

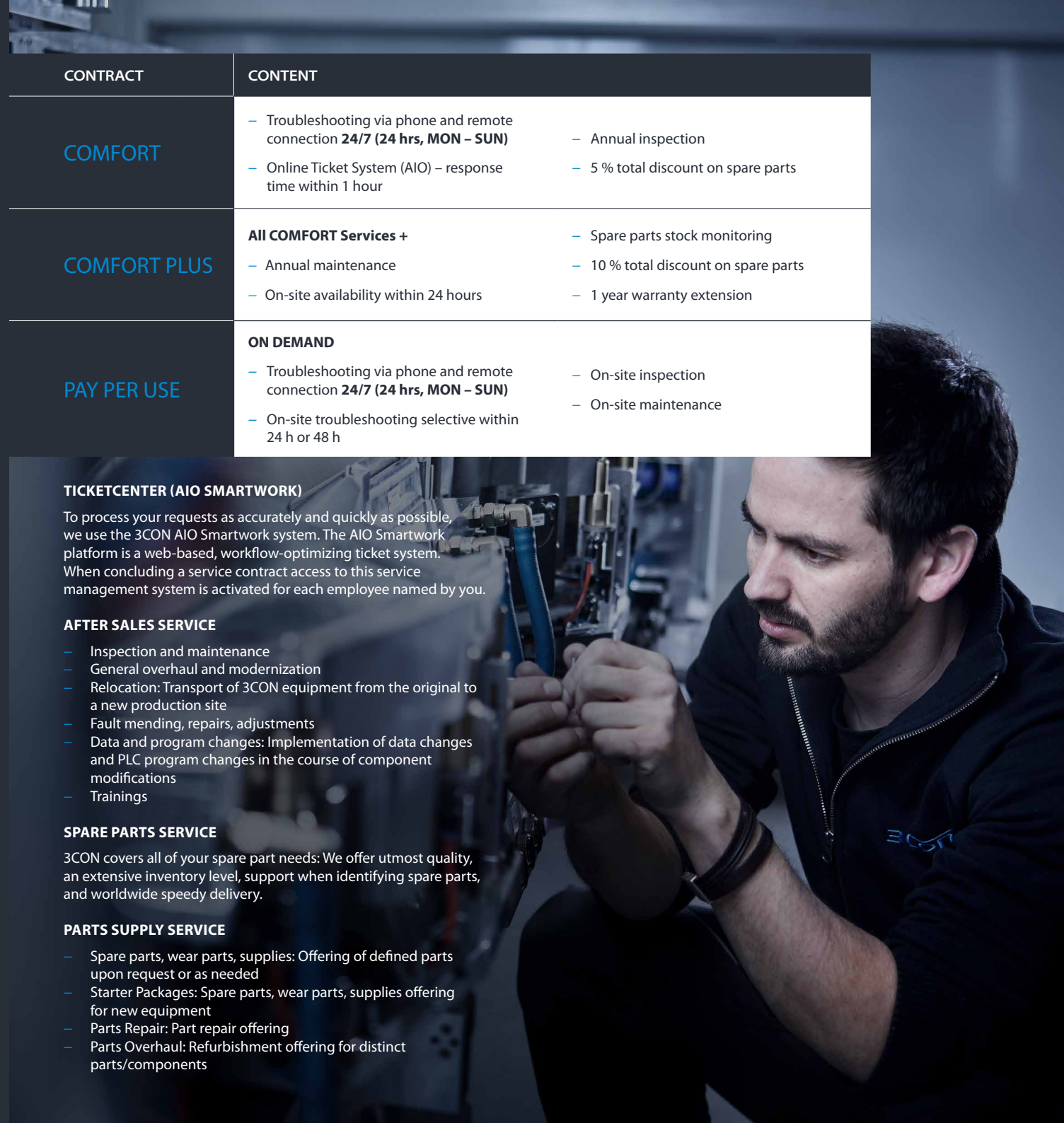
GLOBAL SERVICES

EN | 2025



3CON
TECHNOLOGIES

GLOBAL SERVICES



CONTRACT	CONTENT
COMFORT	<ul style="list-style-type: none"> - Troubleshooting via phone and remote connection 24/7 (24 hrs, MON – SUN) - Online Ticket System (AIO) – response time within 1 hour - Annual inspection - 5 % total discount on spare parts
COMFORT PLUS	<p>All COMFORT Services +</p> <ul style="list-style-type: none"> - Annual maintenance - On-site availability within 24 hours - Spare parts stock monitoring - 10 % total discount on spare parts - 1 year warranty extension
PAY PER USE	<p>ON DEMAND</p> <ul style="list-style-type: none"> - Troubleshooting via phone and remote connection 24/7 (24 hrs, MON – SUN) - On-site troubleshooting selective within 24 h or 48 h - On-site inspection - On-site maintenance

Downtimes in production are avoidable. The customized service and maintenance contracts increase the operational availability and service life of your high-quality 3CON products.

3CON SERVICE CENTERS

EUROPE + AFRICA

E: service-EU@3con.com
T: +43 5373 42 111

Business hours (GMT+1)
Mon - Thu 7:00 a.m. - 4:00 p.m.
Fri 7:00 a.m. - 11.45 a.m.

USA + CANADA

E: service-USA@3con.com
T: +1 248 859 5440

Business hours (GMT-5)
Mon - Fri 8:00 a.m. - 5:00 p.m.

MEXICO

E: service-MEX@3con.com
T: +52 4272300039

Business hours (GMT-6)
Mon - Fri 8:00 a.m. - 5:00 p.m.

CHINA

E: service-CHN@3con.com
T: +86 28 2761 6100

Business hours (GMT+8)
Mon - Fri 9:00 a.m. - 5:00 p.m.

TICKETCENTER (AIO SMARTWORK)

To process your requests as accurately and quickly as possible, we use the 3CON AIO Smartwork system. The AIO Smartwork platform is a web-based, workflow-optimizing ticket system. When concluding a service contract access to this service management system is activated for each employee named by you.

AFTER SALES SERVICE

- Inspection and maintenance
- General overhaul and modernization
- Relocation: Transport of 3CON equipment from the original to a new production site
- Fault mending, repairs, adjustments
- Data and program changes: Implementation of data changes and PLC program changes in the course of component modifications
- Trainings

SPARE PARTS SERVICE

3CON covers all of your spare part needs: We offer utmost quality, an extensive inventory level, support when identifying spare parts, and worldwide speedy delivery.

PARTS SUPPLY SERVICE

- Spare parts, wear parts, supplies: Offering of defined parts upon request or as needed
- Starter Packages: Spare parts, wear parts, supplies offering for new equipment
- Parts Repair: Part repair offering
- Parts Overhaul: Refurbishment offering for distinct parts/components