

# Vensafe Care

Avoid unforeseen service disruptions that may cause costly breakdown of your Vensafe system

## Preventative Service Programme



### Vensafe Care preventative service

- is a simple programme that gives you the opportunity to make your working day safe and comfortable

- The basis of the programme is regular preventative service, where one of our service technicians carries out predefined maintenance service on your dispenser
- Choose between three different levels - based on how 'safe' you want to be, and the level you need in terms of economic advantages and guaranteed service costs

Remember that the system is often in continual operation for 4,000 hours per year - this requires maintenance

Choose between three different service programmes: "Premium", "Preferred" eller "Basic"



# Vensafe Care

Greater security – lower costs - better control

---



## Choose between 3 different service programmes:

- All include a preventative service visit:
    - cleaning, adjustment, control, function test and documentation
  - 30 predefined service points checked/adjusted during the preventative service visit
  - All 3 service programmes ensure access to first line support
- 



## Included in Premium:

- Travel T/R
  - 1 preventative service visit per year
  - Helpdesk/support day and night
  - Emergency service
  - Spare parts included in set price
  - Training of store personnel during PM visit
- 



## Included in Preferred:

- Travel T/R
  - 1 preventative service visit per year
  - Helpdesk/support day and night
  - Pay only for parts that are changed at the lowest price in agreement with you
  - Training of store personnel during PM visit
- 



## Included in Basic:

- Travel charged at the applicable hourly rate
  - 1 preventative service visit per year
  - Helpdesk/support day charged at the applicable hourly rate
  - Work charged according to recommended hourly rate
  - Spare parts charged at recommended retail price
  - Emergency service visits charged at recommended retail price
-