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# Set-up Service

## Description

Comprehensive commissioning service aimed at ensuring proper integration of the supplied equipment into the customer's production environment, as well as validation of its operation according to defined technical specifications and operating conditions. This service facilitates a smooth transition from installation to operational use by the customer.

(Installation is not included.)

## Scope of Service

- Verification and validation of correct mechanical, electrical, and utility installation
- Initial system configuration (machine parameters, basic interfaces, general settings)
- Functional checks and execution of basic tests
- Initial adjustments to ensure standard operating conditions

## Service Exclusions

- Equipment installation (full implementation)
- Advanced process optimization or performance improvement (Process Engineering)
- Development of specific recipes or advanced product-oriented parameterization
- Advanced maintenance or programming training
- Equipment adaptations beyond standard scope
- Full production validations such as FAT or SAT (unless specifically contracted)
- Advanced process development or product engineering
- Structural modifications to the equipment
- Custom software development
- Supply of spare parts or consumables not included in the original contract

## Key Points / Commercial Conditions

- Service billed on a daily rate basis (8-hour working day)
- Additional hours, weekends, or holidays may incur surcharges
- Travel, accommodation, and subsistence costs are not included unless otherwise agreed
- Service subject to availability and requires prior planning and confirmation
- Any downtime attributable to the customer may be considered billable time
- Scope of each intervention must be defined prior to service execution
- Service duration is defined based on machine type and contracted scope
- Customer must ensure all required infrastructure is fully operational beforehand (power, air, ESD, extraction, IT, etc.)
- Service completion is defined by successful completion of basic validations