

## Improved service concept 2024

We work every day to improve our customer service. Our aim is to offer maximum support and minimise system downtimes. From 2024, we will be expanding our services and replacing BioFeeder Management:

**Basic package** (Monday – Thursday 8 am – 5 pm CET; Friday 8 am - 12 pm CET) **300,- / year**

up to now BioFeeder Management

*Request without booked BASIS package*

€ 130,- /started hour

### Support

- Troubleshooting support
- Support in emergencies

### Process optimisation

- Changing parameters to improve efficiency

### Software updates

- Integration of software updates through ongoing experience.
- Integration of new processes to improve maintenance intervals

### Software changes

- Adjustments can be made for up to 2 hours per year

### Express processing for spare parts

- Internal processing for urgent spare parts on the same day (for enquiries until 15:00)

**In addition to the BASIS package, we also offer the PRO service package for 365-day support. This means that we are also available for you at the weekend in the event of system downtime!**

**Paket PRO** (Friday 12 pm – 6 pm CET; Saturday & Sunday 8 am – 6 pm CET) **300,- / year**

*Request without booked PRO package*

€ 150,- /started hour

### Support

- Weekend support during system downtime

### Emergency operation

- Emergency operation in the event of component failure

### Mechanical emergency service in the event of system downtime

- Service team for system downtime

*It can take up to 30 minutes to process the request!*

## The most important BioG service numbers

**WhatsApp calls cannot be accepted and answered!**

<b>Electrical / software Service</b>	Tel.: 0043 660 587 2500	Monday-Friday	Mail: s.service@biog.at
<b>Mechanical service</b>	Tel.: 0043 660 318 5280	Monday-Friday	Mail: m.service@biog.at
<b>Spare parts</b>	Tel.: 0043 660 218 8624	Monday-Friday	Mail: ersatzteile@biog.at
<b>Weekend service</b>	Tel.: 0043 660 587 2500	Friday-Sunday	