

SMT WORLDWIDE

 PART OF INCORPORATECHNO



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Pack 20 Hours

A 20-hour intervention package designed for clients with recurring needs for technical support, optimization, or production assistance.

Includes:

- 20 hours of technical support
- Medium planning priority
- Applicable to:
 - Maintenance
 - Process Support
 - Advanced training
 - Process optimization
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Benefits:

- ✓ Greater operational flexibility
- ✓ Improved hourly rate
- ✓ Continuous support during critical phases

Key Conditions:

- Validity: 12 months
- Possibility to combine remote and on-site support
- Technical follow-up included
- Hours consumed in minimum blocks (0.5 h remote / 2 h on-site, travel expenses not included)

Pack 20 Hours

General Conditions

- Hours are charged based on the actual time spent, including preparation, intervention, and reporting activities.
- Travel, accommodation, and subsistence expenses are not included unless otherwise agreed.
- Weekend, holiday, or emergency interventions may be subject to additional charges.
- The client is responsible for ensuring site access, compliance with safety requirements, and the availability of the necessary resources.
- Any unused hours remaining after the validity period expires are non-refundable.

Added Value

These service packages enable clients to work with us as a true technology partner, providing access to:

- Multidisciplinary expertise in machinery, processes, software, and AI.
- Continuous optimization of complete production lines.
- Technical consulting on consumables and process-related materials.
- Development of tailor-made improvements and system upgrades.
- Strategic support throughout industrialization projects.