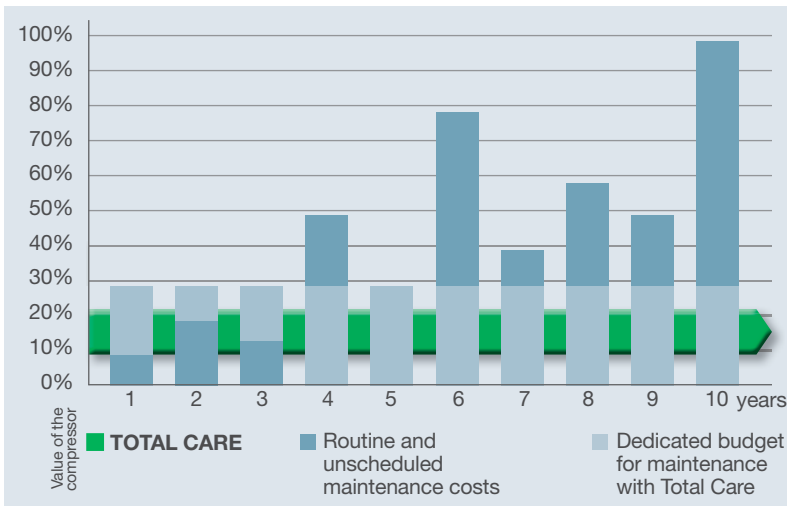


The Total Care contract

The Global Service Division will take care of the compressor while you carry on your business

For over 60 years, the Global Service Division of SIAD Machine Impianti has been providing technical support and supplying genuine replacement parts to ensure a timely and efficient assistance service. Total Care is the right instrument for achieving this goal: a preventive, predictive and planned maintenance contract which customers can enroll with the Global Service Division for the management of individual parts of the compressor, the entire machine or the complete compression plant. Its purpose is to drastically reduce (ideally to zero) the risk of unforeseen failures, as well as increasing the service life of the equipment, improving its efficiency and maintaining the operational performance level. In fact, a perfectly efficient asset is essential to maintaining high production standards and preventing unwanted and unexpected machine downtime.

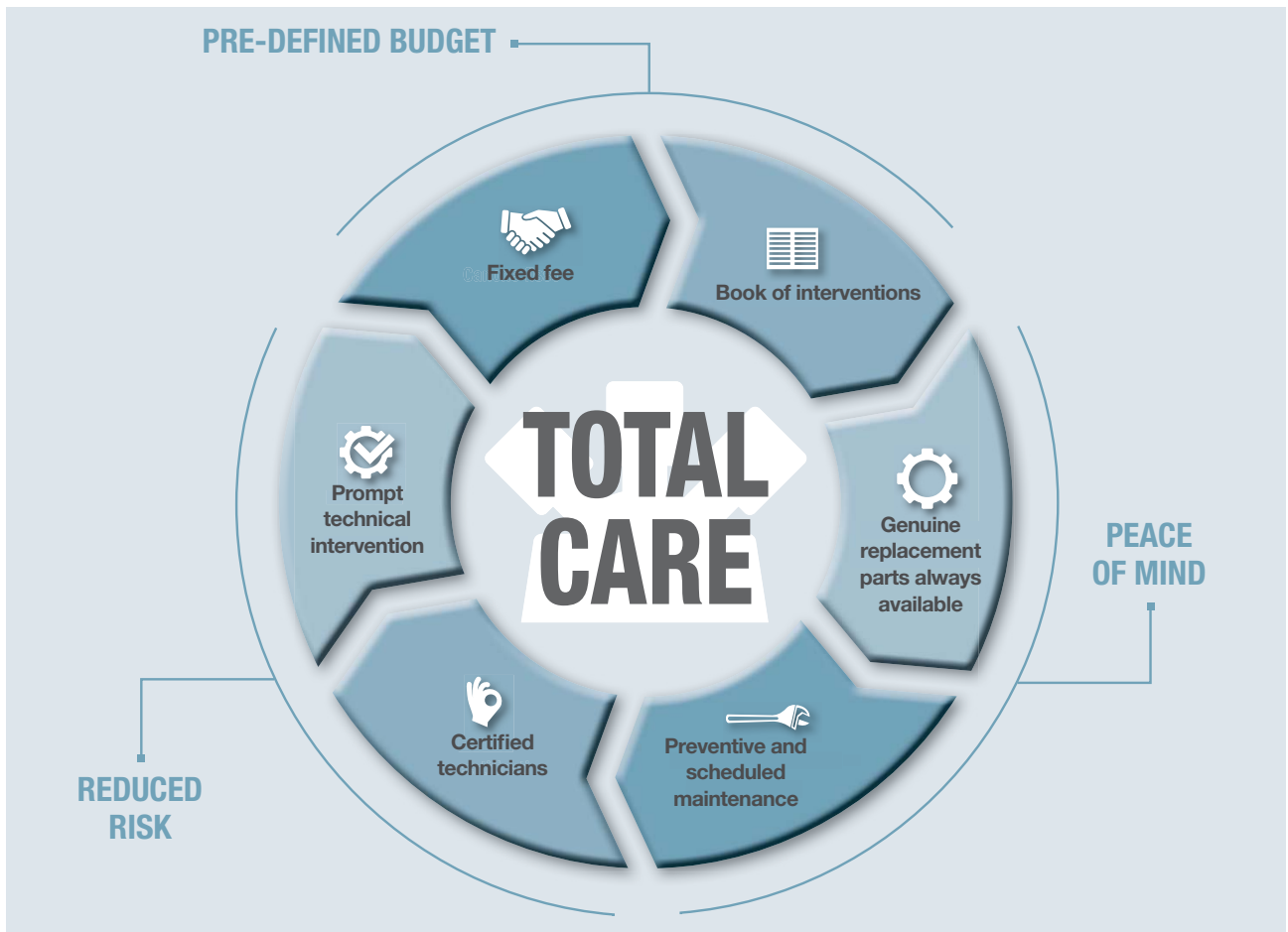
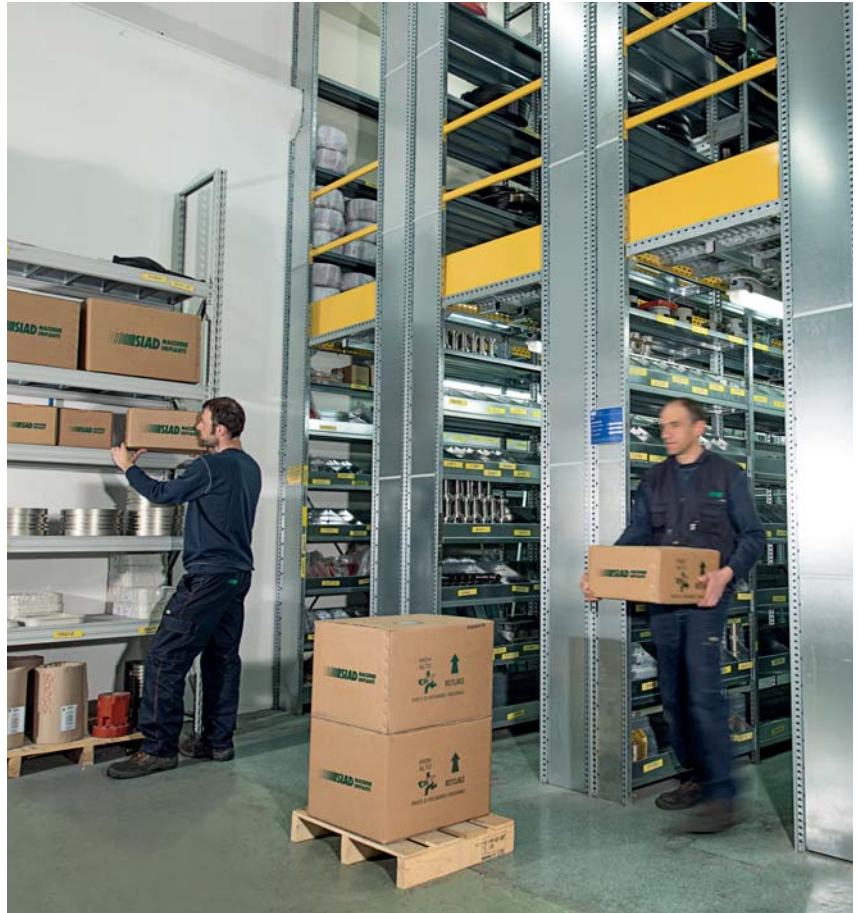


Advantages

- PRE-DEFINED BUDGET
- PEACE OF MIND
- REDUCED RISK

The features of Total Care

The Total Care contract includes inspections and maintenance to ensure the reliability and proper operation of the machine. For a fixed annual fee that includes replacements, interventions, shipments, transfers of technicians and guarantees, the Global Service Division enables its customers to focus on production and to forget about compressor maintenance. The maintenance plan is customized: a schedule of times for the interventions to be carried out is defined together with the customer. In addition, a fee is fixed for the entire duration of the contract: this allows arranging in advance and in a complete and precise way, the budget dedicated for the maintenance covering the entire contract period.



The key points of Total Care

“Ready to go” replacement parts

At the time of signing the contract, the necessary replacement parts for the scheduled maintenance of the compressor are already in stock and reserved for the machine covered by the contract. In this way the customer has all the parts required for maintenance available in real-time; an absolute guarantee of prompt intervention, even in the case of changes to the intervention schedule.

Emergency service

In addition to the scheduled maintenance, the contract guarantees emergency interventions within two working days from the request date, even for parts possibly not covered, and it provides for a 24/7 telephone support service.

Constant updating

The solutions offered are always the most advanced and from the latest generation. This includes replacement parts



and components involving the latest technological features.

Certified professionalism

Compressor management is entrusted to qualified and certified SIAD Macchine Impianti technicians who are able to address customers' needs and offer maximum flexibility and reliability.

Traceability of interventions carried out

Customers are provided with a book containing all the technical interventions carried out during the years of maintenance. This allows for the machine's history to be accurately monitored, even including future interventions (e.g. revamping).



One contact, many advantages

The Global Service Division of SIAD Macchine Impianti, in close collaboration with the Engineering Department, can provide customers with technical answers for solving any problems immediately. SIAD Macchine Impianti pays special attention to the quality of its products and constantly strives to improve service performance.

- Reduced compressor maintenance and running costs.
- Reduced plant downtime and better MTBO (average interval between inspections).
- Knowledge of own machinery.
- Continuous updating and upgrading of the compressor.
- 40 Certified Service Centers located on five continents for servicing always close to the customer.
- Extensive presence: compressors have been installed in 120 countries worldwide.
- Emergency service with latest-generation genuine parts always available.



Find out more about our services at
www.siadmi.com/global-service

For information:
siadmi_support@siad.eu



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