

CFT SERVICE CONTRACT

Activities	Remote Support	Diagnostic Inspection	Preventive Maintenance	Advanced Maintenance	Seasonal Support
Teleservice*	X	O	X	X	X
Regular Inspection & Diagnostic Visit	O	X	X	X	X
Regular and Extensive Maintenance			X	X	X (pre/post peak)
Spare Parts assembly		O	X	X	X
Wear and Spare Parts availability and preferred delivery			O	X	X
Wear and Critical Spare Parts kit			O	O	O
Machine fine tuning and Line optimization			O	X	X
Embedded Engineer at production site			O	O	X
Predictive faults monitoring*	O			X	O
Equipment performance Monitoring*	O			X	X
Training (for Shift mgr. and operatives)			O	X	X

X = Included in the Package

O = Optional request – ask to our Customer Service Managers

* Dedicated hardware applications' are mandatory for the accomplishment of the Contract agreements