

GLOBAL SERVICES

EN | 2024

BCON
TECHNOLOGIES

GLOBAL SERVICES

Downtimes in production are avoidable. The customized service and maintenance contracts increase the operational availability and service life of your high-quality 3CON products.

| CONTRACT | CONTENT | EXPANSION OPTION |
|--------------|--|---|
| COMFORT | <ul style="list-style-type: none"> - Troubleshooting via phone and remote connection 24/7 (24 hrs, MON – SUN) - Annual inspection | <ul style="list-style-type: none"> - Online Ticket System (AIO) – response time within 1 hour - 5 % total discount on spare parts |
| COMFORT PLUS | <p>All COMFORT Services +</p> <ul style="list-style-type: none"> - Annual maintenance - On-site availability within 24 hours | <p>1 Year Warranty Extension</p> <p>3CON SMART PART MANAGEMENT Your consignment warehouse at 3CON</p> |

TICKETCENTER (AIO SMARTWORK)

To process your requests as accurately and quickly as possible, we use the 3CON AIO Smartwork system. The AIO Smartwork platform is a web-based, workflow-optimizing ticket system. When concluding a service contract access to this service management system is activated for each employee named by you.

SPARE PARTS SERVICE

3CON covers all of your spare part needs: We offer utmost quality, an extensive inventory level, support when identifying spare parts, and worldwide speedy delivery.