SERVICE

SERVICE ON DEMAND PACKAGES

PANOTEC®

Customer care is the guiding principle of our work. We take care of every detail to provide you with high performance machines and equipment. Based on the most common requirements we have developed three different service packages providing different service levels in order to better meet your specific needs.

A well-defined service package provides the best starting point for highly efficient machines. We understand your business needs and we know the ropes in machine servicing and assist you in choosing the most suitable service package.
We also provide a range of optional features that can be added to your service package in order to create a customised service for all specific needs.

SMART

Enjoy priority remote support from a Panotec specialist by choosing our SMART Package.

SMART is our basic package that can be fully customized by adding many available optional features.

SMART

REMOTE SUPPORT 8 a.m. - 6 p.m.
Monday to Friday (continuous hours), with priority access for subscribers of Panotec service packages. After opening your service ticket on our online platform, our specialists will contact you in short time..

ACCESS TO THE CUSTOMER AREA:
our online service area, exclusively for SMART subscribers. In this customer area you will have access to contents related to Panotec systems:

- **Tutorials:** a collection of multimedia contents (photos and videos) that will lead our customer through the main procedures for setting up and using Panotec machines step by step.
- **Manuals:** an archive containing all the manuals that are constantly updated with both technical and software improvements.
- **Software updates:** with software upgrades, where available, to keep machines up-to-date

OPTIONALS

Add one of the following options to your service package:

- **Extended service hours remote support until 08:00 p.m.**
- **Preventive Maintenance**
- **Free Temporary Replacement Parts**
- **Extended Warranty**
- **Boxlink Client**
- **Box Pack**
- **Special Box Format**

- **Standard Box** available in the Parametric Boxes Catalogue
- **Box designed by the customer**
- **Panotec Cloud Prime**
- **Software update**
- **Web Report**
- **Qbox**

PLUS

Our PLUS Package provides extra operational reliability with included on-site servicing.

In addition we offer a special discount on spare parts. Seize the opportunity if you wish to keep a small stock of essential parts required to ensure maximum machine performance at all times.

PLUS

REMOTE SUPPORT 8 a.m. - 6 p.m.
Monday to Friday (continuous hours), with priority access for subscribers of Panotec service packages. After opening your service ticket on our online platform, our specialists will contact you in short time

ACCESS TO THE CUSTOMER AREA:
our online service area, exclusively for PLUS subscribers. In this customer area you will have access to contents related to Panotec systems:
- **Tutorials:** a collection of multimedia contents (photos and videos) that will lead our customer through the main procedures for setting up and using Panotec machines step by step.
- **Manuals:** an archive containing all the manuals that are constantly updated with both technical and software improvements.
- **Software updates:** with software upgrades, where available, to keep machines up-to-date

1 FREE SERVICING OPERATION:
available options: machine maintenance, technical assistance or a training session for your operator. Operating time 8 hours (1 workday). Travel costs and all costs related hereto are at the customer's expense

SPAREPARTS: discount **7%**

OPTIONALS

Add one of the following options to your service package:

- **Extended service hours remote support until 08:00 p.m.**
- **Preventive Maintenance**
- **Free Temporary Replacement Parts**
- **Extended Warranty**
- **Boxlink Client**
- **Box Pack**
- **Special Box Format**

- **Standard Box** available in the Parametric Boxes Catalogue
- **Box designed by the customer**
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Panotec   Service

PRO

Benefit from 100% operational uptime with our remote monitoring system. We will run constant checks on machine status and key components and capture any technical glitches in no time.

With our predictive maintenance system, you can benefit from optimized maintenance planning for each connected machine, and therefore curtail the risks of downtime and emergency servicing.

PRO

REMOTE SUPPORT 8:00 am – 8:00 pm
Monday to Friday (continuous hours), with priority access for subscribers of Panotec service packages. After opening your service ticket on our online platform, our specialists will contact you in short time

ACCESS TO THE CUSTOMER AREA:
our online service area, exclusively for PRO subscribers. In this customer area you will have access to contents related to Panotec systems:
- **Tutorials:** a collection of multimedia contents (photos and videos) that will lead our customer through the main procedures for setting up and using Panotec machines step by step.
- **Manuals:** an archive containing all the manuals that are constantly updated with both technical and software improvements.
- **Software updates:** with software upgrades, where available, to keep machines up-to-date

2 FREE SERVICING OPERATIONS:
available options: machine maintenance, technical assistance or a training session for your operator. Operating time 16 hours (2 workdays) Travel costs and all costs related hereto are at the customer's expense

SPAREPARTS: discount **10%**

PREVENTIVE MAINTENANCE*:
to detect and forecast possible wear and tear or operational glitches by monitoring the machine status and machine components via remote access

* The full version of the predictive maintenance system is available on machines running Boxlink Pro Software and Windows 10 OS

OPTIONAL

Add one of the following options to your service package:

- **Extended service hours**
- **Boxlink Client**
- **Box Pack**
- **Special Box Format**
- **Standard Box** available in the Parametric Boxes Catalogue

- **Box designed by the customer**
- **Panotec Cloud Prime**
- **Software update**
- **Web Report**
- **Qbox**

SERVICE PACKAGES

	SMART	PLUS	PRO
REMOTE SUPPORT 8 am – 6 pm: from Monday to Friday (continuous hours)	YES	YES	SI
REMOTE SUPPORT 8 am – 8 pm: from Monday to Friday (continuous hours)	NO	NO	YES
ACCESS TO CUSTOMER AREA: tutorials, manuals and updates when available	YES	YES	YES
1 FREE SERVICING OPERATION: choose between maintenance, technical support or training on site (8 h/1day) - all travel-related costs are at the customer's expense	NO	YES	NO
2 FREE SERVICING OPERATIONS: choose between maintenance, technical support or training on site (16 h/2 day) - all travel-related costs are at the customer's expense.	NO	NO	YES
SPAREPARTS: discount **7%**	NO	YES	NO
SPAREPARTS: discount **10%**	NO	NO	YES
PREVENTIVE MAINTENANCE: to spot and prevent wear and tear, glitches via remote monitoring of the machine and its components.	NO	NO	YES

OPTIONALS

We have created a range of optional features that you can add in order to create a customised service package for your needs.

REMOTE SUPPORT UNTIL 08:00 PM
Extended service hours from 06:00 pm to 08:00 pm from monday to friday (continuous hours)

PREVENTIVE MAINTENANCE:
To detect and forecast possible wear and tear or technical glitches via remote access

EXTENDED WARRANTY: 2nd year

EXTENDED WARRANTY: 3rd year

BOXLINK CLIENT:
Client to manage machine software by remote access

BOX PACK:
1 PLUS package with 5 standard box formats as listed in the Panotec Parametric Boxes Catalogue

NO.1 SPECIAL BOX MODEL:
creation, activation and parameterization by Panotec of 1 new special box model

NO.1 BOX MODEL FROM CATALOG:
activation of 1 new box model/year choice in standard catalog

N.1 CUSTOMER-DESIGNED BOX MODEL:
parameterization and activation of 1 new customer-designed box model

PANOTEC CLOUD PRIME
Service package for machine management via remote access. Includes Backup machine parameters, predictive maintenance, n.2 software updates (where available) per year included for the first 3 years, implementation of 2 new box designs per year (standard or special formats), QBOX Demo Software and WEB REPORT

1 SOFTWARE UPDATE per year (where available), for the first 3 years

1 SOFTWARE UPDATE per year (where available), for the first 3 years

QBOX FULL (500 OPTIMISATION):
Volume Optimisation Software to determine the best positioning of the items inside a box

PANOTEC®

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