

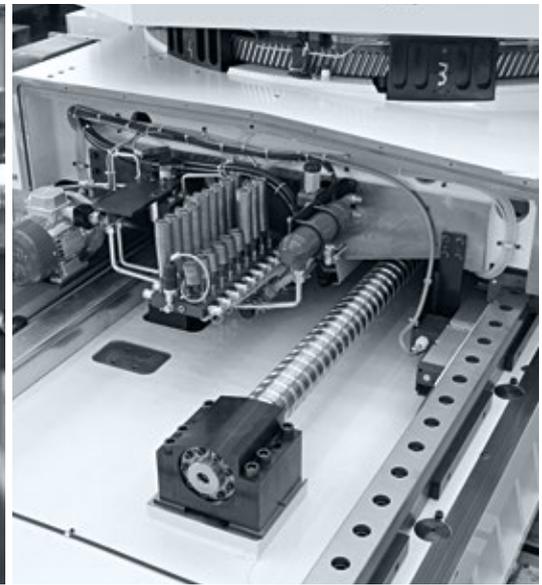


# SERVICES

EXPERIENCE AND SKILL  
AT YOUR SERVICE

PAMA SERVICE TEAM  
AT YOUR SERVICE

Every  
exceptional  
product is  
based on  
exceptional  
people



## TECHNICAL ASSISTANCE



maintenance contracts  
help-desk & remote control  
preventive check-up  
maintenance  
machine calibration (geometry)

## OPTIMISATION



original spare parts  
dedicated spare part kits  
machine retrofitting  
assembly repair  
machine transfer training

## CONTACTS



our team  
is at your  
service

## MAINTENANCE CONTRACTS



### We are right behind you as you grow and develop.

From our dedicated help-line to remote troubleshooting, from preventive maintenance to restoring machine calibration, with PAMA your machine is in good hands. PAMA is proud of its decades of experience in the field of machine tools and can offer to its customers a wide range of services and contracts to ensure the high performances of its products remain unaltered over time. Many customers renew their trust in PAMA each year, signing service contracts, and PAMA repays this trust, by guaranteeing quick response times and convenient economic terms and conditions.

PAMA SERVICE CONTRACTS				PAMA BASIC	PAMA CLASSIC	PAMA GOLD
Hot-line						
Preventive check-up						
Preventive replacement of wear items						
Fluids flushing						
Machine calibration (geometry)						
OTHER ADVANTAGES PROVIDED BY A PAMA CONTRACT						
Dedicated hot-line	Mon - Fri	7:00 - 19:00				
	Sat	07:30 - 12:30				
Remote troubleshooting	Mon - Fri	07:30 - 18:30				
Shipment of spare parts by the next working day <sup>1</sup>						
Dedicated price list						
Replacement of faulty parts						
Repair/replacement work						

<sup>1</sup> components in stock



## HOT-LINE & REMOTE CONTROL

### We are close to the heart of your machine.

The PAMA hot-line service is made up by a team of experts who guarantee immediate assistance and can effectively support maintenance operators in quickly finding efficient solutions.

The remote troubleshooting service can produce substantial reduction in machine downtime, while at the same time eliminate the high costs of an on-site service call.

#### hot-line

##### the benefits for you

- competent, reliable and immediate support

##### our services

- hot-line staffed by expert technicians
- telephone support for breakdowns and/or malfunctions
- service call scheduling, if telephone support proves insufficient



Mon-Fri 7.00 am - 7.00 pm  
Sat 7.30 am - 0.30 pm

#### remote troubleshooting

##### the benefits for you

- competent, reliable and immediate support
- reduced machine downtime
- lower repair costs

##### our services

- hot-line staffed by expert technicians
- traceability of the fault and remote support (VPN or modem)
- possibility of intervening directly on the machine or programme control settings to repair faults



Mon-Fri 7.30 am - 6.30 pm

## Preventive CHECK-UP



### The importance of prevention.

Regularly replacing worn parts and knowing how to gauge the condition of your machine will enable you to ensure it produces reliably over time. Check-ups are scheduled and planned bearing in mind the customers' production requirements. Customers are provided with detailed documentation certifying the condition of the machine and the maintenance to be performed.

### the benefits for you

- ❖ reduced risk of unexpected breakdown and related downtime
- ❖ increased productivity
- ❖ increased machine reliability
- ❖ awareness of the real machine conditions
- ❖ value of the purchased product is maintained over time

### our services

- ❖ planned check-ups
- ❖ check on the machine calibration (geometry)<sup>2</sup>
- ❖ report on the overall machine status (check-list)
- ❖ recommendations about any repairs, replacements or adjustments required

<sup>2</sup> resetting the geometry, if required, is not included





### Your machine can be protected from the effects of time.

Having maintenance performed regularly and professionally on your equipment and the related accessories is essential in order to preserve the high quality standards of PAMA machines and increase their productivity. The PAMA technical support team can effectively help customers to maintain their machines following an essential preventive check-up on the status of the machine.

#### the benefits for you

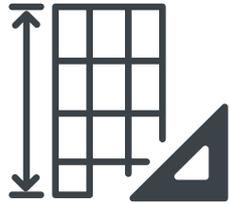
- ❖ reduced risk of unexpected breakdowns
- ❖ increased machine productivity and reliability
- ❖ value of the machine is maintained over time

#### our services

- ❖ coordination and direct contact with our spare parts department
- ❖ replacement of faulty parts and wear items
- ❖ quick supply spare parts critical to ensure machine reliability
- ❖ functional checks as established in the contract



## MACHINE CALIBRATION (GEOMETRY)



### Accuracy is our strong point

The many purposes for which PAMA machines can be used may generate small displacements of the machine geometry. In order to maintain a high level of accuracy during machining process, machine geometry must be regularly re-aligned. PAMA technical support team uses state-of-the-art instruments to check and restore machine calibration to its original values. Detailed documentation is provided to the customer at the end of the service call.

### the benefits for you

- ❖ the original geometry of the machine is restored
- ❖ the productivity is maintained and the accuracy of the process is guaranteed
- ❖ reduced costs avoiding manufacturing non-conforming parts

### our services

- ❖ complete realignment of the machine geometry
- ❖ detailed documentation on the status of the machine geometry and the actions performed





## ORIGINAL SPARE PARTS

### We repay your trust with reliable spare parts

Original spare parts with warranty: the spare parts service is available to help customers correctly identify the part to be replaced. The skill of our technicians, together with the high availability of stock and the rapid management of the shipment, will lead to a quick solution of the problem with reduced costs.

#### the benefits for you

- ❖ supply of original components and provision of the relative support
- ❖ spare parts guaranteed to meet the highest level of quality
- ❖ reduced machine downtime
- ❖ possibility of ordering by phone, fax or email

#### our services

- ❖ technical support for identifying the broken component
- ❖ high availability of original spare parts for recently produced and older machines
- ❖ orders are managed within one working day for in-stock components
- ❖ express shipment available on request within 48 hours



## DEDICATED SPARE PART KITS



### Our experience at your service

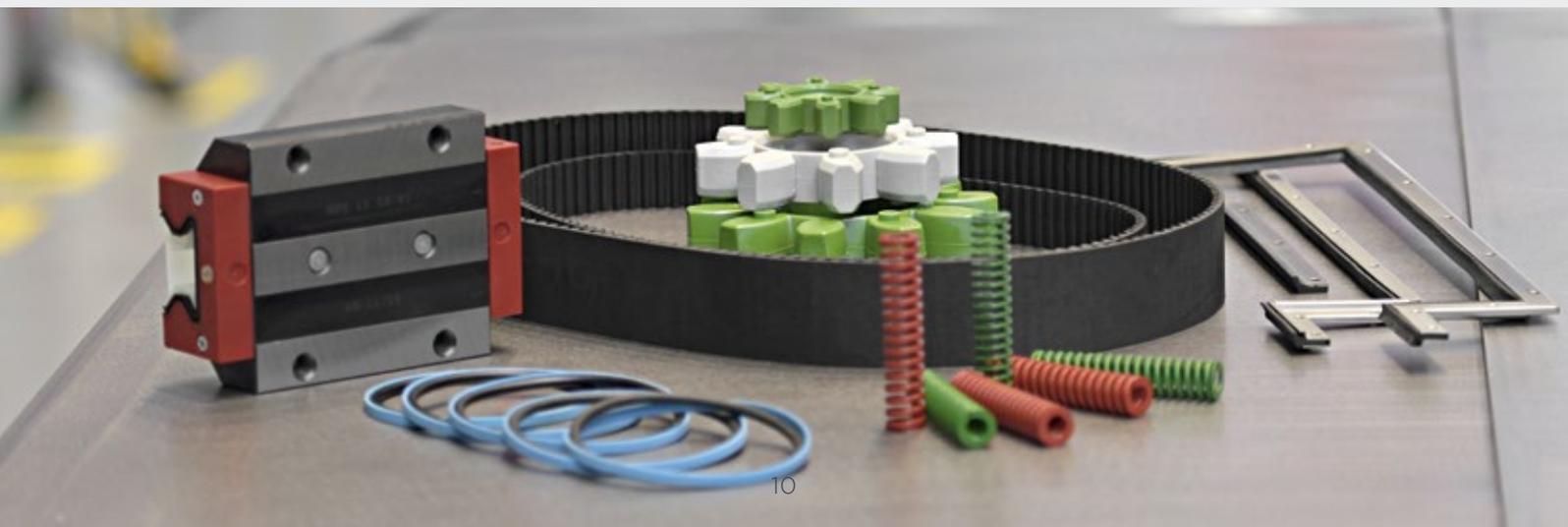
PAMA spare parts department offers dedicated spare part kits which are essential and strategic to ensure that the machine runs smoothly and to reduce downtime to a minimum should a breakdown occur. The kits are composed based on the type of machine and the criticality of the components and may include parts subject to wear and tear, components with long procurement time or other part that may require complex handling.

### the benefits for you

- ❖ reduced machine downtime
- ❖ savings on repair costs, by using components that are immediately available on-site

### our services

- ❖ technical support in identifying critical components
- ❖ support for managing the customer's warehouse stock
- ❖ dedicated, convenient prices





## MACHINE RETROFITTING

### We make your machine brand new.

Through its machine retrofitting services, PAMA supports its customers by helping them to ensure that older machines remain reliable and accurate. Replacing or regenerating the main components of the machine extends the machine productive life, increasing efficiency and improving performance.

#### the benefits for you

- ❖ all-in-one servicing activity with all-inclusive price
- ❖ implementation of updates
- ❖ supply of original spare parts with warranty
- ❖ level of machine accuracy restored to original and/or improved conditions
- ❖ increased availability of machine
- ❖ warranty provided for replaced parts and work performed

#### our services

- ❖ A-to-Z process organisation and management
- ❖ dismantling, transportation from/to customer
- ❖ delivery, re-assembly with geometric realignment and commissioning
- ❖ use of new and original spare part components
- ❖ reduced updates implementation times



## ASSEMBLY REPAIR AND SERVICE



### We value your time.

PAMA service has developed specific procedures that meet its customers' requirements to limit the repair times of complex components.

- Supply of refurbished accessories and machine assemblies restored to appear brand new, and trade in of the used parts.
- Head attachment rental program that enable the machine to be used while the damaged accessory is being serviced/repaired.

### the benefits for you

- ❖ machine downtime reduced to a minimum
- ❖ repair, servicing or refurbishment at fixed and/or discounted prices
- ❖ components, assemblies and accessories always in top condition with low costs

### our services

- ❖ dismantling and commissioning of the serviced accessory or unit
- ❖ repair carried out in PAMA manufacturing departments
- ❖ service for picking up the used parts and replacing them with refurbished components at reasonable conditions
- ❖ warranty provided on replaced parts and on the work performed





## MACHINE TRANSFER

### **PAMA is with you, wherever you go.**

In case of sale, renovation or simply relocation of the company, PAMA has the structure to support its customer when moving the machines. Our experienced PAMA technicians have installed over 1,000 machines worldwide, and are ready to help you dismantle, install and commission your machine, offering a fast, professional, turnkey service.

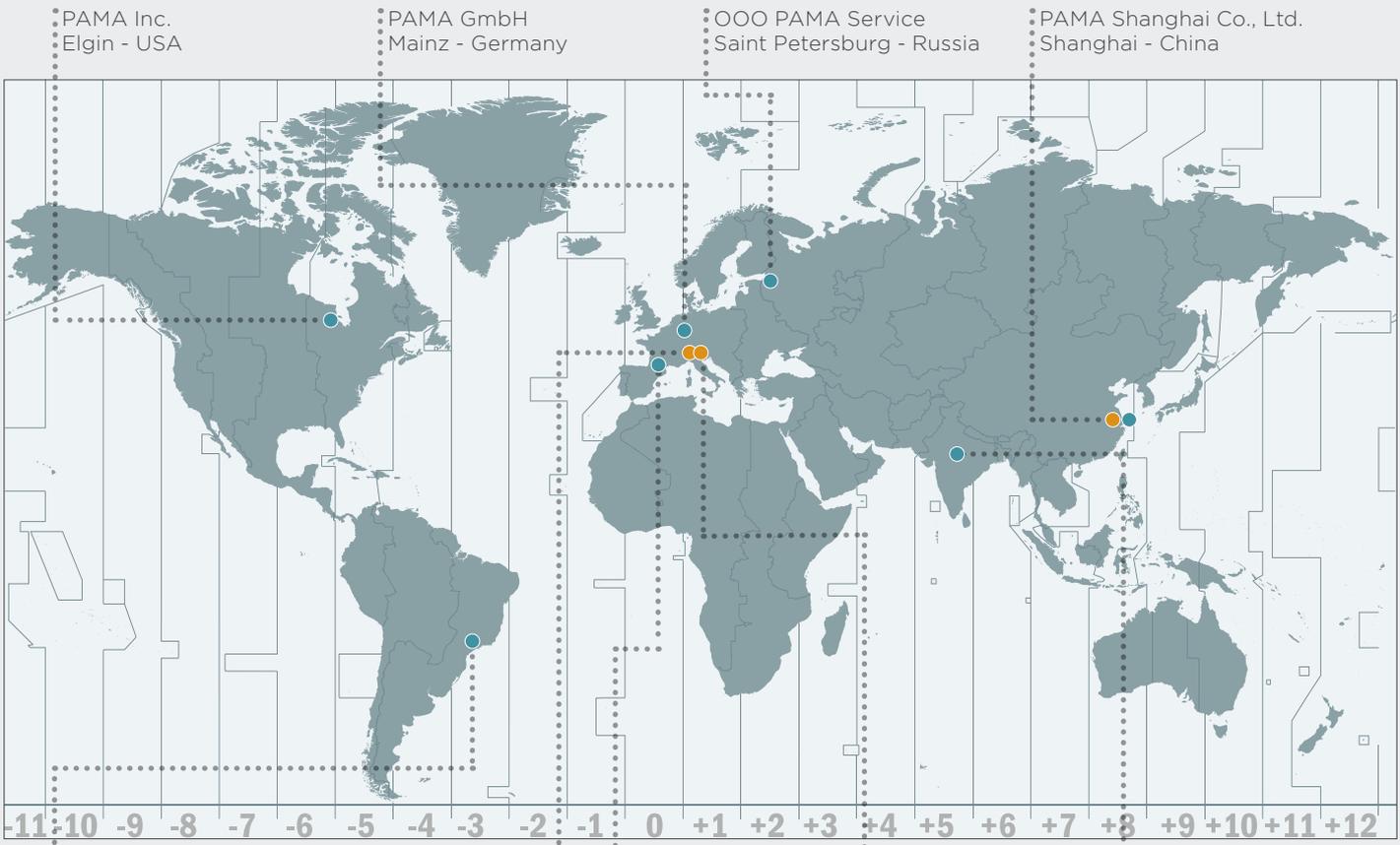
### **the benefits for you**

- ❖ dismantling, transfer, reassembly and commissioning all performed by a single partner
- ❖ fair, all-inclusive prices with no hidden extras
- ❖ careful planning of transfer activities

### **our services**

- ❖ availability of a team of expert installation technicians
- ❖ accurate dismantling, transportation and installation
- ❖ resetting of machine geometry and basic maintenance
- ❖ reduced implementation times thanks to the company's long experience in the sector and the accuracy of its instruments





● SALES AND SERVICE NETWORK

● PRODUCTION SITES



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PAMA has a policy of continuous improvement of its products and reserves the right to change materials and specifications without notice.

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**COMPANY WITH QUALITY MANAGEMENT  
SYSTEM CERTIFIED BY DNV  
= ISO 9001:2008 =**