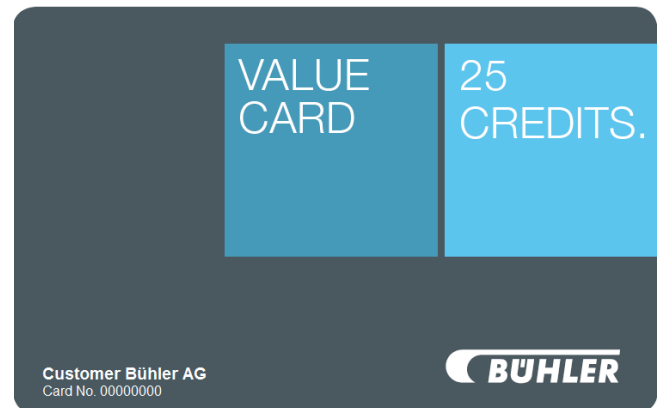
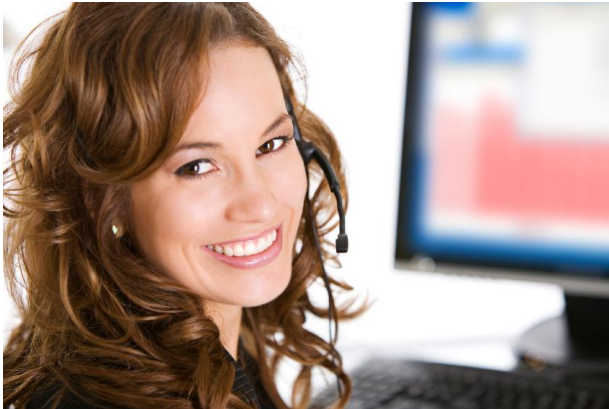


Support Services Automation Grain Milling

24/7 support for
maximum uptime.

Grain Processing
Customer Service



In case of urgent emergency with the control system, Grain Milling customers can contact three available support possibilities, which will be invoiced.

Depending on the support case and if needed, automation experts, service engineers or spare parts specialists will be involved.

Bühler 24h Helpline +41 71 955 19 00

- Available 24 hours, 7 days a week
- For all GM clients useable without support contract
- Generally, a basic flat rate (incl. 1 hour) will be charged, as well as each further hour (pursuant listing)
- After finishing the support case, the support assignment will be charged to the client by invoice.

Bühler ValueCard 24/7

- Available 24 hours, 7 days a week
- Client has to be in possession of a Bühler ValueCard
- Beside the helpline, the client has another direct number to contact an automation specialist.
- 1 ValueCard contains 25 credits

- 1 credit equals 1 hour of support during the regular working hours*, beyond these times and on legal holidays, 2 credits will be charged per hour.
- With a Bühler ValueCard, support has already been paid in advance
- At a lower price than helpline, no basic flat rate
- The customer can view the support cases online whenever desired.

24h/7 support contract

- Available 24 hours, 7 days a week
- Client has to possess a 24hour support contract
- Beside the helpline, the client can directly contact two personal contact persons.
- The client's contact persons know the customer's plant and are well trained on customer details. That's why they can give the quickest help.
- No basic flat rate, 30 support hours per year included.

* regular work hours in Uzwil: Mo – Fr, 8.00 – 17.30 MEZ, except national and cantonal public holidays

Our service technician can speak German and English



Choose from our custom-made offers the best for your plant and for your requirements.

We can offer you the following services:

Services	HelpLine	ValueCard	24h contract
Availability during the working hours (MEZ)	Yes	Yes	Yes
Availability while public holidays during the week(MEZ)	Yes	Yes	Yes
Availability beyond working hours (MEZ)	Yes	Yes	Yes
Basic flat rate per support service during the working hours (MEZ) incl. 1 working hour	300 CHF	1 credit	No
Basic flat rate per support service beyond the working hours (MEZ) incl. 1 working hour	480 CHF	2 credits	No
Hourly rate during working hours (MEZ)	225 CHF	1 Credit	incl. 30h per year
Hourly rate beyond working hours (MEZ)	440 CHF	2 Credits	incl. 30h per year
Phone fees during support service (internet free of charge)	eff. costs	included	included
Personal contact person at Bühler	No	No	Yes, 2
Number of support hours provided by Bühler per year included	0	25 credits / ValueCard	30 hours
Contract costs per year and plant*	0 CHF	4'975 CHF	ca. 25'000 CHF *

* Dependent upon the plant size, complexity, and scope of services

If you have any questions, please don't hesitate to contact us.

We are interested, please contact us

Support services <input type="checkbox"/>	HelpLine <input type="checkbox"/>	ValueCard <input type="checkbox"/>	24h contract <input type="checkbox"/>
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Company			GM-support services BUZ/GM97 02/2011/en
Last name / first name			
Address			
ZIP / city / country			
Phone / fax			
E-mail			
Place / date			
Signature			
Machine number	Chiffre		
Remarks			

Prices valid from January 1st 2011. All prices (FCA Uzwil) are exclusive of VAT, costs of packing, material, wear and spare parts, and of expenses for travel, accommodation, and meals.

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