

SERVICE LEVEL AGREEMENT

VALUE



Dedicated Partnership

Your own Contract Manager as single point of contact. Annual follow-up meetings. Yearly virtual engineering pulse check. Proactive recommendations to protect performance.



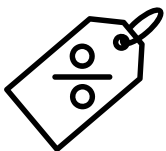
24/7 Priority Support

Direct hotline access, 365 days a year. 10 hours remote technical support included. Fast access to software & engineering experts.



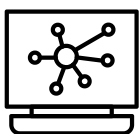
Fast-track Treatment

Priority handling of requests and quotations. Priority HealthCheck scheduling in your region (free on-site machine inspection when in the area).



Built-in Savings

5% discount on spare parts. 5% discount on service, training & commissioning hours. No small order fees.



Digital Advantage

Free SweetConnect access & onboarding. Documentation, spare parts, maintenance & monitoring in one platform.

Predictable costs. Stronger uptime. Long-term value.