

Number One Customer Care



“We have had a customer service contract with Roll-o-Matic for several years. This contract gives us full satisfaction. The high-performance bag machines are maintained by our teams, who are supported by scheduled visits from Roll-o-Matic technicians. This results in:

- An availability rate of over 90%,
- A constant quality of our production,
- A global reduction of our maintenance costs,
- An efficient and reactive remote assistance with a direct connection to our machines possible to help with troubleshooting,
- A continuous training of our operators.

Through this customer service contract, Roll-o-Matic helps and advises us in the improvements of our machines, alerts us on the obsolescence of certain components and allows us to anticipate possible future difficulties by always developing new replacement solutions. This Customer Care contract is an essential part of our ability to produce.”

Patrice Butelet

Site Director at PTL SAS, part of the Sphere Group.

Customer Care Contracts

Roll-o-Matic offers a range of tailored customer care programs, regardless of where you are located and which equipment you have.

The main purpose is to encourage regular service and maintenance initiatives to minimize the risk of

unforeseen production stop and to ensure that your production equipment is always kept at the best condition. No matter which of the available customer care programs you enroll, the program will always be tailored, to meet your special needs.

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|-----------------------|--|
| ROM Support | Access to e-mail, phone, and online troubleshooting |
| ROM Care | Condition inspections, condition analyses and preventive maintenance |
| ROM Care Plus | Covers both ROM SUPPORT and ROM CARE agreement |
| ROM Total Care | ROM CARE PLUS agreement + free spare parts and free service labor |

| | ROM Support | ROM Care | ROM Care Plus | ROM Total Care |
|--|----------------|----------|---------------|----------------|
| Yearly field service - Inspection visit (tailored setup) | | ✓ | ✓ | ✓ |
| Yearly field service - Preventive maintenance visit (tailored setup) | | ✓ | ✓ | ✓ |
| Yearly report feedback - Service quality reporting (SQR) | | ✓ | ✓ | ✓ |
| Fixed price agreement | | ✓ | ✓ | ✓ |
| Discount on service prices available | | ✓ | ✓ | Included |
| Service logbook | | ✓ | ✓ | ✓ |
| Access to Roll-o-Matic Support center 08:00 a.m. - 04:00 p.m. CET | ✓ | | ✓ | ✓ |
| Open port for remote access support | ✓ | | ✓ | ✓ |
| Third-party troubleshooting (OEM products) | ✓ | | ✓ | ✓ |
| Firmware updates available | ✓ | | ✓ | ✓ |
| ROM - Smart Care - available | Limited access | | Full access | Full access |
| Data backup / ROM - Smart Care / original documentation | ✓ | | ✓ | ✓ |
| Software upgrades available | Limited | | Included | Included |
| Access to Roll-o-Matic Extended Support 04:00 p.m. - 09:00 p.m. CET | | | ✓ | ✓ |
| Single point of contact - Management contact | | | ✓ | ✓ |
| Discount on spare part prices available | | | ✓ | Included |
| Flexible payment terms (tailored setup) | | | ✓ | ✓ |
| Free Spare part | | | | ✓ |
| Free Service labor | | | | ✓ |

Experienced staff. Specialized engineers. High level of service.