



SERVICEPLUS BY UHLMANN

MODULAR AND NEED-BASED.

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Service – as much as necessary, as little as possible.

ServicePlus by Uhlmann means you benefit from individually combinable modules for exactly the right amount of support for your packaging process. You first choose between the modules telephone hotline, remote service, on-site service, and spare parts availability. As a second step, you decide which version of the modules you require: basic, comfort, or premium. The outcome is a service package accurately tailored to your requirements.

ServicePlus covers support for new and existing machines, software for line and site servers, SCADA, and various Track & Trace solutions. The special aspect: set, graded response times, optimally aligned to the packaging process and the production environment.

1 Telephone hotline

Direct, prompt assistance no matter where the call comes from: an experienced hotline technician helps you to rectify the problem.



2 Remote service

In addition to the hotline, the Excellence United Service Portal offers multi-media remote diagnosis. The operator submits a service inquiry straight from the machine. An Uhlmann specialist conducts an analysis via a secure connection and solves the problem directly.



3 On-site service

Should the problem require an on-site service visit, at your request, the experts immediately initiate further measures. No matter what needs doing, we organize the visit of one of the 100 service technicians worldwide within the defined response time.



4 Spare parts availability

Uhlmann has many components in stock, which are dispatched within one working day of an order. The spare parts availability module always includes an initial stock recommendation. In the comfort and premium versions, the experts additionally check and adapt your spare parts inventory to suit actual requirements. This reduces storage costs and, at the same time, increases the availability of frequently needed parts.

PERFECT MATCH: SERVICEPLUS

Our range of options	Your benefits
Modular service	Individually adapted: as much as necessary, as little as possible; ideal output/cost ratio
Competent contact persons	Professional and cooperative support
Secure uptime	Prompt, competent assistance, minimizing unplanned downtimes
Set response times (comfort and premium)	Maximized machine availability
Availability beyond normal business times (comfort and premium)	Quality and product reliability ensured irrespective of the time
Sustainable handling of malfunctions	Consistent packaging process quality
Concentrated expert resources	Targeted, direct, and personal support, saving time and costs
Fixed prices per annum	Full cost control

Learn more about Uhlmann Customer Services.
<https://www.uhlmann.de/services>

THE HEARTBEAT OF PHARMA PACKAGING

To find our locations worldwide please visit www.uhlmann.de



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