

**Desoutter**



**Industrial** Tools



**A.D.U.  
Service Solutions**

Smart Start  
Repair  
Maintenance solutions  
Production support



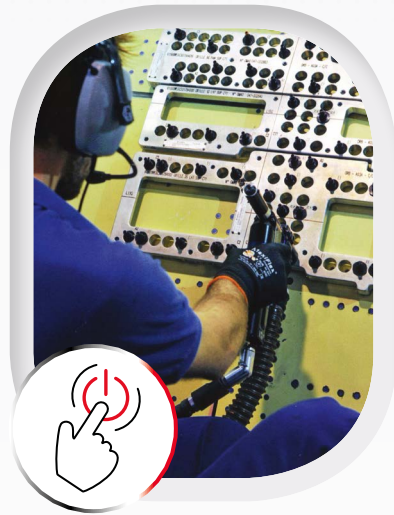
**More Than Productivity**





# ADU Service solutions

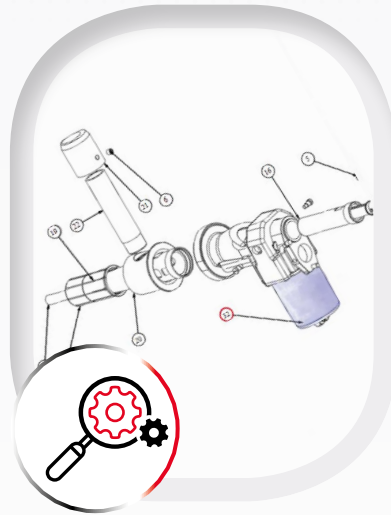
A complete and flexible offer  
to suit your needs



## SMART START

**Start-up & Commissioning**

**Smart Training**  
Setup, operate, inspect, clean  
& minor maintenance



## REPAIR

**Fixed price repairs**  
with warranty

**Spare Parts**  
Online Spare parts support

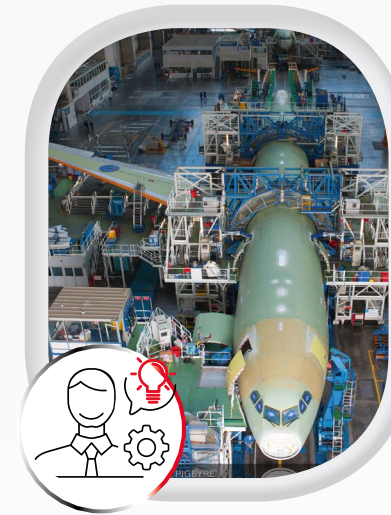


## MAINTENANCE SOLUTIONS

**Basic Care**  
Preventive Maintenance

**Smart Care**  
Preventive Maintenance & Repair

**Peace of Mind**  
Includes Smart Care, On-site tech  
support, Smart-Part & KPI



## PRODUCTION SUPPORT

**On-site technician**  
Technical support, optimisation

**Smart-Part**  
Spare parts management

**Certification Training**  
Advanced maintenance  
& trouble shooting

**Retro-fit**  
Reconfigure tools for new  
applications



GET THE FULL POTENTIAL OF SETI-TEC SERVICES TO MAXIMIZE YOUR PRODUCTIVITY

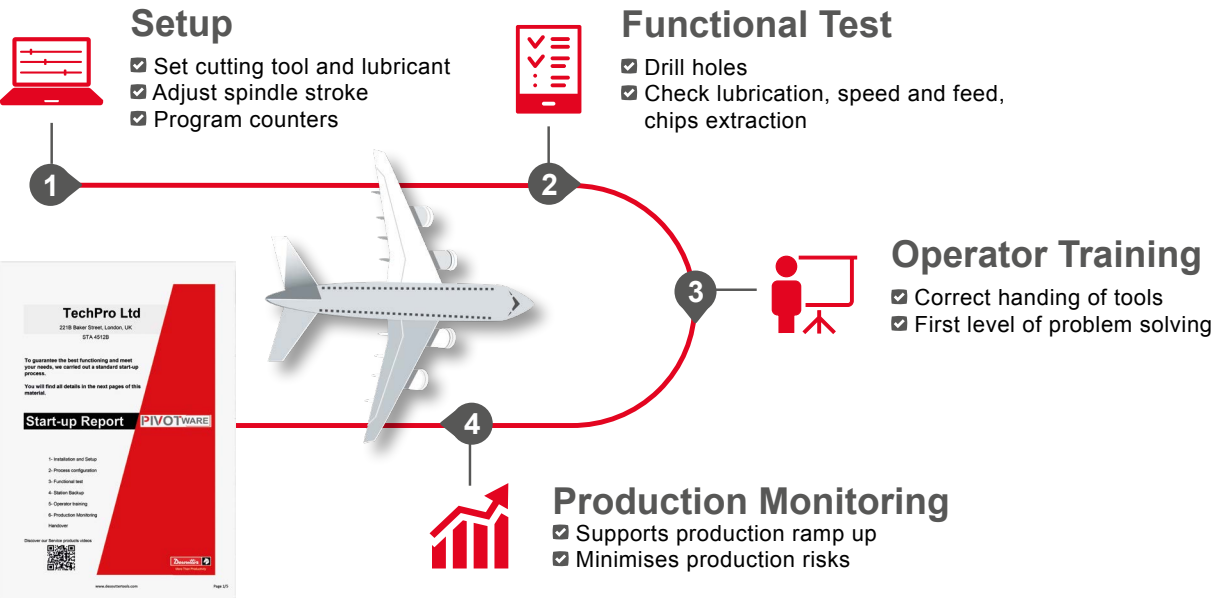


SMART START

Start-up & Commissioning

Smart Training

A STANDARD PROCESS



A DETAILED REPORT

Nothing is forgotten !



Benefits

- Fast and right first time
- Maintain equipment warranty
- Avoids delays in Start Of Production

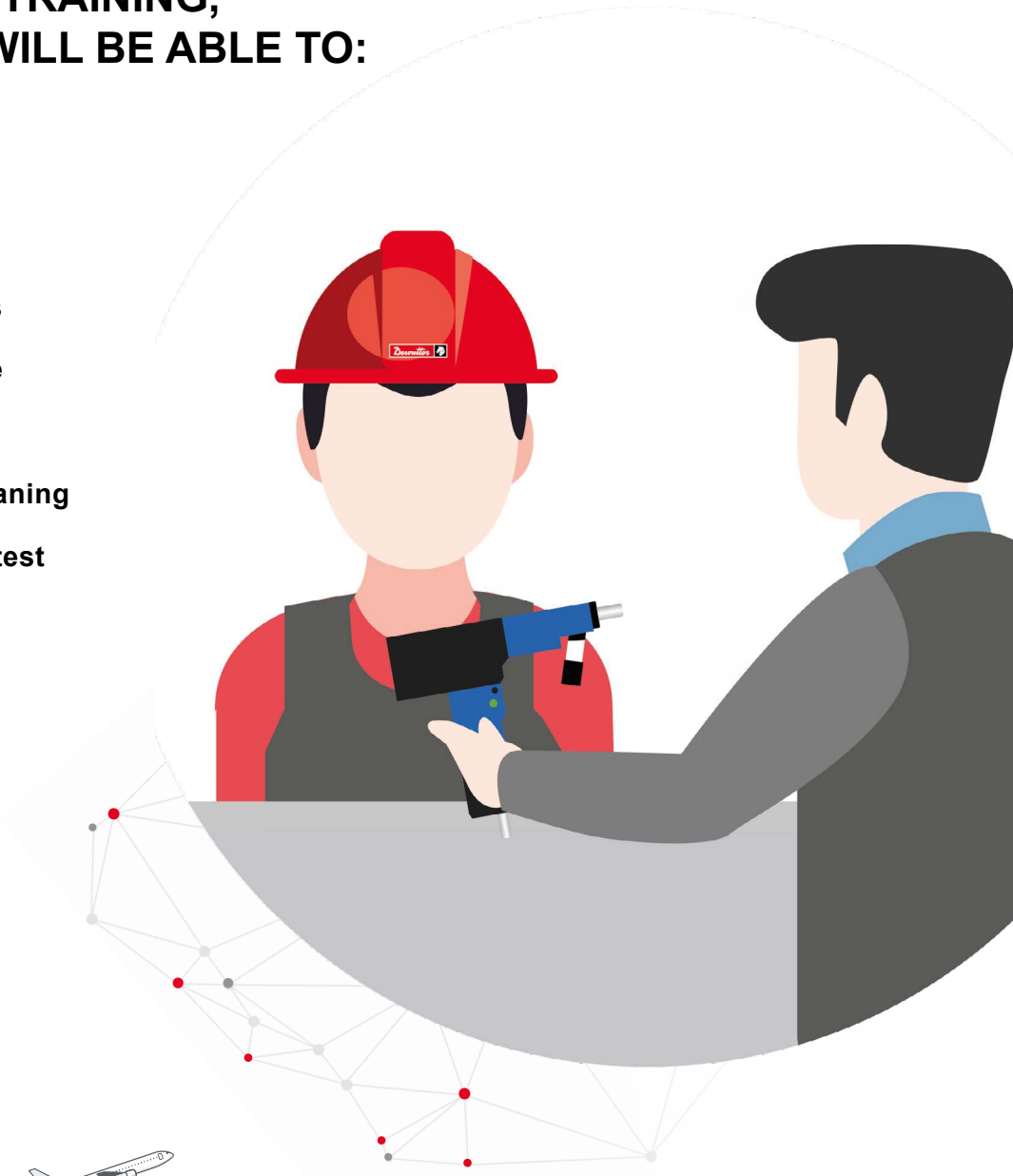
SMART START

Start-up & Commissioning

Smart Training

AFTER SMART TRAINING, THE TRAINEE WILL BE ABLE TO:

- Change cutting tools
- Adjust spindle stroke
- Adjust lubrication
- Run the external cleaning
- Run “health check” test



Benefits

- Smart Training allows the customer to take 1st level responsibility for cleaning and operating the tools.

REPAIR

Fixed price repairs

Spare parts

OUR FIXED PRICE REPAIRS MINIMISE DELAYS AND DISRUPTION



Send the tool to Desoutter workshop with fixed price Purchase Order...

We repair it immediately

... and ship it back fast with a 3 month warranty

No quotation required

Note: for turbine and/or subassembly replacement, a quotation will be required

Benefits

- ✓ Fast repair turnaround time since no quotation required
- ✓ Reduced administration costs
- ✓ Guaranteed high quality with 3 month warranty
- ✓ Increases Uptime in the plant

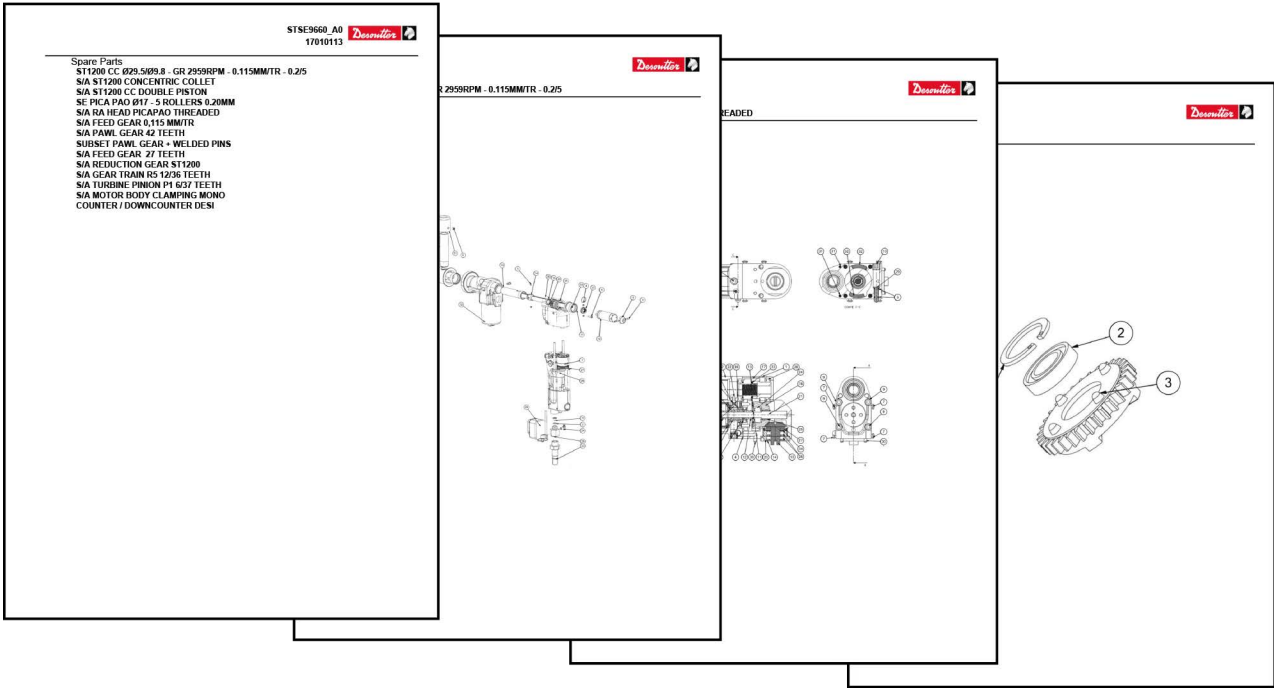
REPAIR

Fixed price repairs

Spare parts

ORDER THE SPARE PARTS YOU NEED

From the Service sheet provided by the Seti-Tec team



Email for spare parts information at: [sales@seti-tec.fr](mailto:sales@seti-tec.fr)

Benefits

- ✓ A clear list of all spare parts is provided for your tool
- ✓ Up to date information provided by the manufacturer

MAINTENANCE SOLUTIONS

Basic Care
Smart Care
Peace of Mind

MAINTENANCE SOLUTIONS

Basic Care
Smart Care
Peace of Mind

Basic Care

LESS BREAKDOWNS,  
LONGER LIFE

Preventive Maintenance labour*	✓
Preventive Maintenance wear out spare parts included*	✓
Complete health check	✓
Repair by certified technician	—
Repair spare parts included**	—
Phone support	—
Maintenance KPIs	—
Smart-Part	—
On-site production support	—

- Benefits
- ✓ Uptime improved due to less breakdowns
  - ✓ Repair costs reduced with regular Preventive Maintenance
  - ✓ Tool life extended

\* For Smart Care and Peace of Mind, we optimise the timing of the PM according to the tool usage.

Smart Care

INCREASE SAVINGS FROM  
OPTIMISED MAINTENANCE

Preventive Maintenance labour*	✓
Preventive Maintenance wear out spare parts included*	✓
Complete health check	✓
Repair by certified technician	✓
Repair spare parts included**	✓
Phone support	✓
Maintenance KPIs	—
Smart-Part	—
On-site production support	—

- Benefits
- ✓ Basic Care benefits further extended due to optimised Preventive Maintenance
  - ✓ No unexpected cost as both PM and repairs are included
  - ✓ Reduced admin and logistics cost due to fixed price and less breakdowns

\*\* Unless due to damage or misuse.

Peace of Mind

FOCUS ON YOUR CORE  
BUSINESS

Preventive Maintenance labour*	✓
Preventive Maintenance wear out spare parts included*	✓
Complete health check	✓
Repair by certified technician	✓
Repair spare parts included**	✓
Phone support	✓
Maintenance KPIs	✓
Smart-Part***	✓
On-site production support	✓

- Benefits
- ✓ Smart Care benefits further extended with on-site technicians who can provide immediate support
  - ✓ Uptime further extended as spare parts stock is held on site (Smart-Part)
  - ✓ Maintenance KPIs provide visibility on the operational performance of your fleet

\*\*\* See Production Support / Smart-Part.



PRODUCTION SUPPORT

On-site technician  
Smart-Part  
Certification training  
Retro-fit

On-site technician



FAST AND FLEXIBLE SUPPORT

- Provides technical support
- Solves problems
- Trains and coaches
- Looks after Smart-Part management

Benefits



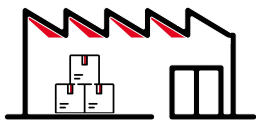
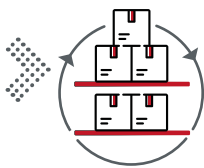
- ✓ On-site presence will allow the best reactivity in case of problem
- ✓ By coaching, training and support, on-site technician can increase uptime and extend tool life

Smart-Part



OPTIMISED SPARE PART STOCK

Tools fleet  
Usage  
Consumption  
Lead times



The right stock is calculated and regularly optimised

Stock is held on site

Customers pay for what they use

Benefits



- ✓ Spare parts held on site: short Turn Around Time
- ✓ Only pay for what you use
- ✓ The stock is continuously adapted to match the need, based on your fleet, usage, applications...
- ✓ You will not be left with obsolete spare parts

PRODUCTION SUPPORT

On-site technician  
Smart-Part  
Certification training  
Retro-fit

Certification training



CERTIFICATION COVERS MAINTENANCE AND TROUBLESHOOTING

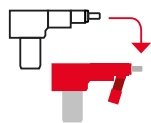


Benefits



- ✓ Allows the customer to take 1<sup>st</sup> level responsibility to maintain and troubleshoot the fleet of tools
- ✓ Greater customer ownership

Retro-fit



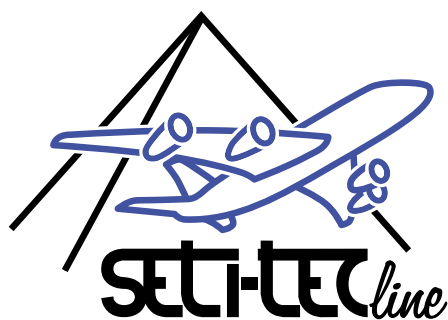
RECONFIGURE EXISTING TOOLS FOR NEW APPLICATIONS



Benefits



- ✓ No need to invest in new tools



More Than Productivity