

CARE 360

MAINTENANCE & SERVICE PACKAGES

schwartmanns



CARE ESSENTIAL

Available for:

RETRO-FIT, UNI-CUT,
PRO-CUT, ULTRA-CUT

INCLUDED SERVICES

- Annual software update
- Backup of machine-specific parameters & configurations
- Telephone support
- WhatsApp support
- Remote support
- Initial response within one working day



CARE PERFORMANCE

Available for:

PRO-CUT & ULTRA-CUT

INCLUDED SERVICES

All services included in Care Essential and Care Maintenance, plus:

- Prioritised support handling, subject to available service capacity
- Preferential scheduling for planned service visits
- Initial response within half a working day
- Annual remote system check
- Analysis of cutting parameters
- Support with process optimisation
- Advice on reducing wear & consumption
- Discount on wear parts based on the applicable Schwartmanns list prices



CARE MAINTENANCE

Available for:

PRO-CUT & ULTRA-CUT

INCLUDED SERVICES

All services included in Care Essential, plus:

- Annual on-site system maintenance
- Inspection of the laser head
- Beam centring
- Inspection of wear parts & machine components
- Inspection of the extraction system
- Maintenance log & condition report