

SMT WORLDWIDE

 PART OF INCORPORATECHNO



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Corrective Maintenance Intervention

Technical intervention service aimed at resolving failures, breakdowns, or malfunctions in equipment, with the objective of restoring operability as quickly as possible.

This service is activated upon customer request when incidents affect production or proper equipment operation.

Positioning

This service must be positioned not only as “repair” but as:

👉 Rapid recovery of production + reduction of economic impact

It is also an excellent entry point for:

- Preventive maintenance contracts
- Critical spare parts stock
- Reliability upgrades
- Predictive solutions (AI)

Scope of the Service

- Technical diagnosis of the reported issue
 - Identification of root cause (where applicable)
 - Repair or replacement of defective components
 - Mechanical, electrical, and functional adjustments
 - Post-intervention verification tests
 - Technical recommendations to prevent recurrence
 - Issuance of detailed technical report including:
 - Description of the failure
 - Actions performed
 - Components replaced
 - Preventive recommendations
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Value Added SMT Worldwide

- Fast diagnosis thanks to in-depth knowledge of equipment and processes
- Focus not only on repair but on root cause elimination
- Integration with preventive maintenance, process support, and continuous improvement
- Technical advice on upgrades to avoid recurring failures
- Possibility of advanced analysis using data and digital tools

Service Modalities

- Urgent or scheduled on-site intervention
 - Remote support for pre-diagnosis or assistance
 - Possibility of SLA-based contracts with defined response times
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Exclusions

- Warranty-covered interventions (managed separately under warranty terms)
 - Supply of unavailable spare parts
 - Interventions due to misuse or non-compliant conditions (may be charged separately)
 - Modifications or improvements unrelated to the failure
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Commercial Conditions

- Service billed based on intervention time (hour/day) and parts used
- Travel, subsistence, and urgency costs may apply
- Response times depend on availability and location
- Spare parts availability may impact resolution time
- Customer must guarantee immediate access and safe working conditions
- Preventive maintenance is recommended to reduce incidents
- Use SMT Worldwide ticketing system to request interventions (enables SLA calculation)