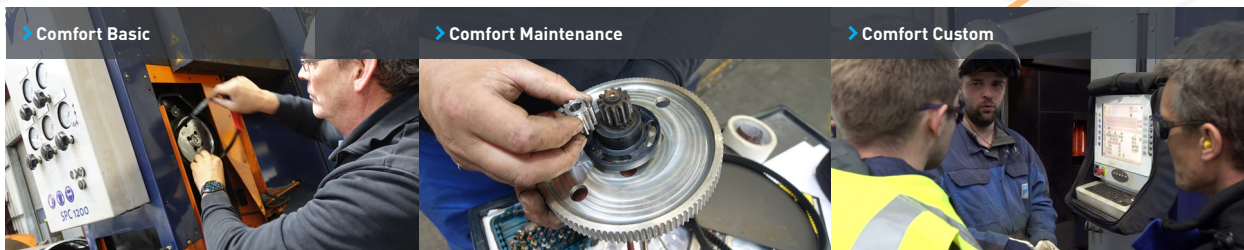# Service Support Contract

Production delay due to equipment malfunction is often caused by a lack of maintenance. Our Service Support contracts are focused on your machine output. The type of contract varies from a remote support Comfort Basic contract to a Comfort Custom contract.

The Comfort Basic contract offers you a yearly 3-day visit where the machine condition is checked. Wear & tear parts are inspected, the machine is greased and calibrated. This avoids potential breakdowns, ensures cutting quality through calibration and prolongs the lifetime of your machine by greasing wear parts. You will receive a report on your machine condition.

The Comfort Maintenance contract includes a yearly 4-day visit in which the machine is completely looked after. Included in this contract is the preventive replacement of Parts to further reduce the risk of any downtime.

The Comfort Custom contract is a contract tailored to your exact needs and requirements.

	Basic	Maintenance	Custom
Remote support & Software updates ProCAM and ProCAD.		✔	✔
Annual Inspection Visit includes greasing and calibration.	✔	✔	
Annual Maintenance Visit and preventive part replacement. (combined with inspection visit)		✔	
10% Discount on all parts and labor/travel-hours.	✔	✔	
HGG parts set for preventive maintenance		✔	
Custom service agreement			✔

> Comfort Basic

> Comfort Maintenance

> Comfort Custom

Comfort Basic

Annual inspection of the machine includes greasing and calibration. If required extra maintenance can be added. The comfort basic contract gives you a discount on all HGG service products.

Comfort Maintenance

Annual HGG preventive maintenance and preventive replacement of parts. The **maintenance parts are included** within this contract. The comfort maintenance contract gives you a discount on all HGG service products.

Comfort Custom

Together with you we make a contract for all your service needs. Choose this option if you have special service requirements or if you have a custom HGG machine.

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