

# GLOBAL SERVICES

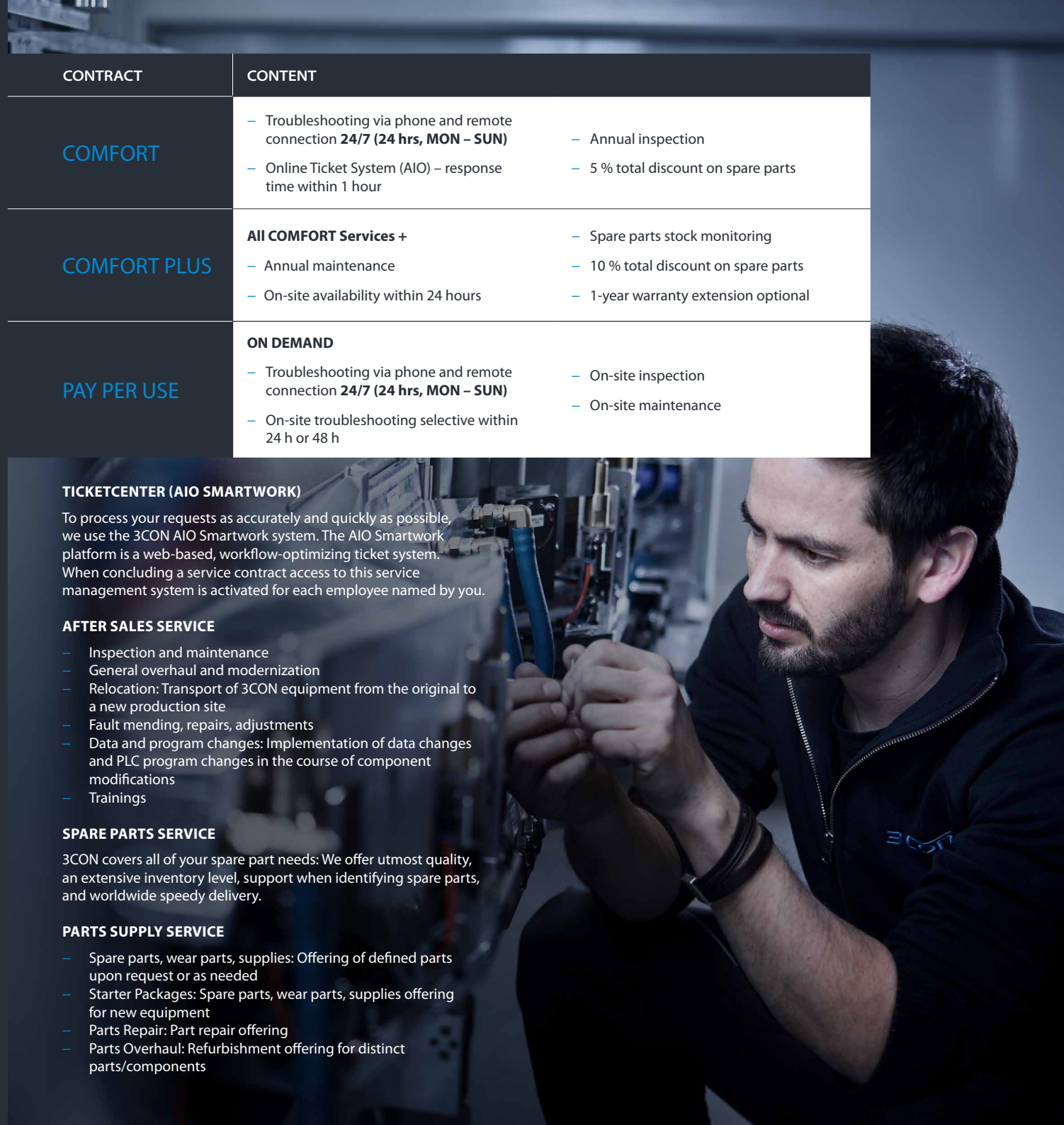
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EN | 2025



**3CON**  
TECHNOLOGIES

# GLOBAL SERVICES



CONTRACT	CONTENT
COMFORT	<ul style="list-style-type: none"> <li>- Troubleshooting via phone and remote connection <b>24/7 (24 hrs, MON – SUN)</b></li> <li>- Online Ticket System (AIO) – response time within 1 hour</li> <li>- Annual inspection</li> <li>- 5 % total discount on spare parts</li> </ul>
COMFORT PLUS	<p><b>All COMFORT Services +</b></p> <ul style="list-style-type: none"> <li>- Annual maintenance</li> <li>- On-site availability within 24 hours</li> <li>- Spare parts stock monitoring</li> <li>- 10 % total discount on spare parts</li> <li>- 1-year warranty extension optional</li> </ul>
PAY PER USE	<p><b>ON DEMAND</b></p> <ul style="list-style-type: none"> <li>- Troubleshooting via phone and remote connection <b>24/7 (24 hrs, MON – SUN)</b></li> <li>- On-site troubleshooting selective within 24 h or 48 h</li> <li>- On-site inspection</li> <li>- On-site maintenance</li> </ul>

Downtimes in production are avoidable. The customized service and maintenance contracts increase the operational availability and service life of your high-quality 3CON products.

## 3CON SERVICE CENTERS

### EUROPE + AFRICA

**E: service-EU@3con.com**  
**T: +43 5373 42 111**

**Business hours (GMT+1)**  
Mon - Thu 7:00 a.m. - 4:00 p.m.  
Fri 7:00 a.m. - 11.45 a.m.

### USA + CANADA

**E: service-USA@3con.com**  
**T: +1 248 859 5440**

**Business hours (GMT-5)**  
Mon - Fri 8:00 a.m. - 5:00 p.m.

### MEXICO

**E: service-MEX@3con.com**  
**T: +52 4272300039**

**Business hours (GMT-6)**  
Mon - Fri 8:00 a.m. - 5:00 p.m.

### CHINA

**E: service-CHN@3con.com**  
**T: +86 28 2761 6100**

**Business hours (GMT+8)**  
Mon - Fri 9:00 a.m. - 5:00 p.m.

### TICKETCENTER (AIO SMARTWORK)

To process your requests as accurately and quickly as possible, we use the 3CON AIO Smartwork system. The AIO Smartwork platform is a web-based, workflow-optimizing ticket system. When concluding a service contract access to this service management system is activated for each employee named by you.

### AFTER SALES SERVICE

- Inspection and maintenance
- General overhaul and modernization
- Relocation: Transport of 3CON equipment from the original to a new production site
- Fault mending, repairs, adjustments
- Data and program changes: Implementation of data changes and PLC program changes in the course of component modifications
- Trainings

### SPARE PARTS SERVICE

3CON covers all of your spare part needs: We offer utmost quality, an extensive inventory level, support when identifying spare parts, and worldwide speedy delivery.

### PARTS SUPPLY SERVICE

- Spare parts, wear parts, supplies: Offering of defined parts upon request or as needed
- Starter Packages: Spare parts, wear parts, supplies offering for new equipment
- Parts Repair: Part repair offering
- Parts Overhaul: Refurbishment offering for distinct parts/components