

tph

Imprinting excellence worldwide



THE ORIENT SMART ANNUAL MAINTENANCE CONTRACT

AMC OBJECTIVE

THIS MAINTENANCE CONTRACT GIVES AN OPPORTUNITY TO THE END USER TO GET THEIR EQUIPMENT INSPECTED AND ADJUSTMENTS CARRIED OUT BY TRAINED ENGINEERS AND SIMULTANEOUSLY VISUALIZE THE NEED FOR REPLACEMENT OF SPARE PARTS IN ORDER TO **MINIMIZE THE UNSCHEDULED DOWN TIME**

ROUTINE MAINTENANCE SERVICES ARE ALSO GENERALLY RECOMMENDED FOR A LONG LIFE OF THE EQUIPMENT AND ALSO MORE CRUCIALLY TO ENHANCE THE **PERFORMANCE AND PRODUCTIVITY** OF THE EQUIPMENT ON A DAY TO DAY BASIS.

THE AMC GIVES OUR PATRONS A **WORRY FREE** PRODUCTION EXPERIENCE ALL YEAR ROUND.



ORIENT

Web Offset Presses

ADVANTAGES OF AMC

- ➔ Our service engineers will **evaluate** the malfunctioning reasons and **solve** on priority
- ➔ Enables you to **process and eliminate faults** in a targeted manner **before a plant standstill occurs**
- ➔ Our efficient engineers visit will not only provide you with **a secure feeling**, but also the necessary overview **to proactively counteract a malfunction or a machine breakdown**
- ➔ **Preventive and active maintenance** planning will also be done by TPH Engineers. Essentially the smooth running of your machine also becomes **our responsibility**.

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- ➔ Priority Services
 - ➔ AMC will help keeping your machine in **good condition for a longer period of time.**
 - ➔ The service offerings aim directly on **cost-savings and productivity & flexibility** – with a strong focus on customer benefits
 - ➔ TPH's focus are reliability and efficiency service level agreements. They **reduce lifecycle costs and sustain and increase your production quality** in the long term



- ➔ Innovatively engineered components and system improvements answer the direct need from customers to develop **more powerful production centers**
- ➔ **24 hours** telephonic support
- ➔ **10% discount** on spare parts
- ➔ **Quality-tested spare and wear parts** as well as **authorized consumables** are readily available with TPH ,throughout the world, original parts are consistently available to supply any destination within the shortest possible timeframe



→ Demanding production plans require **flexible spare and wear parts management with short response times. Genuine parts from TPH**, whether for planned maintenance or emergencies, offer a real **competitive edge**

→ **Original spare and wear parts from TPH** ensure that the press will lastingly achieve **top printing quality and productivity**. The high quality of the spare parts is guaranteed by internal quality controls and certifications, while still being price-competitive.



A CUSTOMER CENTRIC APPROACH : ENHANCING USER EXPERIENCE

Through this AMC TPH hopes to enhance the user experience and create a hassle free production environment for our patron.

In addition to the numerous advantages this AMC has to offer the most crucial advantage for our end user is peace of mind. Peace of mind that TPH will help the user in all shapes and forms be it with spares, production efficiency, machine breakdowns etc.

As a part of the TPH family Orient now aims to use our immense infrastructure and expertise to help our customers on a day to day basis if required.

DURATION OF CONTRACT

➔ The duration of the contract mentioned below shall be for a Total 45 men days from the date of signing of contract. The contract will expire on utilization of 45 days service or one year whichever comes earlier

➔ Man day shall be constructed as follows for one service engineer:

- | | | | |
|---|--|---|-----------|
| 1 | Working days | ↔ | 1 Man Day |
| 2 | The work may be divided on half day i.e. | ↔ | 4hrs |



IMPORTANT:



This AMC will automatically renew for coming years (AMC period) - unless and until both parties gives written requests for discontinuation to respective side



You should Log your calls for Service:

EMAIL ID's



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wasbir@tphprient.com



9818612122



FOR SPARE PARTS QUERY/REQUIREMENTS



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+91 129 - 2242 - 191/192

I hope you will find these terms acceptable

We welcome any suggestions to improve the quality of support being offered to you

We look forward to serve you better . Please send us the copy as an acknowledgement