours.
- Remote Support is provided during nominated hours.

## New press at the time of purchase (POS):



## Existing Press (iBase):

