

SERVICE LEVEL AGREEMENT

# CARE

With more than a century of experience, Aasted understands how critical your equipment is to your production. Aasted Care is a service agreement designed to maintain optimal equipment performance through preventive maintenance, expert support, and proactive service.

## Dedicated Support

Your agreement includes a dedicated Agreement Fulfillment Manager who acts as your single point of contact, ensuring smooth communication and efficient handling of all service needs.

## 24/7 Expert Assistance

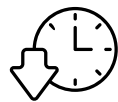
Production issues can occur at any time. With our 24/7 Support Line, you have direct access to Aasted experts whenever you need troubleshooting or technical advice.

## Preventive Maintenance

Regular maintenance is essential for maintaining equipment performance and reliability. Aasted Care includes scheduled inspections and annual preventive maintenance visits performed by experienced Aasted service engineers. Each visit includes an equipment health report with recommended actions and spare parts to help prevent unexpected downtime.

## Aasted Care Includes

- Dedicated Agreement Fulfillment Manager – your single point of contact
- Quarterly status follow-up meetings
- 24/7 access to Aasted support experts
- Scheduled inspection and preventive maintenance visits
- Equipment health reports with maintenance recommendations
- Training on site (operation/maintenance)
- Discounts on standard spare parts



**Minimized downtime** – Proactive service keeps your production running.



**Optimized performance** – Regular inspections ensure maximum efficiency.



**Simplified communication** – One trusted contact throughout the agreement.



**Reduced costs** – Planned maintenance helps avoid unexpected repairs.



**Peace of mind** – Your equipment is supported by Aasted experts, ready to help.