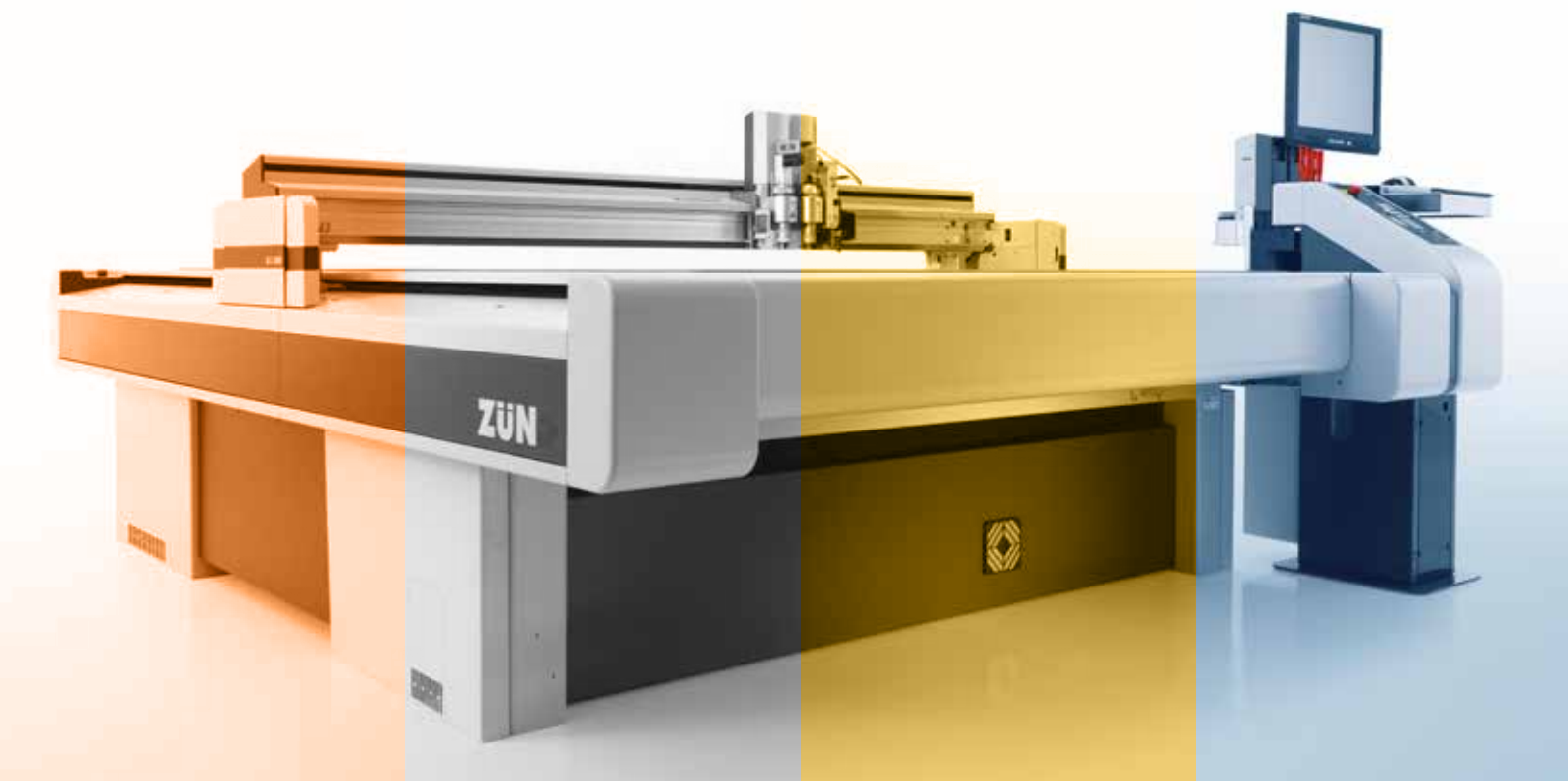


# Zünd Service and Support Agreement



Save time, money and trouble!

# Why get a service and support agreement?

When you choose a service- and support agreement, you choose a better and longer life for your machine. By being on top of whatever might emerge - you achieve the optimal operational reliability and profitability.

All agreements come with following advantages:

- ★ ★ ★ ★ Free access to our phone support where we also have the opportunity to assist by providing direct connections to the system over the Internet by Remote Desktop.
- ★ ★ ★ ★ A visit every 10 months for check, adjustment, calibration, lubrication and cleaning of the cutter for optimal functionality and minimizing wear and risk of crashes. The agreement covers all costs associated with the maintenance visits (service and travel hours, travel expenses, PM Service kit).
- ★ ★ ★ ★ Priority in any emergency repairs and / or delivery of spare parts. We begin service within 8 working hours after a service call.
- ★ ★ ★ ★ Access to renovated spare parts that are significantly cheaper than new.
- ★ ★ ★ ★ Free update of the cutter's firmware.
- ★ ★ ★ ★ Free update of the Cut-it and Prepare-it software for new versions (minor improvements, bug fixes and new functionality).



- ★ 15% discount on new software releases (significant expansion of functionality).
- ★ 10% discount on technician hours for tasks or repairs not covered by warranty or this service & support agreement.
- ★ 10% discount on spare parts for the machine.
- ★ 15% discount on consumables such as knives, router bits, conveyor belt and other wear parts.
- ★ Ensure the extended 24 month warranty on the basis machine.



- ★ 20% discount on new software releases (significant expansion of funktionaltile).
- ★ 15% discount on technician hours for tasks or repairs not covered by warranty or this service & support agreement.
- ★ 10% discount on spare parts for the machine.
- ★ 15% discount on consumables such as knives, router bits, conveyor belt and other wear parts.
- ★ Ensure the extended 24 month warranty on the basis machine.
- ★ Covers the technician hours for repairs.



- ★ 25% discount on new software releases (significant expansion of funktionaltile).
- ★ 15% discount on technician hours for tasks or repairs not covered by warranty or this service & support agreement.
- ★ 10% discount on spare parts for the machine.
- ★ 15% discount on consumables such as knives, router bits, conveyor belt and other wear parts.
- ★ Ensure the extended 24 month warranty on the basis machine.
- ★ Covers the technician hours for repairs.
- ★ Includes costs for travel & accommodation related to repairs.



- ★ 40% discount on new software releases (significant expansion of funktionaltile).
- ★ 20% discount on technician hours for tasks or repairs not covered by warranty or this service & support agreement.
- ★ 15% discount on consumables such as knives, router bits, conveyor belt and other wear parts.
- ★ Ensure the extended 24 month warranty on the basis machine.
- ★ Covers the technician hours for repairs.
- ★ Includes costs for travel & accommodation related to repairs.
- ★ Covers spare parts besides the parts included in the Preventive Maintenance Service kit.





Martin Staun, **Induflex**



"We have the Gold Service and Support Agreement with Zünd Skandinavien for our eight cutters, and it works flawlessly!"

We use the Service Contract for all issues, whatever the extent. By being on top of things when they occur – even the smallest – we avoid that they develop into more serious issues.

Our cutters are never allowed to deteriorate in any way.

We have made careful calculations of the profitability of our Service Contract. However we look at it, having a Service Contract is the best investment for us and entirely worth the cost."



Tom Iversjö, **SweProd Graphics AB**



"We have four Cutters from Zünd, which receive service at least two times a year. Also, we often use telephone-consultation.

We need to minimize downtime, and maximize the speed of production. Having Zünd's technicians close at hand at all times, is a very crucial part of the agreement.

A short time from problem to solution is also of great value to us. Also the competence and expertise of the technicians, and their advice on how to use our cutters in the best and smartest way.

We are especially happy with our local service-guy, and his expertise and level of service."



Christine Sjølie, **Oslo Silketrykk**



"Zünd Skandinavien has been our supplier of cutters since 2007.

We have chosen to sign a service agreement for both our cutters to ensure our production operates as planned every day. Although Zünd's cutters rarely stop, a service agreement gives us security.

Zünd sets up a maintenance plan for our cutters. By this, all maintenance is done in advance so to avoid unnecessary stops in production. Also, a service agreement gives us full access to technicians and assistance along the way.

We at Oslo Silketrykk recommend everyone to sign a service agreement with Zünd to protect their cutters, and give them a longer life.

Our oldest machine is almost 14 years old, so we have plenty of proof that it pays off."



Tuomas Kaminen, **i-Print**



"Almost every job we do is finished with Zünd cutter and that's why minimal downtime is essential. Zünd quality and reliability combined with service contract and great support by Zünd Skandinavien lets us concentrate on printing. The cutter will do its job when needed.

In rare cases of emergency help is always available instantly. Most problems are quickly solved via online support and friendly service is just one phone call away.

One great thing is also continuous updates on software. Through the years there have come many new functionalities and our once great nesting and cutting software is even better today."

[www.zund.dk](http://www.zund.dk)

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