



OUR SERVICE OFFER



**GRAVOTECH**  
E X P R E S S I O N   O F   T H I N G S

# SERVICES



## COMMISSIONING

### At your doorstep

Set up and fine-tuning of your equipment by a Gravotech technician.



## TRAINING

### Tailored sessions

Standard or customized training sessions, at your place or online.



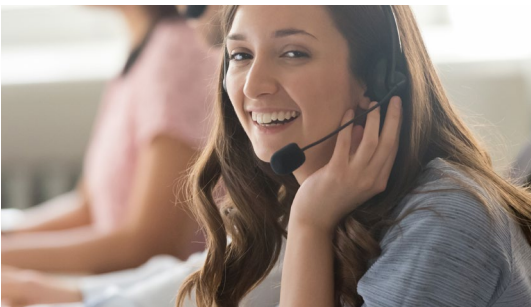
## SERVICING

### Expertise

Machine fleet audit and maintenance recommendations.

### Preventive services

Necessary care to maximize your machine lifetime.



## TECHNICAL SUPPORT

### Phone assistance

Gravotech experts dedicated to support and guide you.

### Remote assistance

Video or screen sharing sessions available on demand.

Your machine accessories can also be covered, more information on the last page.

# MACHINES CATEGORIES

S	SMALL	B-ENGRAVER, IMPACT, IM3, IS200, IS400, M10, M20, M40, XE, XF510, XM500, XM700
M	MEDIUM	LASER CO2, FIBRE, GREEN, HYBRID, LS100, LS100EX, WELASE, SV510, XF530
L	LARGE	IS6000, IS7000, IS8000, LS900, LS1000XP

If you can't find the name of your machine, please contact us.

# PREVENTIVE MAINTENANCE

We recommend a preventive maintenance visit at least once a year.

Gravotech has established a dedicated program for each machine type, including cleaning, adjustments, safety checks and more.

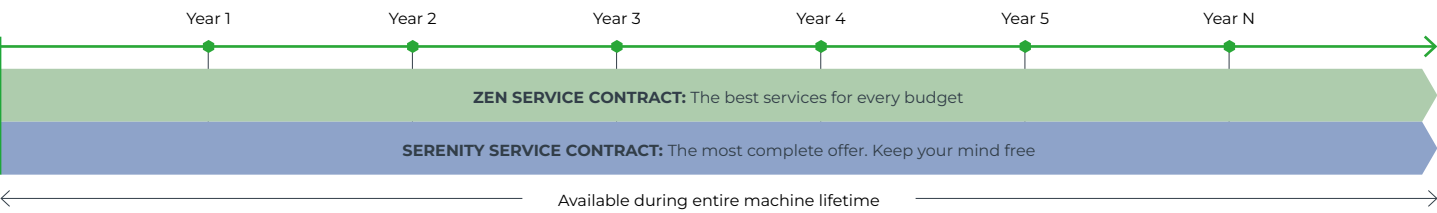
# WARRANTY & SERVICE EXTENSIONS



S		STANDARD	EXTENSION	GOLD
Parts		●	●	●
Labour in-house		●	●	●
Hotline & remote assistance		●	●	●
Loan machine	Shipments in 24h (Europe)	X	X	●
	Shipments outbound	X	X	●
	Shipments inbound	X	X	●
Defective machine	Shipments inbound	X	X	●

M & L		STANDARD	EXTENSION	GOLD
Parts		●	●	●
Labour in-house		●	●	●
Hotline & remote assistance		●	●	●
Labour onsite		X	X	●
Travel & accomodation fees		X	X	●

# SERVICE CONTRACTS



S		ZEN	SERENITY
Parts		●	●
Labour in-house		●	●
Defective machine	Shipments outbound	●	●
	Shipments inbound	●	●
Hotline & Remote assistance		●	●
Repair leadtime		●	●
Loan machine (Shipments within 24h)		X	●

M & L		ZEN	SERENITY
Parts		X	●
Labour onsite		●	●
Preventive maintenance		●	●
Travel & accomodation fees (Preventive maintenance)		●	●
Hotline & Remote assistance		●	●
Repair leadtime		●	●
Curative intervention (Fees included)		X	●

# MAINTENANCE OF ACCESSORIES

These accessories also deserve your full attention and can be covered by our after sales service. We cover the mechanical and electronic assemblies and repair or replace failed parts.



Cylindrical attachment  
& Rotary Devices



Laser & DotPeen  
Automatic Plate Feeder



Exhaust



Chip Collector



Chiller



Spindle Motor



Laser workstation

You have a machine fleet?  
You wish more information on our services?  
Contact us to get a personalized offer!

More info



**GRAVOTECH**  
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