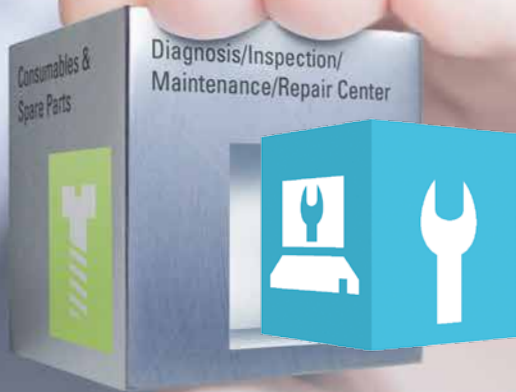


SIMPLY  
MORE

**MESSER**  
360° SERVICE



**Consumables/  
Spare Parts**

**Remote Service 2.0**

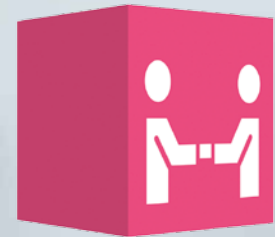


**CAD/CAM  
Software-Support**

**eCommerce\***

**Academy Trainings**

**Service Level Agreements**



### DIAGNOSIS/ INSPECTION/ MAINTENANCE/ REPAIR CENTER



#### Diagnosis/ Health Check:

- Identification of risks on the unit/components
- Process optimisation/ Correction measures
- Repairs
- Safety checks



#### Inspection:

- Annual check-up
- Establish, analyse and evaluate the current condition



#### Maintenance:

- Annual preventative maintenance
- Periodic maintenance after operating hours



#### Repair Center:

- Competent repair of your machine components
- Use of original spare parts

### CONSUMABLES/ SPARE PARTS



#### Consumables:

- Individual Life Cycle consumable packages
- Customer specific ordering service



#### Spare Parts:

- Individual Life Cycle spare parts packages
- Professional technical clarification

### REMOTE SERVICE 2.0



#### eSupport:

- Telephone support (Call) and Online access on your machine park



#### eDiagnostics:

- Analysis of faults and function on demand



#### eCheck Ups:

- Evaluation of the current condition of your machine with recommended measures



#### eMonitoring:

- Monitoring of operating conditions



#### IT-Services:

- Consulting and set-up of networks



#### Application Manager:

- Updates and backups

### CAD/CAM SOFTWARE-SUPPORT



Remote Service Support for CAD/CAM, OmniWin products

### eCOMMERCE\*



Consumables, Spare Parts

### ACADEMY TRAININGS



Operators, applications technicians, CAD/CAM operators, Maintenance technicians, DIN EN 1090 Certification, Consultant, On Site Training

### SERVICE LEVEL AGREEMENTS



- Compose requirements in individual Service Level Agreements
- All service modules individually, various combined or complete in the 360° All-In Service Package

**MESSER**   
Cutting Systems

### SERVICE SUPPORT (Free of charge for contract customers)

Tel.: +49 (0) 6078-787-600

E-Mail: support@messer-cs.de

### CONSUMABLES AND SPARE PARTS

Tel.: +49 (0) 6078-787-601

E-Mail: parts@messer-cs.de

### REPAIR CENTER

Tel.: +49 (0) 6078-787-483

E-Mail: repairs@messer-cs.de

### ACADEMY

Tel.: +49 (0) 6078-787-787

E-Mail: academy@messer-cs.de