

auma

Solutions for a world in motion

Service Contract Packages

Complete
service
from
experts



LEVEL 1

Basic Maintenance Package (1 year rolling)

Essential maintenance and support to keep your plant running efficiently.

1. Scheduled Maintenance

- + Regular, proactive inspections and maintenance to prevent potential issues
- + Priority booking on outage availability of our technicians
- + 3 days available on site during outage to complete actuator health checks and any immediate repairs (parts excluded)

2. 24/7 Telephone Support

- + Rapid response to critical issues, minimising downtime and ensuring continuous operation of plant
- + Dedicated out-of-hours phone support for immediate assistance by our team

Notes:

Agreed rates for additional emergency call-out visit on PAYGO terms

LEVEL 2

Advanced Maintenance Package (1 year rolling)

In-depth diagnostics, performance optimisation, and 24/7 emergency support for enhanced reliability.

3. Emergency Callouts

- + Up to 3 emergency call-outs with a 72hr response time on-site
- + Bank holiday and weekends excluded. Additional charges may apply

5. Training Programs

- + Training sessions for your maintenance staff to enhance their skills and knowledge
- + Product overview, basic settings, basic commissioning, fault diagnoses, replacement of sub-assemblies
- + Stay updated on the latest products and services available through re-fresher sessions

4. Diagnostic Services

- + Diagnostic analysis post outage to identify potential problems before they impact plant performance
- + Predictive maintenance strategies to address issues before they become critical

Notes:

Excludes costs of diagnostic refurbishment recommendations from outage reports

Entitled to 20% discount on spares utilised during outage

Entitled to 20% discount on critical spares



LEVEL 3

Premium Maintenance Package (5 year fixed)

Comprehensive coverage, including spare parts management and personalised training programs.

6. Critical Actuator Management

- + Access to genuine replacement parts to ensure compatibility and longevity
- + Inventory management to minimise lead times and expedite repairs
- + Replacement critical actuators and spares covered within the fixed price

7. Actuator Refurbishment Program

- + Return to AUMA UK base by client for actuators that require refurbishments due to wear or failure
- + Actuators (identified as part of the diagnostic service) that require overhaul in our UK workshop to be fully covered at no additional cost
- + No limit to returns during the contract period
- + Where actuators are deemed unrepairable, a suitable replacement will be supplied.
- + All parts and labour covered within the fixed price



	Level 1: Basic Maintenance Package	Level 2: Advanced Maintenance Package	Level 3: Premium Maintenance Package
Term	1 Year rolling	1 Year rolling	5 Year Fixed
Scheduled Maintenance (Outage)	✓	✓	✓
24/7 Telephone Support	✓	✓	✓
Diagnostic Services	✗	✓	✓
Emergency Call-outs	✗	✓	✓
Training Programs	✗	✓	✓
Discounted Spares	✗	✓	N/A
Discounted replacement actuators	✗	✓	N/A
Critical Actuator Management	✗	✗	✓
Actuator Refurbishment Programme	✗	✗	✓



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AUMA's experts are always on hand, ensuring you receive the highest level of support.

Benefit from our extensive network and discover the difference our commitment can make.



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Website**

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