

SERVICE LEVEL AGREEMENT

360

With more than a century of experience, Aasted understands how critical your equipment is to your production. Aasted 360 is a service agreement designed to ensure optimal performance, fast support, and reliable operations through proactive maintenance and expert assistance.

Dedicated Support

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

24/7 Expert Assistance

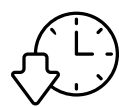
Production challenges can happen at any time. Our 24/7 Support Line gives you direct access to Aasted experts whenever you need troubleshooting or technical advice.

Preventive & Emergency Service

Regular maintenance helps maximize performance and avoid costly downtime. Aasted 360 includes scheduled inspections, preventive maintenance, and emergency repair visits carried out by experienced Aasted service engineers. Each visit is followed by a detailed equipment health report with recommended actions and spare parts.

Aasted 360 Includes

- Dedicated Agreement Fulfillment Manager
- Quarterly status follow-up meetings
- 24/7 access to Aasted support experts
- Scheduled inspection and maintenance
- Emergency repair visits by certified Aasted service engineers
- Equipment health reports with maintenance recommendations
- Dedicated service engineer
- Training on site (operation/maintenance)
- 2-day visit to Aasted Technology Center (ATC) for try-outs and/or training
- 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 operational risk – Preventive maintenance and emergency coverage.



Peace of mind – Your equipment is supported by Aasted experts, ready to help whenever you need it.