

Modular service contracts



We are here for you!

06.11.2023

NMH service modules at a glance

The module prices are valid for single station prices up to 200.000 €. Exceeding station prices increases the module price by an additional 1% of the single station price.

Services:	Standard	Extended	Premium
Annual fee:	2.970€	6.534€	9.570€
Complete functional testing of the entire NMH station at your premises	✓	✓	✓
Lubrication and preventive replacement of component touching parts	✓	✓	✓
Service by means of a check list including offer for replaced spare parts	✓	✓	✓
Documentation of service	✓	✓	✓
Annually terminable	✓	✓	✓
1 NMH mechanic at your location for 1 working day in period of no production. Excluding travel costs, accommodation costs, expenses	✓	✓	✓
Reaction time in case of failure within 48h with a service technician at your location	-	✓	✓
Availability by phone / mail from 7am to 10pm (CET)	-	✓	✓
Express production of spare parts within 48h without surface treatment	-	✓	✓
Reaction time in case of failure on the same day with a service technician at your location	-	-	✓
Express production of spare parts within 24h without surface treatment	-	-	✓

NMH service modules at a glance

The module prices are valid for single station prices up to 200.000 €. Exceeding station prices increases the module price by an additional 1% of the single station price.

Services:

Worldwide

Annual fee:	13.134€
Complete functional testing of the entire NMH station at your premises	✓
Lubrication and preventive replacement of component touching parts	✓
Service by means of a check list including offer for replaced spare parts	✓
Documentation of service	✓
Annually terminable	✓
1 NMH mechanic at your location for 1 working day in period of no production. Excluding travel costs, accommodation costs, expenses	✓
Reaction time in case of failure within 72h with a service technician at your location	✓
Availability by phone / mail from 7am to 10pm English-speaking (CET)	✓
Express production of spare parts within 48h without surface treatment	✓

Basics

- > Planning for the scope requires 6 weeks lead time.
- > The scope of service is 1 day outside the production time including period for journey and departure within a radius of 150km around the NMH location. For distances over 150km, travel costs, overnight stays and expenses will be added to the invoice.
- > Available Spare parts will be provided by the customer. Replaced spare parts will be offered separately for reorder
- > If the replacement of the spare parts exceeds the daily scope billing follows at latest NMH hourly rates.
- > Sundries up to 25 € are inclusive
- > At module „worldwide“ mechanics with visa are firstly chosen. For this we need an invitation letter of your company to ensure the reaction time.
- > All on site costs which aren't included in the service will be billed by reference to the NMH hourly rates.
- > Regarding to the service packages „Extended“, „Premium“ and „Worldwide“ you get service numbers and mail addresses which are available with the service contract number.
- > The contract period will be extended automatically for another year, if it won't be cancelled at least 3 months before expiration of contract. Minimum life for the service contracts is one year.

Basics

- > regarding to express production parts which exceeds surface coating „burnishing“ the production period will extend accordingly.
- > regarding to the mentioned periods for express production parts a maximum CNC duration of 12h is assumed.
- > During pandemics, epidemics or other incidents that trigger special quarantine requirements, the service times cannot be ensured. In addition, trips could be canceled by NMH and the service package could be repaid, if necessary. Depending on the situation, additional costs may also be incurred.
- > Travel to countries with an unstable political situation (e.g. riots, wars, etc.) cannot be made. The trips will be cancelled by NMH and the service package will be repaid if necessary.

Additional topics can be discussed and offered individually with pleasure.



We look forward to offer you innovative solutions,
perfectly fitting your specific needs.

It's not only a solution, it's passion for engineering

Our global references

