

SAHM SERVICE

SAHM Service Level Agreements

Level up!
Optimize your production with SAHM Service Packages



WINDING SOLUTIONS



LEVEL UP!

OPTIMIZE YOUR PRODUCTION WITH SAHM SERVICE PACKAGES

Please contact us
for an individual offer:
Service Hotline +49 5651 804-256
service@sahmwinder.com



SAHM precision winding machines have been setting standards of excellence with technical yarns in industrial production for eight decades. Today, our leading technology is there to give you a decisive competitive edge in your market segment. To make the most of this advantage, your systems need to be running smoothly – at all times. With SAHM Service Level Agreements (SLAs) your machine processes are more dependable, more predictable and more efficient. You get:

- **Clearly budgeted costs:** Transparent maintenance calculations for long-term budget controlling.
- **Optimally scheduled downtimes:** Avoidance of unplanned downtimes through coordinated maintenance plans.
- **Expedited response times:** Prioritized support and rapid troubleshooting in the event of malfunctions.
- **Fully traceable documentation:** Maximum transparency to meet legal, regulatory or internal requirements.
- **Guaranteed availability of parts:** Quick access to spare parts and machine consumables.

Your key to maximized operating times, minimized downtimes and optimal system efficiency.



BASIC CARE

ONLINE

Access to the SAHM Service Platform including Ticket System. Direct support via telephone hotline or online chat. Step-by-step advice. Access to the SAHM library of operating videos.

SMART CARE

ONLINE REMOTE



All Basic Care services **plus** SAHM Remote Support – remote access on an HMI terminal, online diagnosis and guidance for your in-plant maintenance team. Optional remote control for updates and parameter adjustments.



SAFETY & INSPECTION CARE

ONLINE REMOTE ON-SITE

Includes all Smart Care service benefits – **plus** an on-site inspection by a SAHM service technician with the delivery of a report on necessary work to be done and an overview of required spare parts. On this basis, the customer's maintenance team can then implement these steps.



The right option for customers with an in-house maintenance team that has a thorough understanding of SAHM winding machines and regularly participates in training courses at the SAHM Academy.

SAHM SLA PACKAGES	BASIC CARE	★ SMART CARE	★★ SAFETY & INSPECTION CARE	★★★ MAINTENANCE & PERFORMANCE CARE	★★★★ FULL RELIABILITY CARE
Expert Hotline & Service Ticket System: Workdays, Mon - Fri, 8:00 - 17:00 (UTC+1)	✓	✓ Priority	✓ High Priority	✓ High Priority	✓ High Priority
SAHM Service Platform: Access via QR code, Ticket System, machine operating instructions and videos	✓	✓	✓	✓	✓
SAHM Remote Support pre-installation (remote router with integrated firewall)	✓	✓	✓	✓	✓
SAHM Remote Support services		✓	✓	✓	✓
Maintenance videos				✓	✓
Parameter optimization for a defined reference product				✓	✓
Inspection services			✓	✓	✓
Scheduled maintenance services				✓	✓
Refresher training courses			Optional	✓	✓
Online review consultation					Annually
Warranty extension				Option: 12 months	Option: max. 36 months
Discounts on the following service products				Spare parts SAHM Academy Technology support	Spare parts Wear & tear parts Software upgrades SAHM Academy Technology support

Prerequisite for all SLA packages: A site acceptance test of the covered machine.



MAINTENANCE & PERFORMANCE CARE

ONLINE REMOTE ON-SITE

Includes all Safety & Inspection Care service benefits – **plus** scheduled maintenance work performed by a SAHM service technician, optimization of machine parameters, and an on-site refresher training course. A warranty extension (12 months) is available as an option in this package for an additional charge.

★★★ Our bestseller: For customers aiming to combine high production reliability with optimal cost-benefit returns. For smooth operation – even without an in-house maintenance team specialized in SAHM winders.



FULL RELIABILITY CARE

ONLINE REMOTE ON-SITE

Includes all Maintenance & Performance Care service benefits – **plus** an annual Online Review Consultation. A warranty extension (max. 36 months) is available as an option in this package for an additional charge.

★★★★ The premium option: For customers desiring the highest possible production reliability and maximum service benefits. For dependable, no-worry operation – even without an in-house maintenance team specialized in SAHM winders.

SAHM Customer Service Center. 360° service from our experts.

Thousands of SAHM precision winders are running in production environments around the world across dozens of different industries. Each of these machines is designed for 24/7 operation in unflinching high quality. To keep it that way, we support you with a comprehensive array of customer services.

- SAHM Service Level Agreements
- Expert Hotline & Service Ticket System
- On-site service
- Original SAHM spare parts
- SAHM Academy

Digital services

- SAHM Service Platform
- SAHM SmartView (monitoring tool)
- SAHM Remote Support



Alterations and errors are accepted.



Georg Sahn GmbH & Co. KG
Sudetenlandstrasse 33 · 37269 Eschwege · Germany
Service Hotline: +49 5651 804-0
service@sahmwinder.com · www.sahmwinder.com
A MEMBER OF STARLINGER GROUP

GERMAN 
Technology

