

PALAMATIC PROCESS



MAINTENANCE CONTRACT



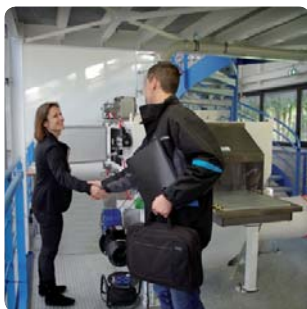
1 year subscription

	ECO	STANDARD	COMFORT	COMFORT+
Pal'Assist Audit	1 per year	2 per year	2 per year	2 per year
Report of the audit	X	X	X	X
Pal'Assist Contact	X	X	X	X
Management of handling equipment and access	X	X	X	X
Pal'Assist Preventive		1 per year*	1 per year*	1 year*
Pal'Assist Repair 2W			X*	X*
Pal'Assist Repair 72H				X*

* Subject to additional charges

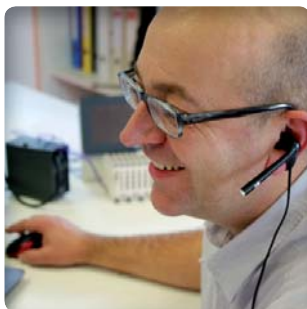
Maintenance Contract

Our maintenance contracts ensure management, maintenance and optimization of the operation of your facilities. The PALAMATIC PROCESS missions are centered on preventive and curative maintenance – achieving the common maintenance – and installation audits, by offering a dedicated and responsive service to your requests.



▶ PAL'ASSIST AUDIT - MAINTENANCE AUDIT

At the annual audit, your installation is completely reviewed. Our technicians come to your site to check and verify the condition and proper functioning of your equipment. Depending on the configuration of your process, the audit can be done during production or when it is stopped. Following this visit, an audit report is sent to you. It contains a report on the state of your equipment and our recommendations for optimization and maintenance to achieve.



▶ PAL'ASSIST CONTACT

In the event of a problem or failure on your installation, PALAMATIC PROCESS is committed to support your demand in mastered time. Within 48 hours our technicians provide you with a technical solution or plan an on-site intervention with you.



▶ PAL'ASSIST PREVENTIVE

At the annual visit to your process, our technicians take care of preventive maintenance for you. PALAMATIC PROCESS provides wear parts according to a pre-established list. The parts are replaced on-site by our qualified technicians. The control of the quality of our interventions is a priority. This option ensures the highest reliability of your installation.



▶ PAL'ASSIST REPAIR 2W

Commitment from PALAMATIC PROCESS of a technician intervention within 2 weeks. This service is for customers concerned with rapid response in case of malfunction of an installation.



▶ PAL'ASSIST REPAIR 72H

For process at high risk in case of shutdown. Our technician is committed to leave our workshop within 72 hours to go to work on the client site. This service is intended for industrial players very concerned about the continuous operation of their process. Our technicians are highly qualified for a rapid diagnosis and to restart the production line in the shortest time.