

Procemex Services
and Support

Care to Excel

Contact Us

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+358 14 337 2111



Great Vision for
Great Customers

Dear Procemex Customer

To ensure machine and process running reliability, you want to keep your machine vision system performing at its optimal level during its entire life-time.

Care to Excel is our promise to you. Our team of experienced experts is committed to providing you with OEM maintenance and repair services that maximize the life-time of your vision system and keep your assets competitive through out their lifecycle.

As the market's expectations for paper quality are increasing, optimizing process performance becomes more important. Together we can target for low cost, right quality and less consumption. In every turn, we are your partner to help you to continuously improve your process with most recent achievements of vision systems.

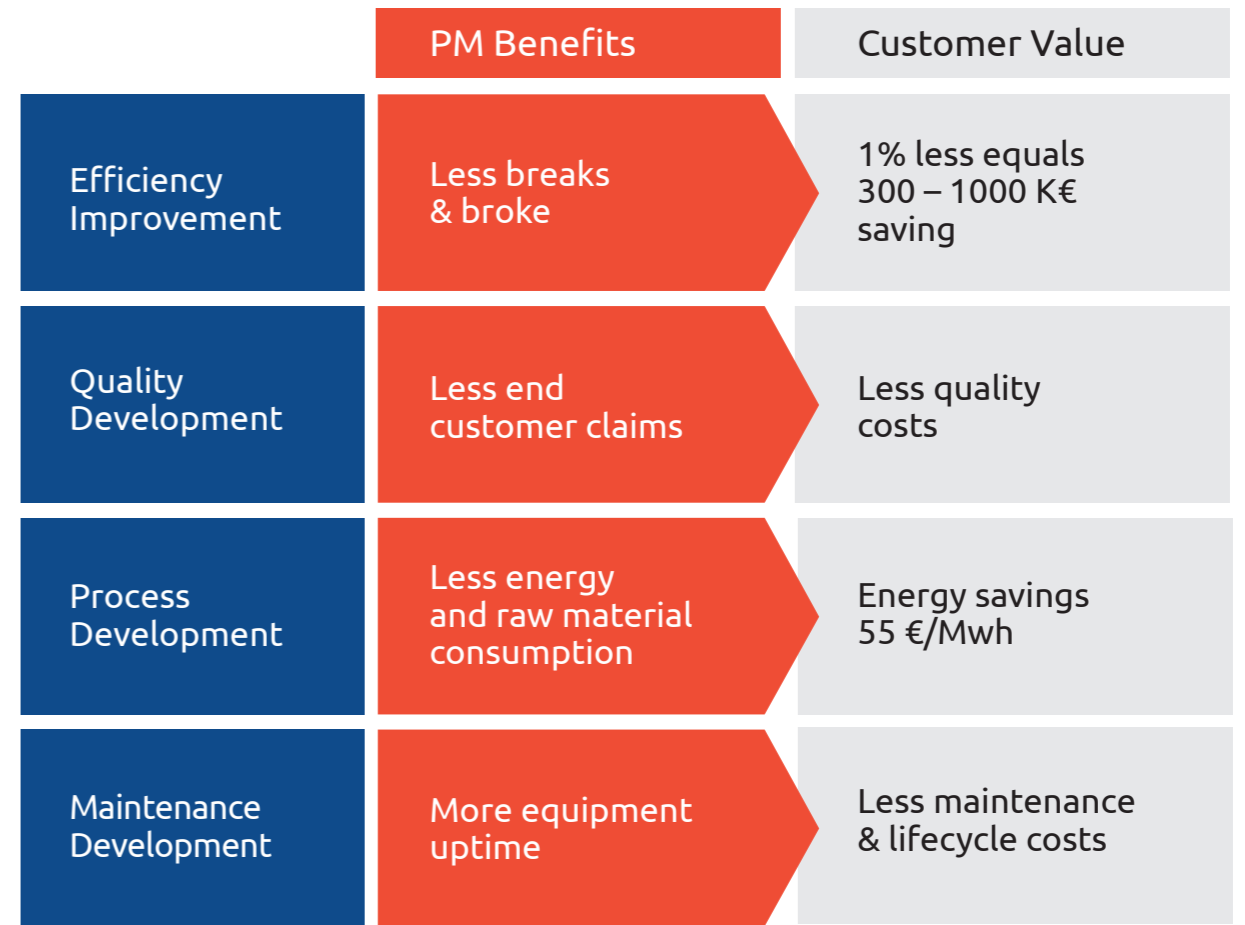
Contact us

- We are ready to support you!



Ari-Pekka Räisänen
Director, Customer Service

SERVICE BENEFITS



EXPERTISE TO DEVELOP YOUR PROCESS

All services can be tailored to your specific needs.

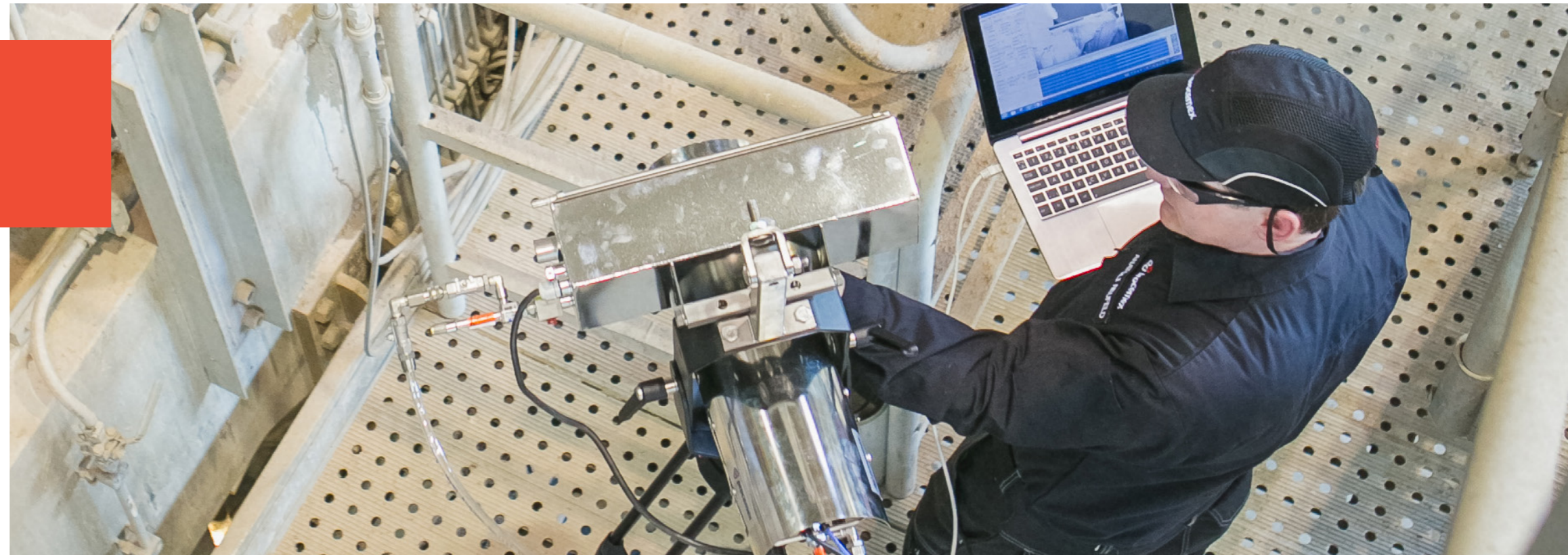
Service 24/7

Our experts are at your service 24/7. Not just solving problems, but also proactively improving your process.

Digitalization brings many benefits to vision system solutions. Already today we perform most of the imaging system service activities remotely. While using the latest technology, remote diagnostics can pinpoint and fix potential problems threatening paper quality and runnability of the machine.

Our remote support gives you a quick response in case of critical emergencies. Procemex experts are available flexibly by phone, email and VPN connection. Ask us - we'll find the answer!

Regular onsite services guarantee continuous operation of the vision system and optimization of the whole paper making process. The service visit can also be combined with a tailored training session.



Upgrades

Upgrading your vision system with the latest software and technology will increase your process quality with improved defect classification.

Data & System Security

We provide and test Windows software package updates before onsite visits. We also complete a back-up procedure to enable fast recovery time in case of problems. During machine shutdown, we install software updates on-site and make sure they run well.

OEM Spare Parts

We maintain a full spare parts inventory for Procemex machine vision systems. Partial inventories in various locations around the world make faster deliveries possible. We can also arrange a spare parts inventory at your site for critical parts which are most likely to disturb system performance.

HOW WE WORK – ON-SITE SERVICES

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Preparation

- Pre-planning
- VPN-based remote system performance audit
- Customer interview

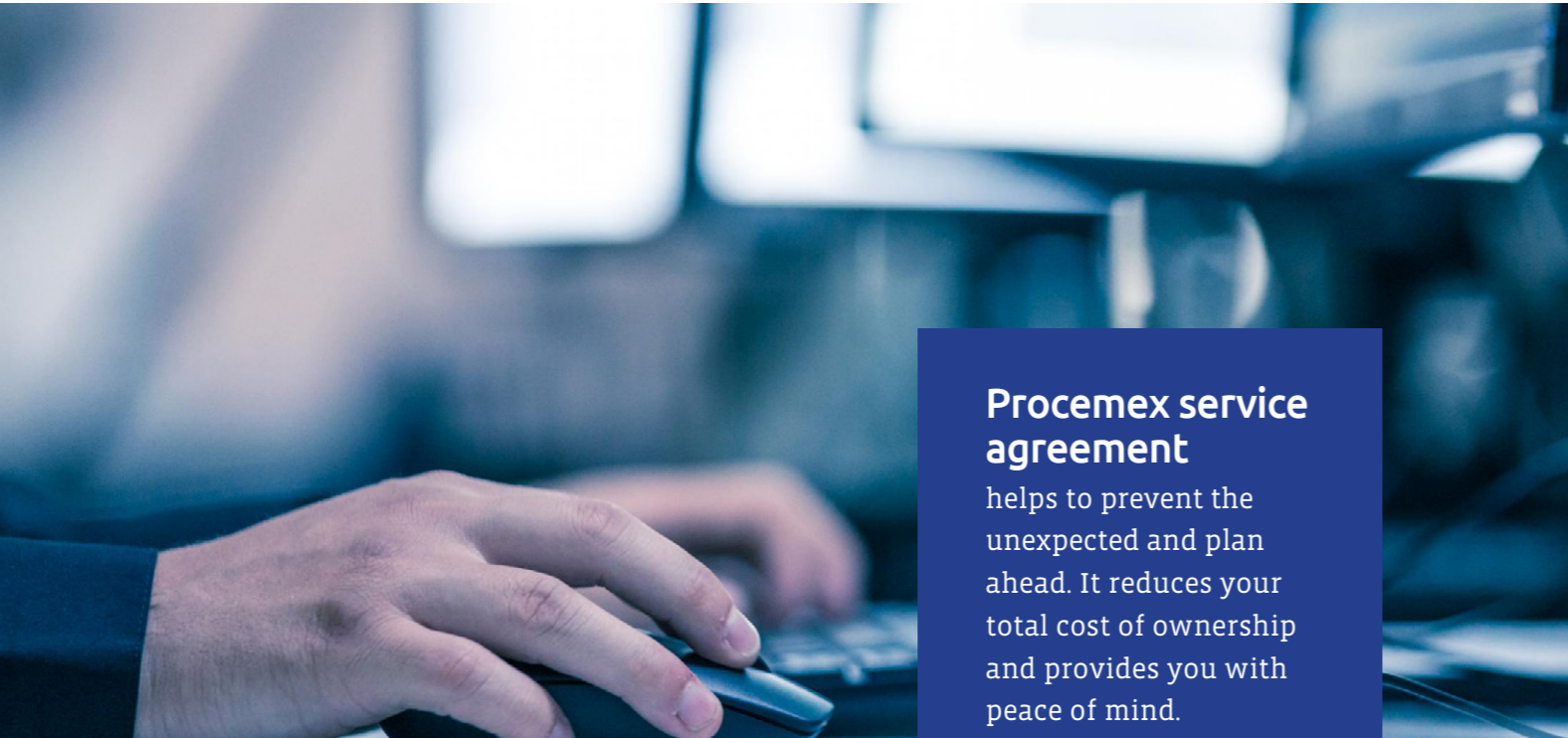
Service visit

- Fine-tuning of camera views
- Camera position adjusting
- Upgrade potential check

After visit

- Detailed audit report
- Detailed maintenance recommendations
- Upgrade potential review

TRUSTED LIFETIME CARE



Procemex service agreement helps to prevent the unexpected and plan ahead. It reduces your total cost of ownership and provides you with peace of mind.

SERVICE LEVELS



	ProCare	ProMaintenance	ProSupport
Remote support	24/7	Weekdays 9 am - 5 pm EET	Weekdays 9 am - 5 pm EET
Remote diagnostic reports	12/year	6/year	6/year
Spare parts exchange service	Yes	Yes	Yes
Regular on-site service	Yes	Yes	-
Training services	Yes	Yes	-
Preventive maintenance plan	Yes	Yes	-
Data back-up management	Yes	Yes	-
Training services	Yes	Yes	-
Software upgrades	Yes	-	-
System security update	Yes	-	-
Process optimization support	Yes	-	-
Spare parts TCO	Yes	-	-

ProCare

Our highest level of service agreement is designed to support your process optimization and to lower the total cost of ownership of your system.

With monthly remote diagnostics report you can detect problems early and prevent them before they cause damage to your process or business.

Our experts keep your system software and security always updated, and your data back-up is carefully managed.

Maintenance planning and regular service visits make sure your system supports your production targets. Procemex remote support is at your service round-the-clock.

ProMaintenance

Our standard service keeps your system performing throughout its lifecycle. Preventive maintenance plan and bi-monthly diagnostics reports makes it easier to keep your machine vision system in good operating condition.

Regular on-site service visit can also be combined with a user training session.

Procemex remote support is at your service Mon-Fri from 9 am to 5 pm EET.

ProSupport

The lightest service agreement supports you during the life-time of your system. Bi-monthly diagnostics reports pinpoint possible problems.

Our refurbished spare part exchange service offers a fast and a cost-effective way to replace defect parts. Procemex remote support is at your service Mon-Fri from 9 am to 5 pm EET.



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