

## **Performance service program**

The new service solution for our customers





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## Why the Performance service program?

Since equipment maintenance and performance are subject to high volatility over time, it's fundamental for our customers to minimize the costs and the risks of downtime.

Valmet Tissue Converting can ensure the performance of the machines for a whole year at a fixed cost.

Our highly skilled service team is available to enhance performance and minimize downtime. Our tools can offer supervision and solving issues, plus, with our remote pre-assessment, we know in advance which spare parts are needed on-site.

## What is the Performance service program?

The Performance service program is an agreement that bundles all the needed services, the best practices and our expertise into a single program. Valmet Tissue Converting puts at your disposal the know-how to ensure adequate maintenance plans are scheduled and executed timely to reach unprecedented efficiency levels, minimizing the risk at the same time.

Since we operate in full transparency, a performance test guarantees the results at the end of the service.

Book the team you trust now!

## A different and flexible approach with our tools and expertise.

### **Dedicated maintenance**

A team of fully dedicated service engineers to perform maintenance tasks on site when you focus on daily activities.

### **Remote support**

Quick reaction to everyday operational breakdowns, making sure all faults are resolved quickly and preventing repeating issues.

### **Customer spare part management**

Our team manages and maintains customers' spare parts for the on-site interventions, ensuring that the right spare parts are available when and where needed.

### **Remote pre-assessment**

We can provide specific data and information on your machines, performing a pre-assessment remotely before technical interventions.

### **Tissue Performance Center**

Performance monitoring, remote support included with qualified technicians to offer supervision and solving issues.

### **Performance test**

Valmet Tissue Converting guarantees the performance results at the end of the service.



The package that meets your needs with our experts, processes and tools.



## Lite

Our qualified technicians available for 2 technical interventions in 12 months plus activities and suggestions on how to improve the performance of your assets.

<b>Benefit</b> Maintenance on-site	<b>Equipment covered</b> Converting, packaging, fold
<b>Time range</b> 12 months	<b>Services included</b> Technical visits, discounts (spare parts, training / e-training)



## Plus

Our qualified technicians available for 2 technical interventions in 12 months and thanks to the pre-assessment, we can provide you information on the maintenance activities and preorder the spare parts needed on site.

<b>Benefit</b> Maintenance and spare parts	<b>Equipment covered</b> Converting, packaging, fold
<b>Time range</b> 12 months	<b>Services included</b> Technical visits, pre-assessment (documentation and spare parts), discounts (spare parts, training / e-training)



## Advanced

Our qualified technicians available for 3 technical interventions in 12 months, preorder of spare parts, TPC support, digital services and discount on training and other services.

<b>Benefit</b> Service on-site and remote, spare parts	<b>Equipment covered</b> Converting, packaging, fold
<b>Time range</b> 12 months	<b>Services included</b> Technical visits, discounts (spare parts, training / e-training), pre-assessment (documentation and spare parts), Tissue Performance Center



## Custom

In addition to the standard packages above, please contact our team for a specific program designed on your needs.

The best program for your needs.

In addition to the standard packages, please contact our team for a specific program designed on your needs.

Service availability may vary depending on your country, machine type and connectivity.

		Lite	Plus	Advanced	Custom
Time range		12 months	12 months	12 months	12 months
Remote pre-assessment	Identify the customers goals and expectations for the program		● Remote	● Remote	
	Remote call for assessment machine conditions		● Remote	● Remote	
	Identify the finished products and raw materials to be tested		● Remote	● Remote	
	List of suggested spare parts		● Remote	● Remote	
	Critical pre-intervention spare parts needed and preorder		● Remote	● Remote	
	Secure sharing space for documents and plans		● Remote	● Remote	
1º site visit	1º site visit (1 mechanical + 1 electrical)	5 working days	5 working days	5 working days	
	Check and identification of worn parts, obsolete components and applicable upgrades available	● On-site	● On-site	● On-site	
	Replacement of critical parts if spare parts are available	● On-site	● On-site	● On-site	
	Fine tuning machine	● On-site	● On-site	● On-site	
	Confirmation that machine is able to run with specific product to be tested	● On-site	● On-site	● On-site	
Homework	Detailed report based on the pre-assessment analysis and the on-site intervention		● Remote	● Remote	
	Indications of critical parts necessary for performance improvement	● Remote	● Remote	● Remote	
	Indication of work that the customer can do independently before the next intervention	● Remote	● Remote	● Remote	
2º site visit	2º site visit (1 mechanical + 1 electrical)	10 working days	10 working days	5 working days	
	Check and identification of worn parts	● On-site	● On-site	● On-site	
	Replacement of critical parts if spare parts are available	● On-site	● On-site	● On-site	
	Fine turning machine	● On-site	● On-site	● On-site	
3º site visit	3º site visit (1 mechanical + 1 electrical)			10 working days	
	Check and identification of worn parts			● On-site	
	Replacement of critical parts if spare parts are available			● On-site	
	Fine tuning machine			● On-site	
Tissue performance center support	Consulting and remote intervention to solve problems and improve the process: monthly call and video call (2h)			● Remote	
	Expert on line: emergency support to manage machine stops (5 tickets)		5 tickets		
	Expert on line: emergency support to manage machine stops (10 tickets)			10 tickets	
Performance test (optional)	Performance test with a performance bonus up to*	10%	10%	10%	
	Performance test with a performance malus up to*			10%	
	Best center line definition for tested product			●	
Advantages during the program	Discounts on spare parts generated by the program	2%	3%	5%	
	Training discount	5%	7%	10%	
	E-Training discount	10%	15%	20%	
	Discount on services during the program	3%	5%	7%	
	Discounts on digital solution			📶	

Legenda

shaded light blue - standard on every agreement

● - included

📶 - available for connected machines

\* The performance bonus/malus is subject to the confirmation that machine is able to run with specific product to be tested.

Valmet's professionals around the world work close to our customers and are committed to moving your performance forward – every day.

