



STEP

Satisloh Total Equipment Protection



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Premium maintenance program optimizes production and minimizes secondary costs. STEP is available for most Satisloh equipment.

A comprehensive equipment and process protection plan that helps ensure both continuous, uninterrupted operation and the production of consistent quality product for years. STEP provides tailor-made service products.

Choose from a basic program that provides minimum protection to keep the machine capabilities up to meet customer quality requirements. This can be optimized to total protection plan where all costs of ownership and comprehensive upkeep are known and guaranteed up front.

- Availability of experienced service staff for world wide remote support.
- On demand assistance via VOIP and video conference.
- Access to machines for trouble shooting and analysis is only possible with owner's permission.
- Extensive training right at the machine is possible in online mode as agreed upon.
- The goal of STEP is to help customers anticipate and plan for costs related to machine maintenance.

Benefits

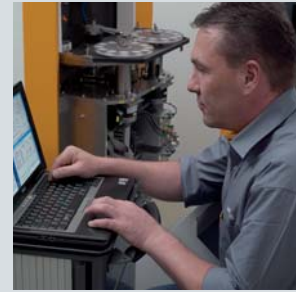
- Protection by your investment
- Longer lifetime of equipment
- Reduce costs for spare parts
- Higher precision
- Reduce unexpected breakdowns
- Predictable costs for maintenance
- Reduce costs for production
- Keep machine in excellent running condition
- Less unproductive downtime
- Immediate support at your finger tips world wide
- Get 3rd party feedback for process

Special Feature

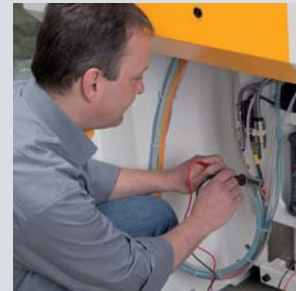
Our premium package option, GFH-Server (Go-For-Help), is a machine independent remote service, where trouble shooting is still possible even when the machine is down. The remote activities are not bound to the machine conditions and they do not influence the machine process.



Spare parts clarification



Trouble-shooting by software diagnostics



Electrical trouble-shooting on site



STEP-Versions:

Performances and Features	STEP Basic Precision Remote Service	STEP Silver Precision Remote Service	STEP Gold Precision Remote Service
Basic online diagnostics	x	x	x
Wear part replacements (as per maintenance list)	x	x	x
5% discount on spare parts	x	x	x
Guaranteed emergency response within 48 hours (excl. weekend)	x	x	x
Preventive online diagnostics		x	x
2 annual service visits		x	x
Performance test plus report		x	x
Online software updates for machine application		x	x
Online software updates for the PLC software		x	x
10 hours free remote service per year		x	x
One free emergency visit per year		x	x
Extended warranty up to 3 years (excl. wear parts)			x
Online coaching for basic machine repair			x
1 GFH-Server for free			x
Online training and assistance for machine operators and service staff			x

Remote STEP Technical Information:

- Remote service requires connection to internet
- Webcam and headset included
- Up to 10 Mbit high speed connection

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