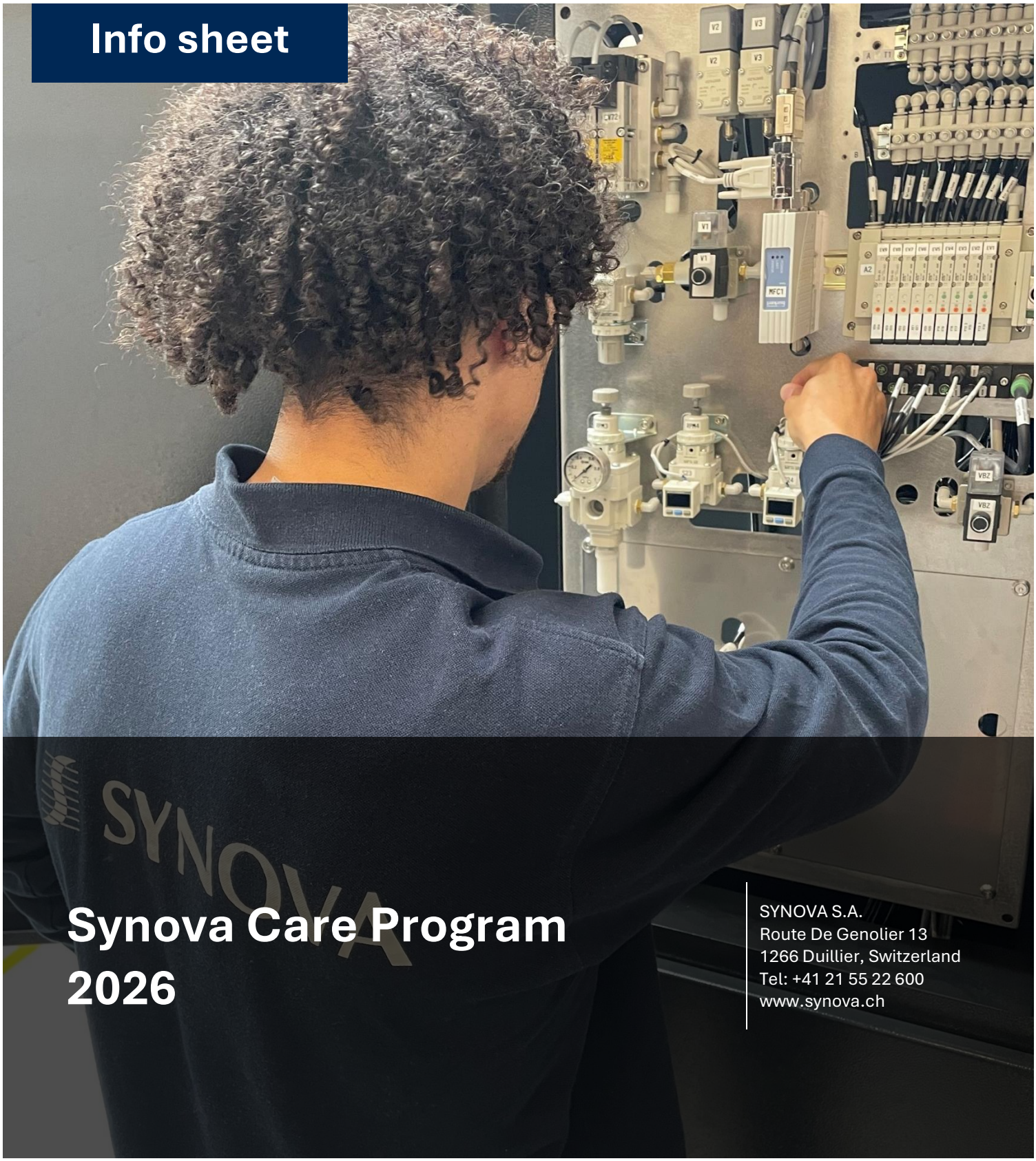
Info sheet



Synova Care Program 2026

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SYNOVA

1. Overview of Synova Care Program

Valid per 12 month period

	Care
Number of Preventive Maintenance visits	2
Number of Preventive Maintenance days in total per Equipment	6 (2 x 3 consecutive days)
Discount on wear parts, spare parts and consumables	5%

2. Services included in Synova Care 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 Client's 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 you of any operational difficulties that may have occurred since the last service visit
- Inspection of the machine basis:
  - Inspection of axis
  - Lubrication of the different axis if needed
  - Inspection of hoses and connection elements for leaks
  - Check electrical connections and cables
  - Verification of safety guards and emergency elements
  - Inspection of the electrical cabinet
  - Check the safety glass for damages
  - Verification of pneumatic settings
  - Verification of camera alignment
  - Check axis alignment
  - Check machine stability
- Inspection of the 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
  - Sanitization of the water treatment system if needed
- Inspection of the high-pressure pump:
  - Inspection of the pump for leaks and irregular noise development
  - Replacement or refilling of hydraulic oil if needed (oil needs to be provided by you)

  - Replacement of wear parts
- Inspection of the laser:
  - Review of the laser parameters and the laser temperature
  - 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
- Coupling unit:
  - Check the high pressure hoses and connection elements
  - Replacement of wear parts as needed
- Verification of your stock of wear and spare parts
- Documenting of the Equipment's status and the details of the service visit:
  - Noting and informing you 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 Client's Facility.

2.2. 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.

2.3. Discounts on wear parts, spare parts and consumables

The Client will be granted a 5% 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.