



## Support and maintenance contract

**GSE** *Dispensing*

# Benefit from direct access to the assistance, expertise and software you need

Your GSE dispensing system contains a multitude of mechanical and electronic components, as well as software. To make sure these elements always interact correctly, GSE Dispensing offers you a support and maintenance contract that guarantees high levels of quality, reliability, continuity and safety.

Whatever your area of activity and dispensing needs, the contract gives you:

- increased reliability and shorter down times, while extending the lifetime of your dispensing system
- an actual test of your equipment safety systems
- optimal use of your dispensing system
- better insights and savings on your maintenance costs

## Professional service organisation

The GSE Dispensing professional service organisation helps you with all your problems and questions from a central point; our Customer Support Centre. The Customer Support Centre uses sophisticated equipment to communicate with your dispensing system, registers problems and also provides help-desk assistance. In addition, we have an experienced



team of service engineers, specialists and worldwide service representatives who can assist you with on-site maintenance and problem solving.

## Support and maintenance contract

The support and maintenance contract comprises of a basic module and two optional modules.

### Basic module:

- One planned preventive maintenance visit a year
- Unlimited telephone support
- Free license updates of IMS or TMS software
- 10% discount on all GSE spare parts and services
- Priority access to the services covered by the contract

### Optional module A:

Extra yearly preventive maintenance visit

### Optional module B:

Supplementary maintenance visit (preventive or corrective) for a fixed price (with a minimum of 8 weeks between request and visit)

## GSE Dispensing

GSE Dispensing is the world leader of gravimetric dispensing solutions for the graphics, textile and coating markets. With more than 35 years experience in the industry, the company has an installed base of 1400 systems worldwide.

The company is based in the Netherlands, with its subsidiary GSE Dispensing Inc. in Charlotte (NC), U.S.A.

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