

Info sheet

Synova Premium Service Program 2024

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 **SYNOVA**

1. Overview of Synova Premium Service Program

Valid per 12 month period

		Premium
Preventive	Number of Preventive Maintenance Visits	2
	Number of Preventive Maintenance days in total per Equipment	6 (2 x 3 consecutive days)
Corrective	Telephone support	✓
	First Response time ¹	Within 1 day
	Remote Service time ¹	Within 3 days ²
	Onsite Repair time ¹	Within 5 days ²
Additional Services	Discount on wear parts, spare parts and consumables	10%
	Discounted Remote Service Fees (40% discount)	120 CHF/hour
	Discounted Onsite Repair Service Fees (40% discount)	1'200 CHF/ day + travel cost

¹ from the reception of the Emergency Notification,

² response times might differ based on Client's facility location, please get in touch with your local Synova Sales Manager in order to get your Response times

2. Services included in the Synova Premium Service Program

2.1. Preventive Maintenance Services

Synova undertakes to perform Preventive Maintenance Services on the Equipment during 2 Visits at the Client's Facility per 12 month time period. For each Visit, a Service Engineer shall be at the Facility for 3 days for each individual Equipment and carry out the Preventive Maintenance Services described hereafter.

- General Inspection of the Equipment:
 - General visual inspection of the Equipment
 - Discussion with the Client of any operational difficulties that may have occurred since the last service visit
 - Electrical inspection
 - Verification of camera alignment
- Water treatment system:
 - Review of the correct operation of the water treatment system
 - Inspection of the water treatment system for leaks
 - Replacement of wear parts as needed
 - Sanitization of the water treatment system if needed
- High-pressure pump:

- Inspection of the pump for leaks and irregular noise development
- Check for losses of pressure
- Replacement or refilling of hydraulic oil if needed (oil needs to be provided by the Client)
- Replacement of wear parts as needed
- Laser:
 - Review of the laser parameters and the laser temperature settings
 - Analysis of laser power at different stages of the laser beam
 - Realignment of optical mirrors if needed
 - Adjustment/realignment of fiber cable if needed
 - Inspection of the system for leaks
 - Perform a system flush (cooling water) if needed
 - Replacement of wear parts as needed
- Coupling unit:
 - Check the high pressure hoses and connection elements
 - Replacement of wear parts as needed
- Validation of a cutting process
- Verification of Client's stock of wear and spare parts
- Documenting of the Equipment's status and the details of the service visit:
 - Noting and informing the Client about ageing parts that might require replacing soon
 - Documenting the status of the Equipment
 - Documenting the services rendered and wear parts replaced during the Preventive Maintenance Intervention

The Preventive Maintenance Services do not include Corrective Maintenance Services or any other type of emergency repair intervention by Synova at the Facility.

2.2. Corrective Maintenance Services

In the event the Client wishes that Synova performs Corrective Maintenance Services, the Client can retain Synova by sending an Emergency Notification to maintenance@synova.ch.

Synova Corrective Maintenance Service response steps and preferred response times:

a) First Response

Synova will reply within 1 day (24 hours) to the Emergency Notification (the “First Response Time”).

b) Remote Service

Synova’s account representative will at first attempt to resolve the matter described in the Emergency Notification remotely within 3 days (72 hours) after the reception of the Emergency Notification (the “Remote Service”).

c) Onsite Repair Service

In the event the technical issue described in the Emergency Notification cannot be resolved remotely, a service engineer of Synova will travel to the Client’s Facility to perform onsite repair services within 5 days (120 hours) after the reception of the Emergency Notification (the “Onsite Repair Service”).

The Onsite Repair Services as well as the Remote Service will be charged in accordance with the Synova Premium Service Program. Actual response times might differ based on the location of the Client’s facility.

2.3. Wear parts for Preventive Maintenance Services

Wear parts needed for the performance of the Preventive Maintenance Services will be billed separately. Wear parts will be sent by Synova to the Client’s Facility prior to the Preventive Maintenance Visits.

2.4. Discounts on wear parts, spare parts and consumables

The Client will be granted a 10% discount (on the then actual price list of Synova) on wear parts, spare parts and consumables.

3. Disclaimer

The information contained in this Info Sheet is for informational purposes only and does not constitute a contract or offer for services. The company reserves the right to modify, amend, or withdraw any information contained herein without prior notice.