



## SPIRO® CARE CONTRACT

The Spiro® Care Contract guarantees an annual inspection on your Spiro® machines, as well as a recommendation on how to optimize your investment through a service, repair, and/or upgrade with original Spiro® parts.

In addition, your operators can profit from tips and feedbacks with respect to the best usage and maintenance of your Spiro® machinery to prevent breakdowns and continuously achieve a high output quality.



- » Special discount on spare parts and work
- Warranty on spare parts
- Priority service on breakdown
- Condition report on your machine
- Remote technical support free of charge



### 1. Spiro® Care Contract Exclusives

- 30 day net payment conditions after paid contract, up to CHF 5'000
- Prioritised support/ shipment of parts when breakdown
- Remote technical support, free of charge
- Certificate certified Spiro® producer
- Cost for the Spiro® emergency T-Box (rental version) included when needed
- When order spare parts according engineers inspection quote, latest 30 days after inspection, with a minimum of CHF 5'000, labour cost included

### 2. Special discount

- The Customer is entitled to a discount of 15% on spare part orders and work

### 3. Inspection visit

- The Customer is entitled to one inspection at one facility every 12 months by a Spiro® Engineer on the machine(s) bought from Spiro® (Spiro® make the schedule and plan the inspection)
- The purpose is to inspect the condition of the Customer's machine(s) and give advice of required maintenance
- This inspection is estimated to take between 2 to 8 hours, depending on the amount of machines at the Customers facility
- The Customer will receive a protocol in writing following the inspection

### 4. Warranty on spare parts

- When a spare part is exchanged by a Spiro® Engineer on the machine, Spiro® then provides a 6 month warranty at that spare part