

# SMT WORLDWIDE

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# SLA Premium

## Smart Factory Support Program – Premium SLA

The Smart Factory Support Program – Premium SLA is a comprehensive technical support, maintenance, and optimization agreement designed to ensure maximum availability, efficiency, and performance of the client's equipment and production processes.

This service combines remote support, on-site intervention, preventive maintenance, and priority access to experts, positioning us as a strategic technology partner rather than just a supplier. The program includes a dedicated engineer assigned to our Key Account.

### Service Scope

#### Priority Remote Support (VIP)

- Direct access to specialized technical support
- Remote diagnostics and real-time assistance
- Process analysis and support for operational adjustments
- Rapid escalation to senior-level experts

✓ Objective: Fast issue resolution and reduced downtime

#### Priority On-Site Intervention

- Technical intervention at the customer's facility with high-priority status
- Corrective support (breakdown assistance) and advanced technical support
- Production start-up and stabilization assistance

#### VIP Priority Service

- Priority intervention compared to non-SLA customers
- Preferred response time (to be defined with the customer: 24h / 48h)

# SLA Premium

## Included Hour Package

The SLA includes an annual allocation of technical support hours for flexible use.

### Applicable to:

- Process Support
- Process optimization
- Training
- Machine adjustments and fine-tuning
- PFMEA
- Performance improvement
- AI and digitalization projects

Example annual packages: 50h / 100h / 200h

## Scheduled Preventive Maintenance

Maintenance activities are performed according to a predefined maintenance plan.

### Includes:

- Comprehensive equipment inspection
- Adjustments and condition verification
- Detailed technical report

### ✓ Benefits:

- Reduced breakdowns and unplanned downtime
- Preservation of equipment warranty and reliability

## Corrective Maintenance

Priority intervention in the event of equipment failure.

### Includes:

- Diagnosis and repair
- Root Cause Analysis (RCA)
- Preventive recommendations to avoid recurrence

## Advanced Services Included

Depending on the selected SLA level:

- Process PFMEA
- Yield and productivity optimization
- Development of improvements and upgrades
- Consumables support and technical consulting
- Development of AI solutions (predictive analytics, data analysis, and process optimization)

# SLA Premium

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Priority Levels (VIP)

LevelDescription

● Critical

Total production shutdown

● High

Partial impact on production

● Medium

Operational support

Premium SLA customers receive:

- ✓ Absolute priority in planning and scheduling
- ✓ Direct access to support without the standard service queue

Service Conditions

- Technician availability according to the contracted service agreement
- Optional extended coverage hours (24/7 available as an upgrade)
- Immediate remote support (subject to availability)
- Priority on-site interventions
- Fast escalation to specialized technical experts when required

# SLA Premium

## Commercial Terms

- Annual renewable contract
- Included hours valid for one year
- Unused hours are non-transferable and cannot be carried over to the following period unless otherwise agreed

## Travel and Expenses

- Fully or partially included, depending on the selected package

## Exclusions

- Consumables and wear parts
- Modifications not previously agreed upon
- Improper use or misuse of the equipment
- Interventions outside the contracted scope of services

## Customer Responsibilities

- Ensure access to equipment and facilities
- Provide the availability of technical personnel on-site
- Maintain the required operational infrastructure (power supply, IT systems, etc.)
- Provide the data necessary for analysis and optimization activities

## Differential Value

## This SLA positions SMT as:

- ✓ A comprehensive technology partner
- ✓ An expert in complete production lines
- ✓ A process specialist, not just a machinery supplier
- ✓ A key contributor to quality, productivity, and digitalization initiatives

# SLA Premium

## Included Capabilities

- Process Engineering
- Software & AI
- Machinery Upgrades
- Optimized Consumables

## Service Structure

### ✓ SLA Basic

- 20 hours/year
- Remote support
- Basic maintenance

### ✓ SLA Advanced

- 50 hours/year
- Remote support
- Priority on-site intervention
- Preventive maintenance

### ✓ SLA Premium

A guarantee of production continuity, continuous improvement, and a true industrial partnership.

- 100+ hours/year
- VIP priority service
- Process Support
- AI solutions and continuous improvement programs
- Dedicated technical support and strategic guidance
- Priority access to specialized experts and resources