

ServicePlus

Module by module for your perfect service package.

		BASIC	COMFORT	PREMIUM
Machine	Telephone hotline	Mon–Fri: 8:00 a.m.–5:00 p.m. (CET) ¹ Response: according to availability	Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Response: within 3 hrs	Daily 24 hrs ² Response: within 1 hr
	Remote service incl. telephone hotline	Mon–Fri: 8:00 a.m.–5:00 p.m. (CET) ¹ Response: according to availability	Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Response: within 3 hrs	Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Telephone hotline: daily: 24 hrs ² Response: within 1 hr
	On-site service	Service request: Mon–Fri: 8:00 a.m.–5:00 p.m. (CET) ¹ Technician visit according to availability	Service request: Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Express departure ≤ 48 hrs ^{1,3}	Service request: daily 24 hrs ² Express departure ≤ 24 hrs ^{2,3}
	Spare parts availability	Stocked spare parts: Dispatch ex works Mon.–Fri. by the end of the following working day ¹ One-off initial stock recommendation	In addition to the Basic Package: 1 x per year active spare parts management	In addition to the Comfort Package: 1 x per year FMECA workshop
Software	Remote service incl. telephone hotline	Mon–Fri: 8:00 a.m.–5:00 p.m. (CET) ¹ Response: according to availability	Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Response: within 3 hrs	Daily 24 hrs ² Response: within 1 hr
	On-site service	Service request: Mon–Fri: 8:00 a.m.–5:00 p.m. (CET) ¹ Technician visit according to availability	Service request: Mon–Fri: 6:00 a.m.–10:00 p.m. (CET) ¹ Express departure ≤ 48 hrs ^{1,3}	Service request: daily 24 hrs ² Express departure ≤ 24 hrs ^{2,3}

Benefit from Uhlmann ServicePlus

Individually combinable modules for exactly the right amount of support in the respective packaging process. Professional and cooperative at every level of service.



- 1 Working days: Mon–Fri excluding legal holidays
- 2 Excluding Christmas 24.–26.12., New Year's Eve 31.12., and New Year's Day 01.01.
- 3 Provided entry to the country is possible without travel restrictions (e.g. visa or pandemic restrictions)



Contact us so that our worldwide specialists can answer your questions.