

TotalCare.

Enhance
Performance,
Maximize Profitability.

Partnering for success.

TotalCare.

Partnering for success.

Bühler has continually led the way in process solution technologies everywhere. As pioneers in our fields, our expertise is second to none and we strive to bring the same level of excellence in our customer care.

By providing you with customized inspection and maintenance service offerings tailored to specific requirements, we help to protect your investment – enabling continuous peak performance and ensuring maximum return, and profitability throughout the lifetime of your equipment. TotalCare offers a wide range of choices at varying cost and service levels to help you get the best out of your machines. From inspections, and preventive maintenance, we work with you to define the range of services needed – giving us the ability to build a customized service package, together – all designed to boost production performance.

Your Benefits

- Increased revenue through better equipment reliability
- Increased equipment availability
- Better equipment performance
- Lower costs through controlled wear
- Protection of asset value
- Dependable Customer Report with recommendations and status of equipment
- Transparent service costs for easy planning



Increased reliability and availability.



MaintainCare

Our highly skilled technicians carry out regular inspections and preventive maintenance of specified equipment, assess wear and tear and recommend the appropriate maintenance actions and parts to have ready for the next scheduled maintenance.

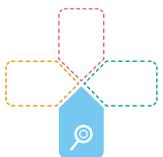
Includes: Inspections and maintenance interventions, maintenance recommendations and spare & wear parts recommendations.



MaintainCare Plus

In addition to MaintainCare this package also provides the necessary parts to complete the maintenance activities. Inspections and preventive maintenance interventions of the specified equipment are included.

Includes: Inspections and maintenance interventions, maintenance recommendations and all necessary parts to perform the inspection and maintenance services.



InspectCare

InspectCare includes regular inspections of your machines by Bühler's specialist in useful intervals. You receive a detailed inspection report outlining forward looking recommendations to ensure the continued operation of your equipment.

Includes: Inspection check-list, maintenance recommendations and spare & wear parts recommendations.



FlexCare

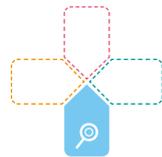
This package combines the best of all worlds for a highly customizable service experience. Choose one of the 3 service modules as a basis and then select the optional features from the modules that suit your needs best.

Includes: Service module of your choice plus selected optional features.

We care.

Ensuring your satisfaction with our products and services is our number one goal. The wide service spectrum with planned inspections and maintenance guarantees high productivity and long service of equipment and systems. Fixed pricing for the duration of the contract make maintenance costs transparent and plannable. This is how TotalCare provides maximum investment protection over the full equipment lifecycle.





InspectCare Agreement



MaintainCare Agreement



MaintainCare Plus Agreement



FlexCare Agreement

		InspectCare Agreement	MaintainCare Agreement	MaintainCare Plus Agreement	FlexCare Agreement	
Services						
Planning & preparation of activities		●	●	●		
Pre-work operation data review		○	○	○		
Scheduled visual inspection		●	●	●		
Scheduled maintenance		–	●	●		
Unscheduled maintenance / Repair		–	○	○		
Remote support for unscheduled troubleshooting		○	○	○		
Standard tools		●	●	●		
Special tools		○	○	○		
Assembly material		○	○	●	Starting from one of the 3 basic models	
Maintenance consumables		○	○	○		
Software Update (excluding hardware)		○	○	○		
Parts inventory review and recommendations		○	○	○		
Parts	Repair parts & components (on-site)	–	–	●		
	Replace parts	–	○ <small>(Customer provides for parts)</small>	● <small>(Bühler provides for parts)</small>		
	Recondition parts (off-site)	–	–	○		
Customer Report		●	●	●		
Maintenance training (on the job)		○	○	○		

● Standard ○ Optional – Not included

Bühler AG

CH-9240 Uzwil
Switzerland

www.buhlergroup.com

Brochure TotalCare en 0720 Z&B 201556