



illig[®]
SERVICE



ILLIG
Global Services

BUSINESS

Service level agreements

ILLIG Availability

Get technical support for your ILLIG system for its entire lifecycle.

Service level BASIC	Service level BUSINESS	Service level BEST
		Support of production
		Health check
	Machine maintenance	Machine maintenance
	Safety check	Safety check
	Diagnostic report	Diagnostic report
ILLIG NetService	ILLIG NetService	ILLIG NetService
Hotline	Hotline	Hotline



Technical service

Hotline

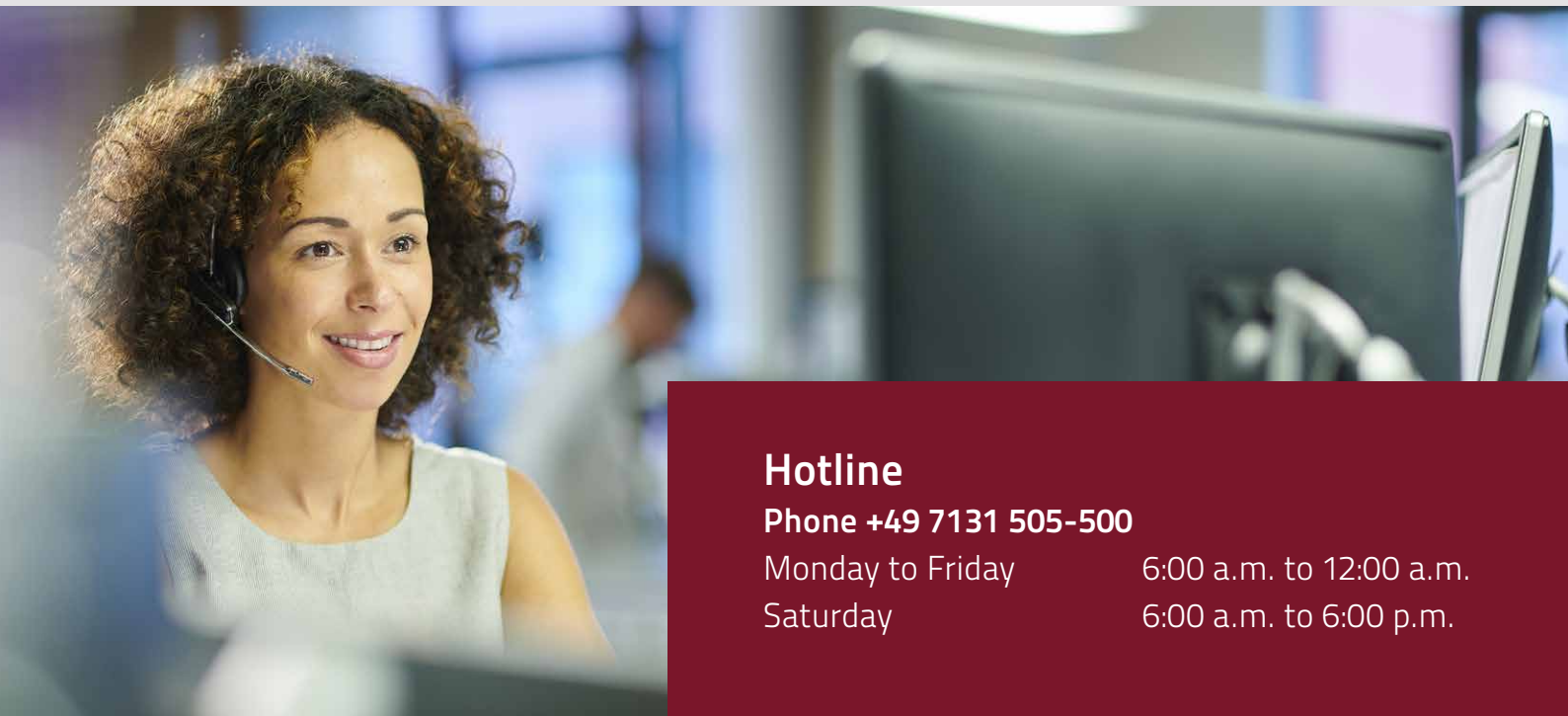
We're here for you, whether by phone, data channel or in person.

Our team is made up of professionals with **years of experience**.

The service hotline is available for you from Monday to Saturday, offering you immediate professional assistance with all your concerns.

Benefits

- | Quick and competent assistance for urgent problems
- | Immediate identification of a malfunction via remote access to your machine
- | Initiation of problem-specific assistance
- | Management of service deployments
- | Increased machine availability
- | Restoration of normal operating conditions/avoidance of extended downtimes



Hotline

Phone +49 7131 505-500

Monday to Friday

6:00 a.m. to 12:00 a.m.

Saturday

6:00 a.m. to 6:00 p.m.

Monitoring

Reduce costs and downtimes for troubleshooting problems via remote support. ILLIG remote support increases the availability of your ILLIG system.

NetService

Detailed diagnostics and rectification of failures via secure wireless remote connection to your machine.

Benefits

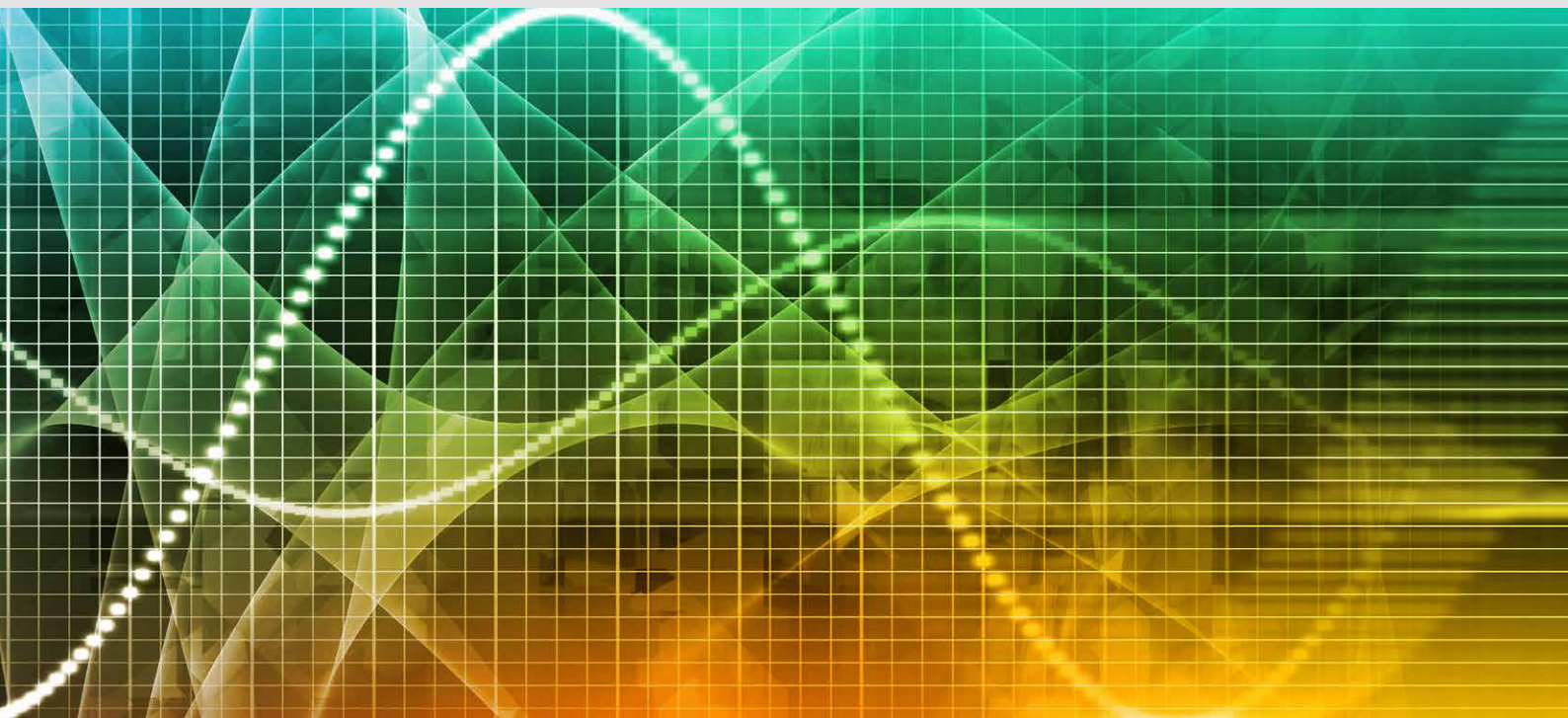
- | Quick remote support avoids cost-intensive service deployments
- | Detailed diagnostic reports prevent downtimes and lower the costs of finding the causes

Diagnostic report

Analysis and report of all drives in your ILLIG system.

Benefits

- | Comparison of results with setpoint values
- | Specific performance-enhancing measures can be taken.

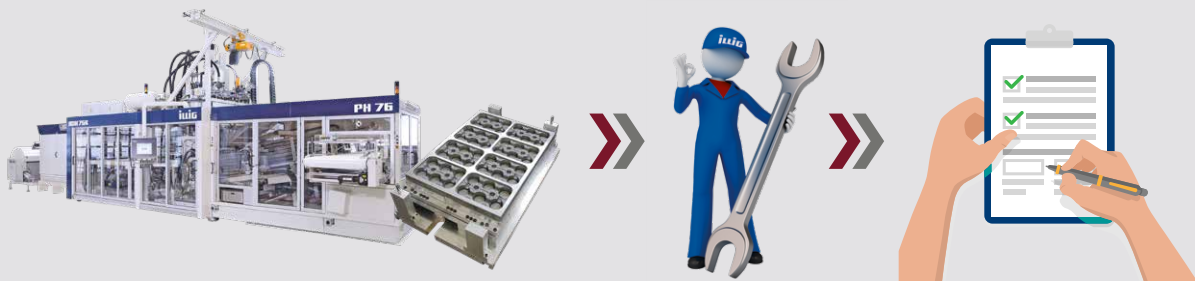


Technical service

Machine and tool maintenance

Preventive maintenance performed by an ILLIG service technician is intended to considerably increase the machine's and tool's availability.

Preventive maintenance of ILLIG equipment by our service technicians is an important measure in maintaining the availability of the production line. The risk of downtime is minimized by performing necessary preventive repairs. This also includes the compiling of quotes for replacing worn-out parts with original ILLIG spare parts. This guarantees consistently good production results.



Tool maintenance

In addition to (preventive) maintenance for ILLIG tools in the ILLIG tool shop in Heilbronn, (preventive) maintenance can also be performed on site.

Procedure for on-site maintenance

- | Dismantling of your tool at your production plant by a professional ILLIG service technician
- | Maintenance work and support, as well as a tool and wear part analysis
- | Installation of ILLIG spare parts on site

Advantages of tool maintenance

- | Less downtimes
- | Increased productivity
- | Inspection and complete overhaul of your tool
- | Original ILLIG spare parts
- | Wear part analysis
- | Replacement of worn-out or damaged parts
- | A comprehensive service report



Systems for thermoforming and packaging technology

- | Sheet-processing machines
- | Automatic roll-fed thermoformers for forming/punching tools
- | Automatic roll-fed machines with separate forming and punching
- | Skin and blister packaging machines
- | Form, fill and seal lines
- | Tool Systems

0060.10.19 - en - Subject to technical modification. | images: ILLIG, iStockphoto



Tradition Forms Future



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