

Service, Commissioning and Maintenance

Services Indrivetec AG



INDRIVETEC
Innovative Drive Technologies AG

Service and maintenance

Maintenance and repair service—protecting investments

Systems and devices which must provide top performance at all times require the right care and maintenance. This is the only way of positively influencing service life and ensuring good performance in the long term. If you have your devices and systems maintained and serviced regularly, you protect your investments.

Maintenance and repair services from Indrivetec – for maximum productivity

Indrivetec offers its customers an interesting range of servicing and repair work. We keep devices, installations and systems in good shape thanks to preventive maintenance and servicing and ensure rapid repair if the system or installation is damaged, so as to avoid or minimise downtimes.

Wherever possible, we use remote maintenance in order to keep servicing costs low. This involves our experts accessing machines, systems, installations and networks. In the event of a fault, we remotely connect to the control system and assist engineers on site to remedy the fault or damage.

Service level

| | Basic | Basic + | Comfort | Premium |
|----------------------------|-----------------|-----------------|--------------|--------------|
| Period | 2 years | 1 – 10 years | 1 – 10 years | 1 – 10 years |
| Inspection | - | inclusive | inclusive | inclusive |
| Maintenance | - | - | inclusive | inclusive |
| Repair | inclusive | inclusive | inclusive | inclusive |
| Spare parts | - | - | - | inclusive |
| Transport cost | - | - | - | inclusive |
| Remote maintenance | inclusive | inclusive | inclusive | inclusive |
| Phone support | inclusive | inclusive | inclusive | Inclusive |
| E-Mail support | inclusive | inclusive | inclusive | inclusive |
| Availability on site | in consultation | in consultation | < 168 hours | < 72 hours |
| 24 / 7 Hotline | - | - | inclusive | inclusive |
| Yearly status report | - | - | inclusive | inclusive |
| Technical availability [%] | - | - | - | > 98% |
| Life-Cycle Management | - | - | - | inclusive |
| Price | on request | on request | on request | on request |

Inspection

The inspection includes testing of devices and systems. The actual status will be registered and documented . The functionality of the entire system, including all system parts, settings and data value, will be checked. The goal is to find out if the devices and systems are in a proper, fully operative and safe condition.

Maintenance

The maintenance restores the target status of the devices and systems. The maintenance ensures the functionality of the devices and systems and increases their service lifetime significantly. All work will be recorded in a maintenance report. Regularly performed and documented maintenance receive the warranty claim.

Repairs

Defective components and system parts which are detected during maintenance work will be repaired or replaced. The target status of the devices and systems will be restored and therefore the fully operational character and functional safety will be ensured. All repair measures will be recorded in the maintenance report.

Lifecycle-Management

The devices and systems get an optimum service life with proactive services. During the entire useful lifetime, spare parts delivery, repair, technical support and the transition to new technologies will be ensured at the end of this period.

Commissioning

Every move has to be exactly right

Commissioning a system has a crucial influence on its performance and service life – the same as it does for devices too. Every move has to be exactly right especially when commissioning large linear drives. These systems have an extremely complex structure, and their function must meet very stringent safety requirements – for example on roller coasters.

Indrivetec commissioning – for the highest performance right from the very start

Indrivetec AG experts commission your systems and devices with the requisite level of care required. When doing so, we make sure, that we squeeze every ounce of performance out of the system or device right from the very start and that we are also fully aware of the legal requirements. We take all necessary steps so that your system or device passes any acceptance test required.

Services without service contracts, based on time and effort

The services can be also offered based on time and effort.

The services will be offered depending on qualification and travel time, as hourly- or daily rate.

Hourly rates for daily work are up to 10 hours a day.

Senior engineer hourly- or daily rate

Engineer hourly- or daily rate

Technician hourly- or daily rate

Travel hourly rate

Daily allowance daily rate

Work hours above 10 hours per day get charged with an additional premium of 25%.

Work on Saturdays gets charged with an additional premium of 50%.

Work during night time and on Sundays or public holidays gets charged with an additional premium of 100%.

Costs for travel (flights, train, ship), car rental and accommodation are charged separately on cost base plus 10% administration fee.

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