

ESA - RANGE OF SERVICES

00.1 YOUR PARTNER FOR COMPLETE SYSTEMS

We plan overall solutions for you and take over project management to reach an ideal interaction of the particular plants. Our staff is far-sighted regarding plant coordination due to years of experience.
– Even after commissioning we stay at the plant by agreement to optimise during test operation and to achieve 100% client satisfaction.

00.2 AUTOMATION/CONTROL TECHNOLOGY

We are always state-of-the-art. Due to the continuous development of our dedicated team you are always “up-to-date”.
Our motto is: „He who stops getting better, has ceased being good!“ [Philip Rosenthal]

00.3 CONSTRUCTION OF SWITCHGEAR CABINETS

The **use of high quality and state-of-the-art components** and first class processing are the precondition for perfectly working switch gears. Our experienced staff guarantees construction complying with national norms and regulations - so we can successfully compete on the market.

00.4 INDUSTRIAL INSTALLATIONS

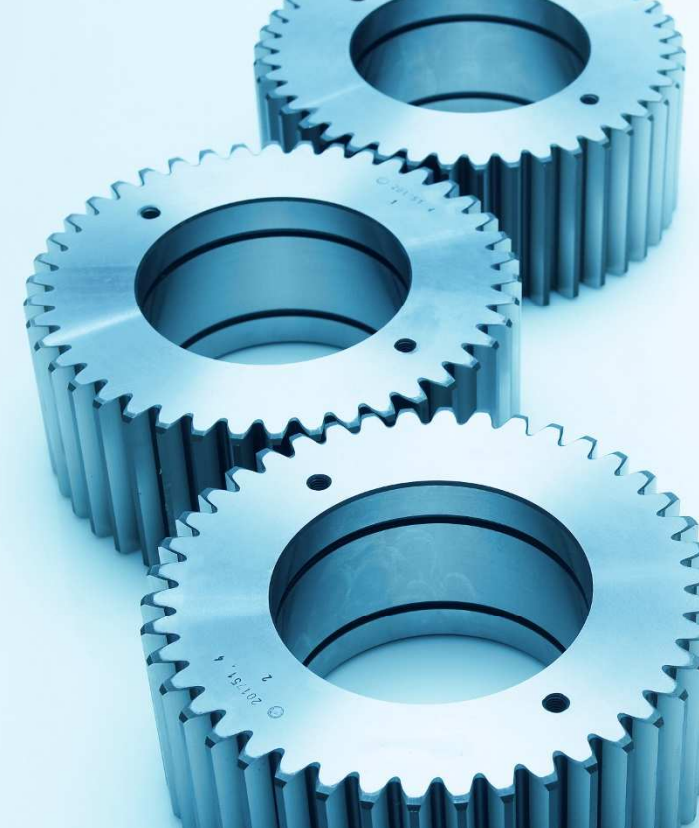
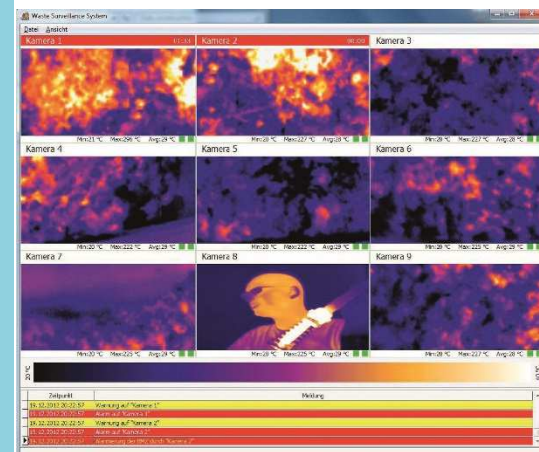
We have years of experience in the field of industrial installation nationally and internationally - so we can manage the installations of complex plants. A wide range of projects proves that our company is a competent and successful partner in this sector.

00.5 SERVICE & Technology

Even after realizing your project, we are at your disposal with all our services! Annual plant maintenance, telephone-service & support, assistance for plant operating via teleservice, support with the test run. In a service contract we arrange a suitable package for you!

00.6 ELECTRIC POWERED THERMOGRAPHY

Through thermographic inspection of your electrotechnical plants, vulnerabilities can be identified. This enables precautionary maintenance procedures to avoid failures and expensive repair work as well as downtime periods.



SERVICE & MAINTENANCE

MANY NEEDS . ONE SOLUTION

- This is our motto which has been standing for success since the foundation of **ESA ELEKTRO AUTOMATION GMBH** in 1991.

As YOUR provider of **total solutions in automation** we guarantee a smooth project flow. Our project manager is the central contact person for all your questions and concerns. We offer custom-made ‘high-level-solutions’ to optimize the automated production of your company.

We provide comprehensive and practical solutions for every requirement of the total industry and business of any size. Our individual solutions help you cope with the challenges of the future.



Our service and maintenance department comprises an experienced team of technicians. ESA specialists are at all times willing to do their best to apply their expertise and experience to your fullest satisfaction! We offer around the clock service over our service hotline. Our clients can call this hotline for immediate support.

Remote maintenance to existing plants is done on request.

Additionally we provide vendor independent spare parts and repair service. Instant help is guaranteed!

SERVICE

MAINTENANCE



YOUR ESA-SERVICE-CONTRACT

With the ESA-Service-Contract ESA clients have access to immediate support. Your ESA-Service-Card, which is provided with the ESA-Service-Contract, is personalised and valid for 12 months from the date of issue, which is also the minimum duration of the ESA-Service-Contract.

Changing to another ESA-Service Package is of course possible throughout the contract period, as well as an extension of included service hours.

YOUR ADVANTAGES

- Guaranteed accessibility 24h/7 days
- Immediate support
- Remote maintenance
- Low & calculable costs
- Accessibility of different scopes with one number (SPS, VISU, network engineering,...)
- Comprehensive diagnosis
- Quick troubleshooting
- Reduction of downtime costs
- Reduction of downtime periods of a plant
- Problem diagnoses, also outside the normal working hours
- „Security“ for your plant personnel
- Quick on-site operation, etc.

YOUR ESA-MAINTENANCE-CONTRACT

ESA also provides professional expertise as part of maintenance in the field of technical service for electric components and their surroundings.

YOUR ADVANTAGES

- Prevention of expensive production losses
- Error-free production flow
- Optimization of the functions and profit of the plant
- Increasing the service life of your plants
- Early detection of wearout
- Where practicable production support
- Obtaining of full warranty claims
- Ensuring insurance protection
- Compliance with legal requirements
- Plannable switch-offs
- Transparency of expenses and costs
- A maintenance contract customized to your plant



OVERVIEW OF ESA-SERVICE-PACKAGES

	ESA-BASIC	ESA-PLUS	ESA-PREMIUM	Remote maint. access
Contractually agreed service	10 hours	10 hours	10 hours	Incl. HSPA+ Router ***
* Maximum on-site response time	72 hours	24 hours	12 hours	Only in combination with a valid service contract
** Price / 10 hours	930.- €	1,860.- €	3,720.- €	490.- €

* 7 days á 24 hours per week, plus transit time

** valid for a period of 12 months after date of issue / price basis 2015

*** SIM-Card/data tariff has to be provided by the client

WE PROVIDE THESE MAINTENANCE SERVICES FOR YOU:

- ⇒ Maintenance of the switchgear cabinets, distributor, subdistributor, host computer (cleaning, controlling, measurement, ...)
- ⇒ Maintenance of the PLC control (backup, diagnose, ...)
- ⇒ Maintenance of PCs, host computer, server
- ⇒ Maintenance of compensation plants
- ⇒ Thermographic inspection of switchgear cabinets, leads and connectors
- ⇒ Emergency stop and emergency switch-off check of the total plant etc.
- ⇒ Network analysis

Optional:

- Cleaning work in case of extraordinary contamination
- Installation and configuration of software products
- Cleaning of intermediate floors
- On site personnel training
- Check of electrical plants according to ÖVE/ÖNORM E 8001-6-61/62/63 (first inspection, recurring inspection)

