

Service-Level Agreements

for technical inspection and maintenance of systems and equipment delivered by

A regular inspection and maintenance is one of the key factors to secure and optimize the life time and the technical availability of your systems and equipment.

In many cases the service is only called after a defect has occurred and there is a high risk of a production break down. Many of those suddenly appearing defects can be avoided if a regular inspection and maintenance is performed. Those inspections and maintenance repairs can be done during non-production hours to minimize the impact on customer's production.

With the Service-Level-Agreements Heraeus Noblelight offers its customer's the possibility to tailor their inspection and maintenance needs – as a support or an adder for their own maintenance group.

A certified regular inspection of production process equipment by the original equipment manufacturer supports our customers to comply with the demands spelled out in different quality management systems, i.e. DIN ISO 9001.

Should you be interested in a regular inspection and maintenance of your Heraeus systems and equipment please complete and return to us the attached IQUIRY form and its attachment "A" ... our service department will get in contact with you soon.

The four Heraeus Service-Levels can be categorized as follows:

Bronze	Regular inspection incl. an inspection report and a list of recommendations about necessary maintenance and repair work to be performed to bring the equipment in the status recommended by the manufacturer.	Interesting for customers who have own sufficient own skilled and trained maintenance resources but need a regular certified inspection report and recommendation table to comply with the demands of the quality management system. If requested Heraeus can also perform the demands from the recommendation table based on materials and hours used.
Silver	Scope of supply spelled out in BRONZE and the additional replacement of specified wear and tear parts.	Interesting for customers who want to support or relieve their own maintenance group by getting the wear and tear parts exchanged, require a certified inspection report and the resulting table of recommendations. If requested Heraeus can also perform the demands from the recommendation table based on materials and hours used.
Gold	Scope of supply spelled out in SILVER and the repair or replacement of specified critical components which get damaged during the life time of the service agreement outside customers responsibility.	Interesting for customers who require that a certain amount of critical materials is covered during duration of the service-level-agreements and will therefore have a more sustainable basis to plan the maintenance budget. If requested Heraeus can also perform the remaining demands from the recommendation table based on materials and hours used.
Platinum	Scope of supply spelled out in GOLD and there-pair or replacement of more specified critical components which get damaged during the life time of the service agreement outside customer's responsibility. Preferred access to avail-able loaner system to secure production during the time of repair.	Interesting for customers who require that critical materials are covered during duration of the service-level-agreements, looking for a high level in performance reliability and will therefore have a sustainable basis to plan the maintenance budget.

Additional details about the service levels can be taken from the tables following this over-view.

The content about the detailed scope of supply and the materials included will be tailored to suit the customer's needs and expectations.

Heraeus Service Levels

- Covered by the lump sum payable for the relevant Heraeus service level.
- May be ordered optionally upon commencement of the Agreement.

	Bronze	Silver	Gold	Platinum
The annual lump sum remuneration includes XX maintenance visits per year and all travel expenses, daily allowances and lodging allowances.	●	●	●	●
Inspection of the systems/equipment specified in the Service Level Agreement: <ul style="list-style-type: none"> > [Inspection 1] > [Inspection 2] > [Inspection 3] > [Inspection ...n] 	●	●	●	●
Inspection report regarding the work and services performed, with recommendations for further measures to restore or maintain operational availability according to manufacturer's specifications.	●	●	●	●
Briefing of the Customer in the presence of the service engineer.	●	●	●	●
XX % discount on the applicable list prices of the spare parts ex-changed during maintenance (depending on the term of the Agreement).		●	●	●
Priority delivery of leased equipment/a leased system (if available) at Customer's expense for the duration of the repairs to minimize production downtimes.		●	●	
Free priority delivery of a replacement system (if available) for the duration of the repairs to minimize production downtimes.				●
Delivery and installation of the following expendables and wear parts once per each maintenance year (12 months): <ul style="list-style-type: none"> > [Wear part 1] > [Wear part 2] > [Wear part 3] > [Wear part ...n] 		●	●	●
Freerepair or exchange of any the following components in the event of a defect or failure during the term of the Service Level Agreement: <ul style="list-style-type: none"> > [Spare part 1] > [Spare part 2] > [Spare part 3] > [Spare part ...n] <p>The defective component(s) will be repaired or exchanged at Heraeus' expense during the scheduled maintenance visits or at the Heraeus service workshop unless the failure/defect was caused intentionally or through grossly negligent non-observance of the operating manual. The defective component(s) will be repaired or exchanged at Heraeus' choice.</p>			●	
Freerepair or exchange of all components and parts in the event of a defect or failure during the term of the Service Level Agreement. <p>The defective component(s) will be repaired or exchanged at Heraeus' expense during the scheduled maintenance visits or at the Heraeus service workshop unless the failure/defect was caused intentionally or through grossly negligent non-observance of the operating manual. The defective component(s) will be repaired or exchanged at Heraeus' choice.</p>				●

One additional (free of charge) maintenance visit per maintenance year in the event of a production stop.				•
Spare parts package reserved for the Customer at the Heraeus warehouse for the term of the Service Level Agreement without obligation to purchase: <ul style="list-style-type: none"> > [Spare part 1: quantity] > [Spare part 2: quantity] > [Spare part 3: quantity] > [Spare part ...n: quantity] 	○	○	○	○
Replacement systems held available for the Customer at the Heraeus warehouse for the term of the Service Level Agreement: <ul style="list-style-type: none"> > [Replacement system 1] > [Replacement system...n] 	○	○	○	○

Non-binding INQUIRY for a Service-Level-Quotation for the technical inspection and maintenance of systems and equipment

Customer	<input type="text" value="[Address of customer]"/>
Contact at customer site	<input type="text" value="[Name, Phone, Email]"/>
Location of the system/equipment	<input type="text" value="[Installation site of delivered system, exact address]"/>
Systems/Equipment	<input -="" a"="" items]"="" number="" of="" type="text" value="[See Annex "/>
Which Heraeus Service-Level are you interested in?	<input type="checkbox"/> Bronze <input type="checkbox"/> Silver <input type="checkbox"/> Gold <input type="checkbox"/> Platinum
Requested Service-Level start date	<input type="text" value="[Date]"/>
Requested contract duration	<input type="text" value="Year(s) (min. 1 year/max. 3 years)"/>
Are the system accessible, working heights lower than 1,50 m?	<input type="checkbox"/> yes / no
Will the customer provide temporary support to transport and lift the heavy equipment?	<input type="checkbox"/> yes / no

Our quotation will be based on our attached Heraeus Installation and Service Conditions. Customer conditions and special customer specifications – unless they are related to health and safety at work and brought to our attention – will not be considered in our quotation and will not be accepted in case of an order.

Please send the completed and signed form by email to service-hng@heraeus.com and we will be more than happy to provide you with a non-binding quotation.

Date: _____

Customer: _____

Attachment „A“: IQUIRY about a Service-Level-Quotation

For the inspection and maintenance of technical systems and equipment

Please note all systems and equipment you would like to have included in the service level contract.

Pos.	No. of	Designation / Type	Serial- Number / Date Code	In opera-tion since [Date]	Production System	Spare System	Laboratory Equipment	Average annual opera- tion hours [h]	Last mainte- nance by customer [date]	Last mainte- nance by Heraeus [date]	Remarks
Exa- mple	2	LH10P Legacy	20145-5215	10.12.13	x				01.01.2017	01.04.2015	Example

[Please click here to see our General Installation and Service Conditions.](#)