

SERVICES PELLENC ST

Connected & turnkey service package solutions to boost production performance



Service PACK

All-in-one solution

- + Pellenc ST is reinventing the service approach with the launch of an all-in-one solution: the **Service Pack**.
The Service Pack is a **simple and comprehensive service** aimed at **increasing performance**, while **controlling costs**.
- + It combines **Smart Visits, personalised reports**, supported by machine information, with **standard maintenance, spare and wear parts**, as well as **24/7 helpdesk assistance** for any request.

Service CONNECT

Connected Solution

- + **Service Connect** guarantees our customers the highest level of service, as well as the delivery of **personalised reports** and analysed information during **maintenance visits**.
- + **Pellenc ST systematically includes one year of 24/7 on-site and remote services** with the purchase of a Mistral+ CONNECT.



24/7 remote support

- Performed by local support engineers
- 90% call resolution rate
- Smart alert monitoring

Local support

- Pellenc ST Field Service Engineers
- High reactivity
- Local spare parts stock



Service CONNECT



+ 3 years renewable term

Free of charge year one with Mistral+ Connect
Regardless of the hours of operation



+ 2 maintenance visits

+ 2 smart visits combined



+ 24/7 remote support

Including alerts & proactive support calls

+ Smart&Share box

Digital tool to collect & visualise information



Available territories*

Service PACK



+ 3 years renewable term

Regardless of the hours of operation

+ Extended warranty

+ Wear parts included,

Excluding conveyor belt



+ 2 maintenance visits

+ 2 smart visits

+ 2 smart calls

+ 2 control visits



+ 24/7 remote support

Including alerts & proactive support calls

+ Smart&Share box

Digital tool to collect & visualise information

+ Level 2 training (1/ year)

+ Intervention within 48 hours (working days)



Available territories*

Service PACK+



+ 3 years renewable term

Regardless of the hours of operation

+ Extended warranty

+ Wear parts included,

Excluding conveyor belt



+ 4 maintenance visits

+ 2 smart visits

+ 2 smart calls

+ 2 control visits

+ Adjustment of settings on site

1 adjustment/machine/year



+ 24/7 remote support

Including alerts & proactive support calls

+ Smart&Share box

Digital tool to collect & visualise information

+ Level 2 training (1/ year)

+ Intervention within 24 hours (working days)



Available territories*

(*) France, Germany, Austria, Switzerland, UK, Ireland, Italy, Spain, Portugal, Benelux, Poland, Greece, USA, Canada, Japan, Australia.