

Flexible. Fast. Reliable.

Service agreements



Service agreements

Service that exceeds your expectations, perfects your performance

Maintenance work is critical for customers with a high production workload. Regular maintenance of our products ensures the machine availability.

There are various options within each level of service. With our service and maintenance packages we take care of your systems, whether it is an annual service audit or a full maintenance package with on-site spare parts stock. Optionally, we offer included travel times and helpdesk flat rates. With our service and maintenance offers, your systems are always well equipped.

	BST Basic Care	BST Advanced Care	BST Expert Care	Helpdesk flatrate
Service audit	✓	✓	✓	-
Training	✓	✓	✓	-
Sparepart recommendations	✓	✓	✓	-
Maintenance visit	-	✓	✓	-
Wear and tear parts included	-	✓	✓	-
Software update	-	✓	✓	-
Sparepart warehousing	-	-	✓	-
Traveltime and -costs incl.	Optional	Optional	Optional	-
Helpdesk flatrate	Optional	Optional	Optional	✓
10 % discount on spare parts	If ordered within 30 days after service			

Your BST Service contact

- » helpdesk@bst.group +49 521 40070-767
- » fieldservice@bst.group +49 521 40070-201





Why do I need a service agreement?



Always up-to-date

Software updates add new features and ensure bugs are fixed



High availability

Thanks to regular maintenance by our service technicians



Efficient processes

Optimally trained operators through regular training and consulting



Fast response time

On-site spare parts storage ensures shorter downtimes



Flexible and fair

Costs for expensive spare parts can be divided into 5 annual installments



Transparent costs

Plannable budget thanks to a price guarantee



BST GmbH
Remusweg 1
33729 Bielefeld
Germany

T +49 521 40070-0
www.bst.elexis.group
info@bst.group