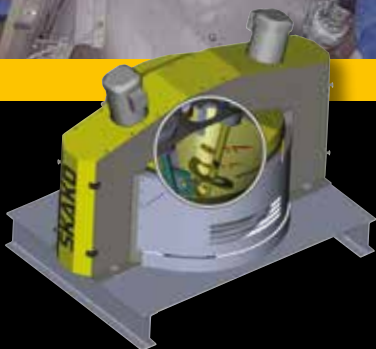


# SKAKO SERVICE & SUPPORT

**- MORE OPTIONS TAILORED  
TO YOUR BUSINESS**



**SKAKO**  
CONCRETE

# SKAKO Service & Support

## More value for your business

**Our goal is to be the best service organisation in the business.**

It takes more than high-performance equipment to produce high-quality concrete.

The best solution is a service and support programme that is tailored to meet the unique requirements of your business.

With decades of experience, SKAKO is the company customers trust for forward-looking aftersales, spare parts and service agreement solutions for their plant and equipment.

We can provide you with a SKAKO service and support package designed to improve performance, reduce downtime and bring

operating costs under control in a way that will make a measurable difference to your bottom line.

And, our range of service options lets you choose a package that is perfect for your company's needs and budget requirements.

So if you would like a service and support solution that will simplify operations and eliminate maintenance and repair worries, look to us.

Because SKAKO is working to be more than a partner. We want to earn your trust.



## Our service and support – your advantage

### **Aftersales support**

When you invest in SKAKO equipment, you invest in one of the most attractive lifetime costs of ownership and the reassurance of our dedicated after-sales support team.

### **SKAKO original spare parts**

Ordering original SKAKO spare parts is your assurance of receiving a product that has been produced to comply with SKAKO's requirements for quality and safety. Order directly from us.

### **Value-adding service level agreements**

SKAKO has three service level agreements to choose from. For more details, read on.

## SKAKO Service & Support

# Service level agreement options

With customer relationships that are based on communication, expertise and accountability, SKAKO's service and support programmes offer the level of service our customers need and want – quickly and consistently.

To meet your performance and budget objectives, you can take advantage of as many or as few of the support services as desired, including anything from hardware maintenance and troubleshooting to onsite repair, online support and more.

SKAKO is ready to help you select the level of support best suited to your specific needs.

### Three service level agreements to choose from

The choice of a SKAKO solution is the start of a long relationship between every customer and us. We accomplish this by providing the level of support you want and need.

### Peak Performance

This value-packed programme adds benefits including plant optimization, consulting and training.

### Onsite Plus

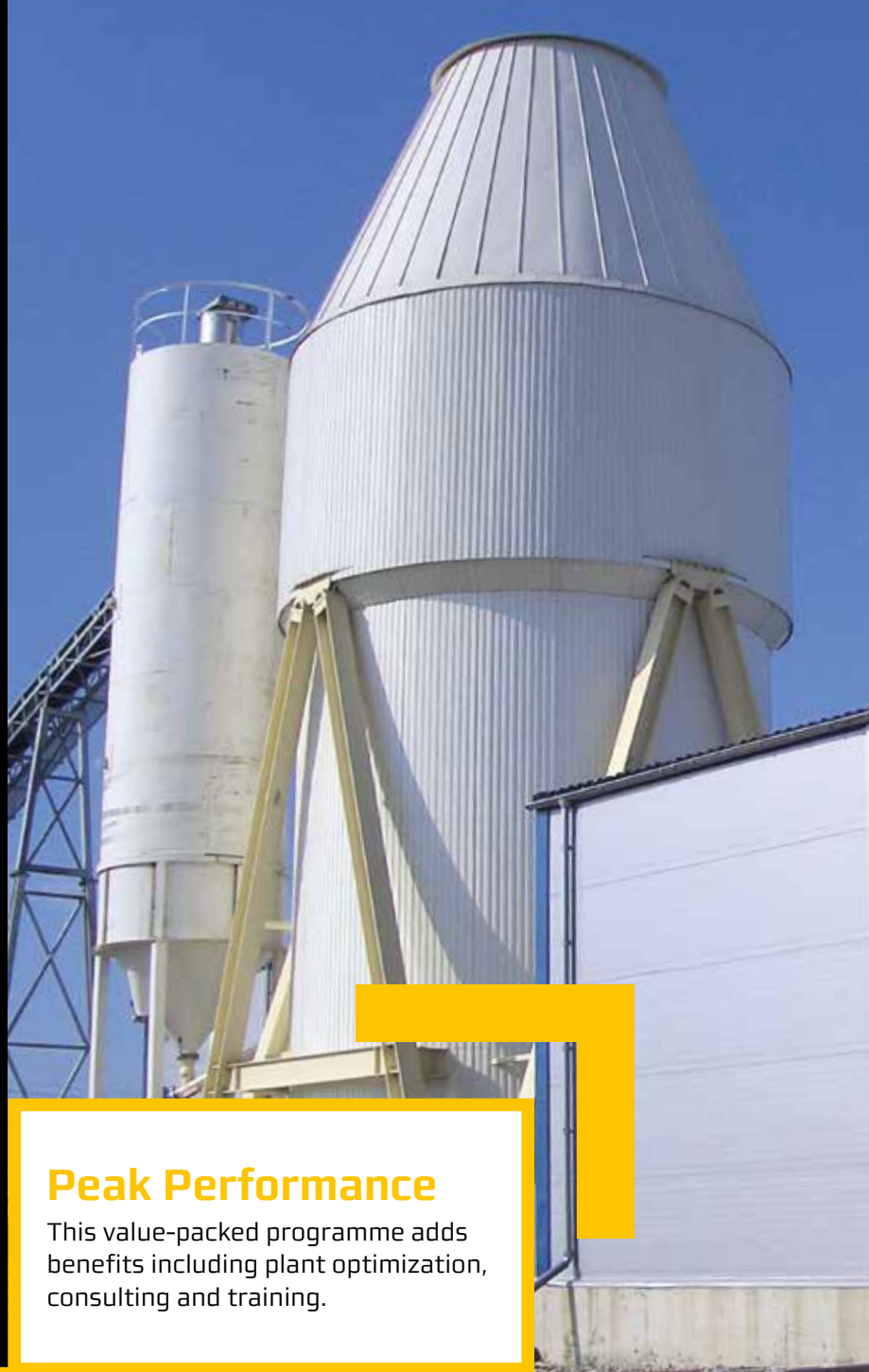
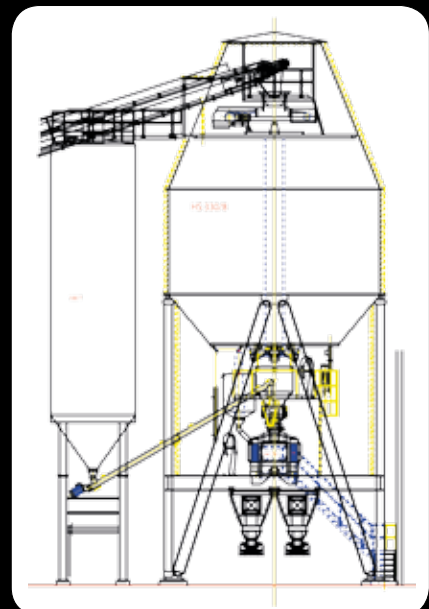
Onsite preventative maintenance including mechanical and electrical support plus everything you get from basic coverage.

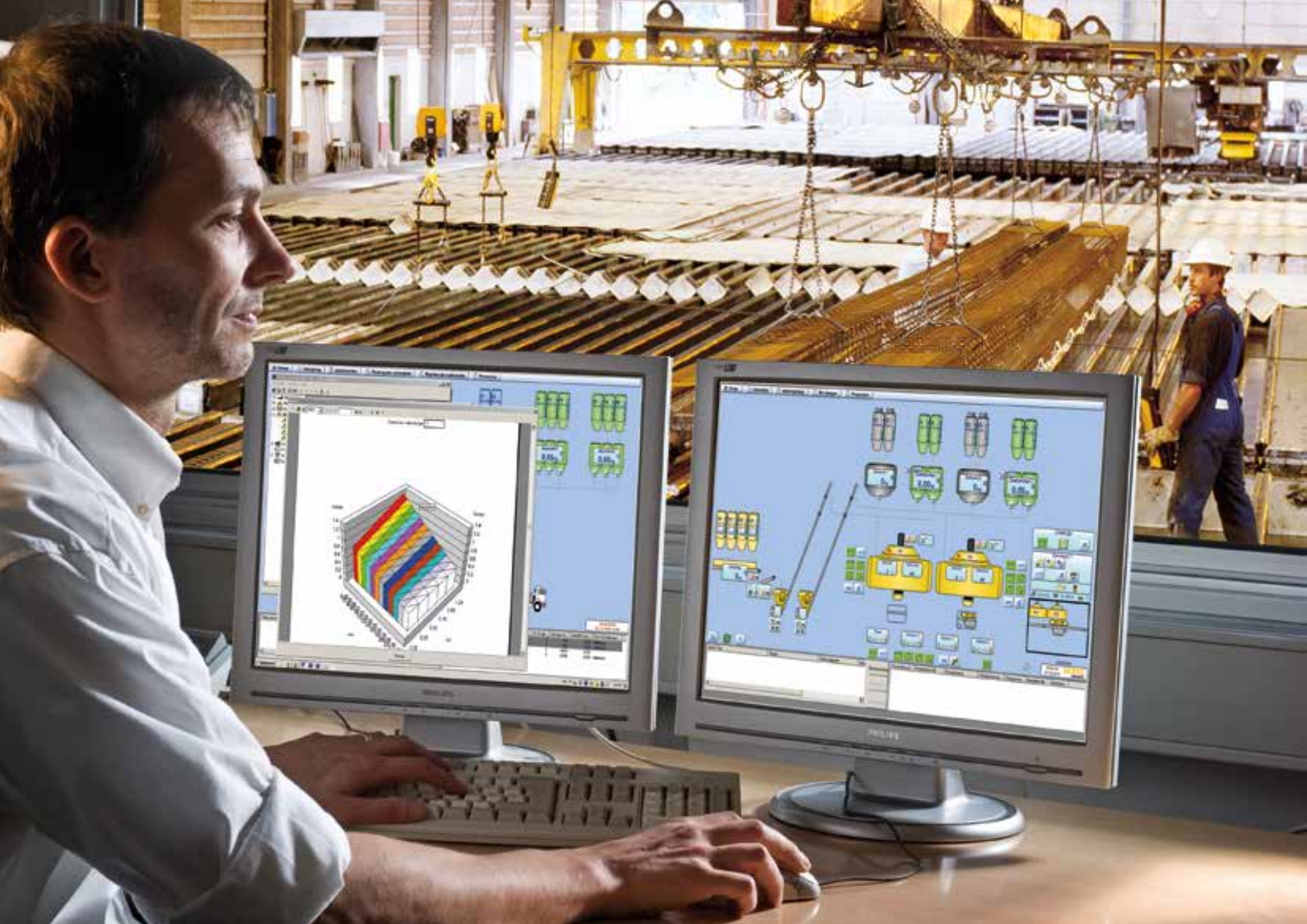
### Basic

Technical online and telephone assistance, and 24-hour field service response for problems that cannot be handled remotely.

**Baltic Tiles**  
St. Petersburg  
Russia, 2011

Concrete roof tile production AM750 - counter-current mixer, SKAKOMAT 600 control system, high silo plant (HS 330/8)





## Three service level agreements for profitable performance

To improve profitability, customers are looking for ways to reduce operating costs and produce additional output by increasing equipment performance and reducing downtime.

SKAKO wants to provide the best support in the business, we go beyond providing aftersales and spare parts service, to offer you a choice of three value-adding service level agreements that promise to improve operations and increase efficiency.

## Basic

- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

With 24-hour onsite response to technical problems, SKAKO Basic is anything but basic. With SKAKO Basic you get technical assistance, including diagnosis and resolution of problems, by telephone or online. It also provides support and the latest releases of software for your version of SKAKOMAT software.

SKAKO Basic also gives you priority access to on-demand service support and spare parts.

**As a SKAKO Service and Support Agreement customer, you actually lower the cost of technical support. Ask about our special service and support agreement rates.**



## Onsite Plus

- Onsite weight calibration
- Onsite electrical service
- Onsite mechanical service
- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

Onsite Plus delivers comprehensive support for your SKAKO concrete plant and equipment. SKAKO experts provide preventative maintenance services that include inspection, calibration and repair of SKAKO mechanical and electrical equipment as well as SKAKOMAT control systems. For example, SKAKO will provide onsite inspection and repair of mixers, bucket conveyors and SKAKOMAT control systems on a regular basis, as well as respond with emergency technical assistance.

The goal of SKAKO Onsite Plus is to save your company time and extend equipment life by providing professional onsite services combined with telephone and online technical assistance.

## Peak Performance

- Plant and equipment optimization
- Consulting and instruction
- Training
- Onsite weight calibration
- Onsite electrical service
- Onsite mechanical service
- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

Under this agreement, SKAKO helps customers improve productivity and lower total costs through its fully integrated value-added services and concrete production competencies, which include:

### PLANT AND EQUIPMENT OPTIMIZATION

SKAKO's technical support team will optimize the performance of equipment and processes, including adjustments of electrical and mechanical equipment for proportioning and mixing to reduce cycle times, as well as tuning PLC scheduling and timing.

### CONSULTING AND INSTRUCTION

SKAKO is recognized in the industry for the specialist skills of our staff. We will work with you to show you how to make continuous improvements to operating equipment such as AQUAMAT, Hydromix or wattmeter to ensure they run at their highest efficiency.

### TRAINING

SKAKO helps bring excellence into your plant by providing operators and other staff with the latest skills and knowledge needed to operate equipment at the highest levels of efficiency and meet increasingly demanding cycle times.

### HOT-LINE SERVICE

Monday-Friday 06.00-21.00

Saturday-Sunday 06.00-16.00

Tel.: +45 70 26 26 45

e-mail: support@skako.com



## Get more information

For more information on SKAKO Service and Support Agreements, and how they can save you time, optimize productivity and extend equipment life, please call your local SKAKO representative.

## SKAKO original spare parts assistance

We understand the importance of fast and reliable spare parts service. Our extensive inventory of spare parts, together with our staff of experienced sales people, is your guarantee that we can deliver on this promise.

You can conveniently reach SKAKO for spare parts service by telephone, telefax or e-mail. Always insist on original SKAKO spare parts for guaranteed quality and performance.

## On-demand technical support

SKAKO customers can always choose to purchase the services and support they need on-demand.

- Onsite service
- Onsite repair
- Calibration
- Off-site repair
- Software backup and updates
- Plant optimization consulting
- Telephone and online support

<http://www.skako.com/Webnodes/en/Web/SKAKO+CONCRETE/Webshop>



Monday-Thursday 07.30-15.30  
Friday 07.30-15.00

Tel.: +45 63 61 61 00

Fax: +45 63 61 63 90

e-mail: [webshop@skako.com](mailto:webshop@skako.com)

e-mail: [spareparts@skako.com](mailto:spareparts@skako.com)



# WE ARE YOUR PARTNERS ALL THE WAY...

when you define the project ...

- our experienced engineers are there for you

when you install your plant ...

- our technicians can help and direct

when your staff is trained ...

- SKAKO offers practical courses

when you start production ...

- we certify the readiness

when you need support ...

- expert hotline at your disposal

when you need service ...

- SKAKO offers service agreements

when you need spare and wear parts ...

- Online webshop guarantees fast delivery

when you want to extend your plant ...

- You will trust in us and start a new project



**SKAKO**  
CONCRETE

# IN A DEMANDING WORLD...

## SKAKO DELIVERS CONCRETE RESULTS

### QUALITY CONCRETE – IN FULL CONTROL

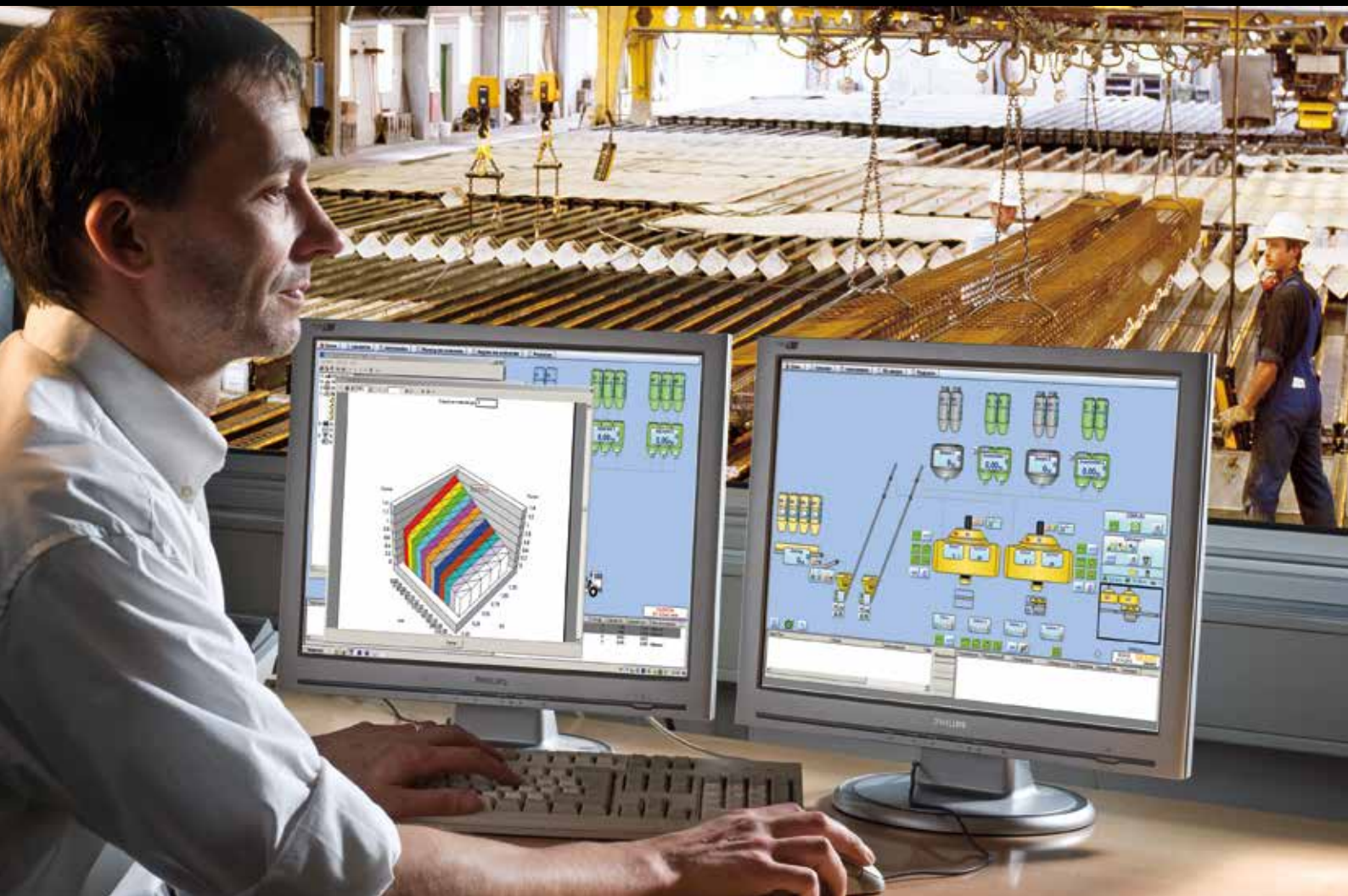
Concrete is the basic leading building blocks of strong communities. Made from 100% natural materials, it forms the foundations of the homes, businesses and major infrastructure projects that communities depend on to live comfortably and prosper.

SKAKO develops the technology and provides the services that make it easier for people to perform better and produce higher quality concrete so essential to best practices today.

SKAKO is one of the world's largest suppliers of complete concrete batching plants for ready-mix concrete, precast concrete and concrete elements.

Our batching plants are under continuous development to ensure we deliver the most efficient capital equipment and plant possible.

SKAKO understands that in today's production environment, productivity improvements and downtime reduction are on the top of every company's priority list. SKAKO equipment is engineered to perform flawlessly under all conditions.



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Denmark

[www.skako.com](http://www.skako.com)

**SKAKO CONCRETE**  
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France