



Keep your machinery investment secure

Our service level agreements provide exceptional value and support for your business. They allow you to keep control of your operational costs with the added reassurance that your equipment is backed-up by our team of experienced engineers.

Service Level Agreements

Maximising the performance of your food processing equipment within a fixed monthly cost.

Maximise uptime and enhance machine reliability

With an SF Service Level Agreement, you can be assured you will receive the necessary maintenance support required to achieve the best results from your food processing equipment. Our experienced team will carry out regular service inspections, perform detailed preventative maintenance checks and necessary calibrations to maximise uptime and enhance machine reliability.

Benefits of a Service Level Agreement

- ✓ Priority service support
- ✓ Machine safety health checks
- ✓ Better departmental budgeting for maintenance
- ✓ Ensuring optimum performance of machinery
- ✓ Spare part recommendations for each machine
- ✓ Discount on spare parts
- ✓ No purchase order paperwork required for service call-outs



Included as standard

- ✓ Preventative maintenance
- ✓ Service
- ✓ Calibrations
- ✓ Discount on spare parts

Additional service options

- ✓ Extended to 24 or 36 month cover
- ✓ Proactive remote support troubleshooting through SF Support Cloud
- ✓ Training plans for operators, engineers & hygiene staff
- ✓ Unlimited call outs
- ✓ Conveyor audits

We focus on providing a service to suit your operational goals. Giving you peace of mind to focus on your business operation.



Understanding Remote Support Troubleshooting

Secure, remote diagnostic support and programming for your machine

The SF Remote Support Cloud ensures our service team are available to support you during critical occurrences. Should a problem arise or your line goes down, our team can remotely and securely dial in to your machine to diagnose issues. This troubleshooting service saves valuable time in getting your production line back up and running smoothly.



Continuous monitoring

The eWon VPN devices are monitored 24/7, so if your system goes off-line for more than 3 hours, an automatic email is sent reporting the off-line status.

Secure access

Utilising the Talk2M VPN Cloud Network we are able to ensure a "layered security approach".

How it works

Once your new equipment is installed, our service team will recommend the best service options available to suit your operational requirements and budget. Together with our service specialists, we will create your unique scheduled maintenance and preventative maintenance programme, as well as a critical spares list.

You will receive priority support from our dedicated team for the term of your agreement, which can include remote diagnostic troubleshooting, detailed training programmes and unlimited site call outs for major breakdowns.

The SF Service Level Agreements will be invoiced monthly over a set period of 12, 24 or 36 months, allowing you to simply budget for maintenance costs without any unwelcome surprises.

Our aim is to ensure that your equipment continues to run at peak performance, that maintenance costs are more predictable and your machinery lifetime is extended.

Arrange your service level agreement today

Our dedicated team are here to help with any questions you have.

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