



Aasted Packages at a glance

An overview of the three standard Service Level Agreements by Aasted.

Aasted Flex is a fully customisable agreement tailored to your unique needs. See an example of the Aasted Flex agreement.

		Aasted Starter	Aasted Care	Aasted 360	Aasted Flex
Available with the following equipment:		Temper, Enrober, Cooling tunnels	All	All	All
Services options:	Options				
Dedicated contract fulfilment manager & quarterly meetings and reports		X	X	X	Everything optional, starting from one of the three models. Select more options to get discounts on spare parts, support and visit hours.
Planning & preparation before the visit		X	X	X	
Scheduled visual inspection	1 or 2 / year	X	X	X	
Scheduled maintenance	1 or 2 / year	-	X	X	
Unscheduled emergency repair	1 or 2 / year	-	-	X	
24/7 support line (troubleshooting)	10, 20, 30 h / year	X	X	X	
Report after visit		X	X	X	
Critical spare parts package		O	O	O	
Training on site (operation/maintenance)	1 or 2 / year	X	X	X	
Aasted testing facility visit (try-out / training)	1 or 2 / year	O	O	X	
Dedicated service engineers		-	O	X	
Aasted Insight packages	Tempering machines only	X	O	O	Check digital solutions
Pre-installation facility inspection	If SLA purchased with equipment (before FAT)	-	O	O	Everything optional, starting from one of the three models. Select more options to get discounts on spare parts, support and visit hours.
Factory acceptance test (FAT)		O	O	X	
Packaging & shipping		X	X	X	
Installation		O	X	X	
Commissioning & Site Acceptance Test (SAT)		O	X	X	
Recommended spare parts package		X	X	X	
Performance review after 3 months & spare parts		-	O	X	

Legend:

(X) included, (O) optional, (-) not included



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How can we help you?

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