



# PEACE OF MIND

WE GOT YOU COVERED - 24/7

## Peace of Mind

The Peace of Mind solution provides maximum security and peace of mind for your production process, ensuring your equipment is always in top condition and your operators are well-trained. Our experts ensure correct and efficient installation at no extra cost, so you can start using your new equipment immediately.

## Ongoing Training for Operators

We offer ongoing training at no extra cost, including quarterly sessions for operators and technicians, to optimize operations and improve productivity.

## 2-Year Extended Warranty

Your production equipment is covered for two years, handling any issues without additional costs.

## 24/7 – 365 Support

Our dedicated service team is available around the clock, every day of the year, with free phone support to keep your production lines running smoothly. Additionally, onsite support is provided free of charge to address any critical issues swiftly.

## Duration

This service is provided free for three years from the date of commissioning of the Domino equipment. The contract is renewable under the same terms and conditions or with mutually agreed changes.

With Peace of Mind, you get the support and resources needed for an efficient and trouble-free production process.

\*Contact Us for further Terms and Conditions.



### Kenya

Wichmann Systems Ltd.  
Golf View Office Suites, Ground floor,  
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### Tanzania

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### Uganda

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# SERVICE SOLUTIONS

<b>SAFEGUARD</b>	<b>PEACEOFMIND</b>	<b>ONDEMAND+</b>
Rapid service - maximum uptime	We got you covered - 24/7	Production running smoothly
Prioritized service visits	Extended warranty on hardware for 2 years	Prioritized service visits
Backup printer possibility	Free onsite & telephone support	Backup printer possibility
Annual maintenance service visits – All spare parts included	Annual maintenance service visits – All spare parts included	Annual maintenance service visits – wear and tear spare parts included
Technical remote help desk	Ongoing training for operators – free of charge	Technical remote help desk
Full warranty on labor hours, spare parts, and travel for emergency service	Free installation	Discount on labor hours and spare parts for emergency service
One annual operator training course included	Maximum uptime	
<b>TURN PAGE</b>		
*Contract requires pre-qualification		



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