

Full Service Agreement.
Total protection for your investment.



Peace of mind. Optimized performance & profitability.

With the Full Service Agreement, optimize your production with our comprehensive service package.

Systemservice – competent & customer oriented

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.

Contact us for your personal offer

Find out more about how to combine other products and contract packages from our Print Site Contracts portfolio.

➔ printsitecontracts@heidelberg.com or +1 (800) 437-7388

Benefits of Full Service Agreement

- 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

What's included with Full Service Agreement.

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

Please note: 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.

9 clear benefits for you.

Full Service Agreement.

When you invest in a new press from HEIDELBERG, we provide a comprehensive service package designed to preserve your machine's value and optimize its performance. With HEIDELBERG Service, we've got your back every step of the way.

- 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



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