

A smiling woman with dark hair, wearing a black headset with a microphone, is positioned on the left side of the image. She is wearing a light blue collared shirt. In the background, there is a large piece of industrial machinery with a blue and white color scheme. The machinery has glass doors and a control panel with a screen displaying a glowing lightbulb icon. The overall scene is brightly lit, suggesting a clean, modern industrial or laboratory environment.

**illig**<sup>®</sup>  
SERVICE

A stylized world map is shown in the background of the text, composed of a grid of dots and lines. The map is rendered in a light gray color and is positioned behind the text.

**ILLIG**  
Global Services

**BASIC**

# Service level agreements

## ILLIG Availability

Get technical support for your ILLIG system for its entire lifecycle.

Service level <b>BASIC</b>	Service level <b>BUSINESS</b>	Service level <b>BEST</b>
		Support of production
		Health check
	Machine maintenance	Machine maintenance
	Safety check	Safety check
	Diagnostic report	Diagnostic report
ILLIG NetService	ILLIG NetService	ILLIG NetService
Hotline	Hotline	Hotline



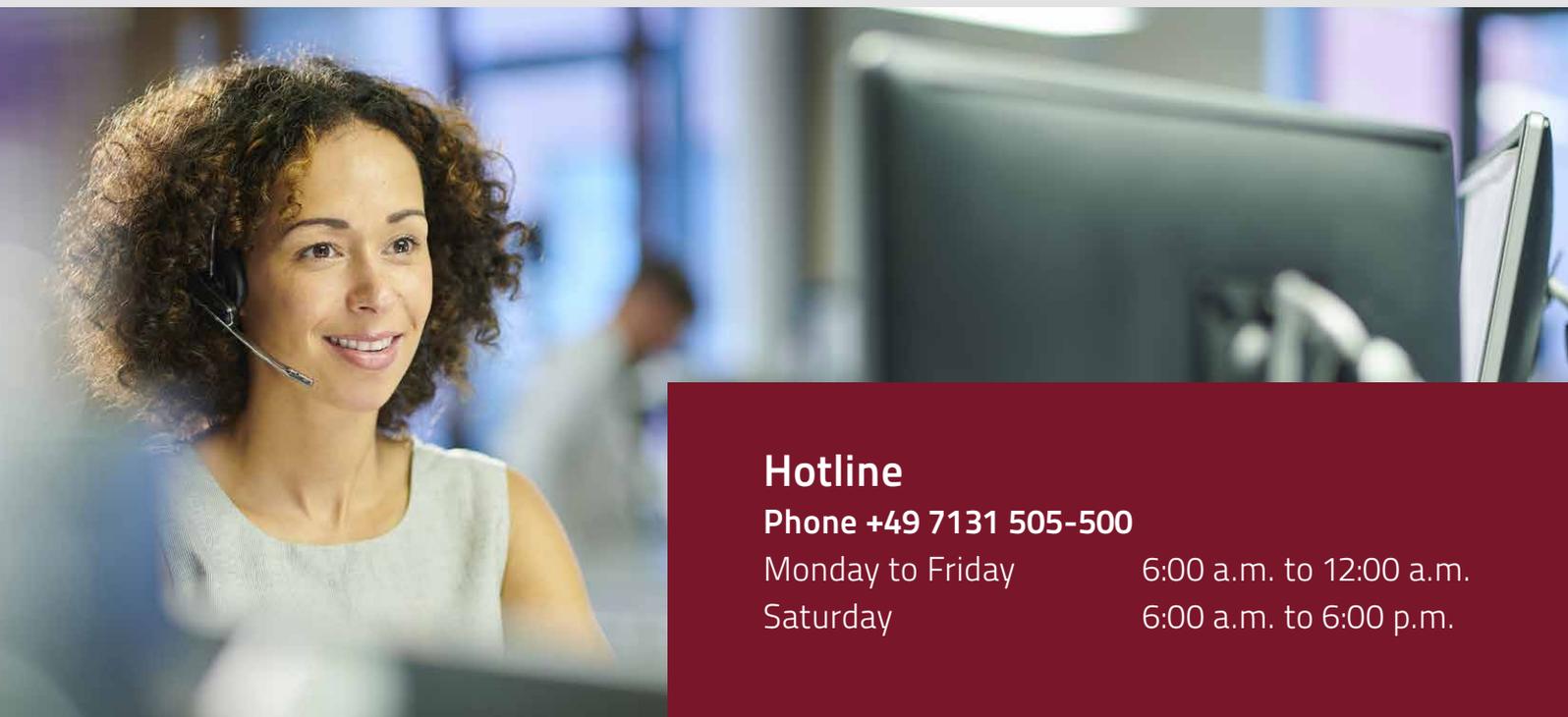
# Technical service

## Hotline

**We're here for you**, whether by phone, data channel or in person. Our team is made up of professionals with **years of experience**. The service hotline is available for you from Monday to Saturday, offering you immediate professional assistance with all your concerns.

### Benefits

- | Quick and competent assistance for urgent problems
- | Immediate identification of a malfunction via remote access to your machine
- | Initiation of problem-specific assistance
- | Management of service deployments
- | Increased machine availability
- | Restoration of normal operating conditions/avoidance of extended downtimes



### Hotline

Phone **+49 7131 505-500**

Monday to Friday

6:00 a.m. to 12:00 a.m.

Saturday

6:00 a.m. to 6:00 p.m.

# Monitoring

Reduce costs and downtimes for troubleshooting problems via remote support. ILLIG remote support increases the availability of your ILLIG system.

## NetService

Detailed diagnostics and rectification of failures via secure wireless remote connection to your machine.

### Benefits

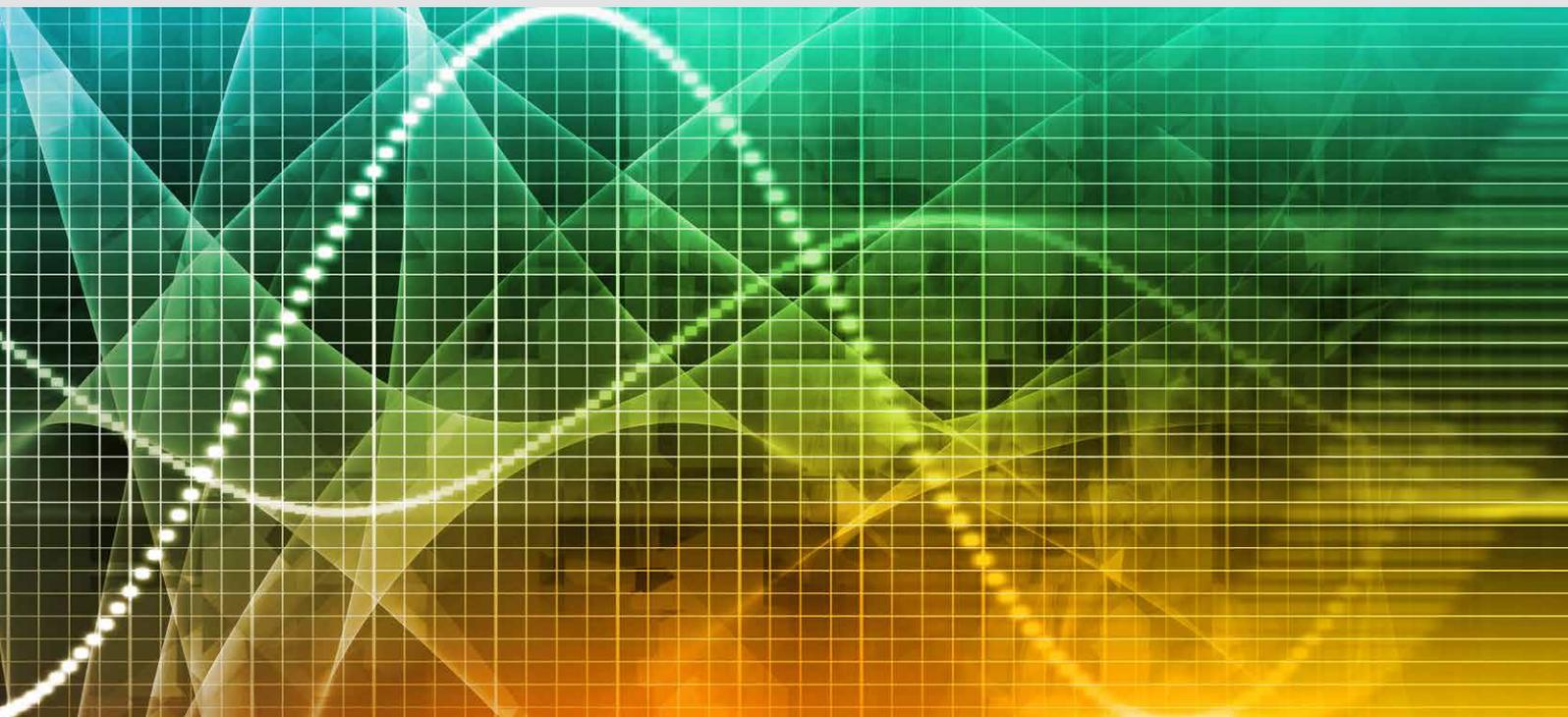
- | Quick remote support avoids cost-intensive service deployments
- | Detailed diagnostic reports prevent downtimes and lower the costs of finding the causes

## Diagnostic report

Analysis and report of all drives in your ILLIG system.

### Benefits

- | Comparison of results with setpoint values
- | Specific performance-enhancing measures can be taken.





## Systems for thermoforming and packaging technology

- | Sheet-processing machines
- | Automatic roll-fed thermoformers for forming/punching tools
- | Automatic roll-fed machines with separate forming and punching
- | Skin and blister packaging machines
- | Form, fill and seal lines
- | Tool Systems

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Tradition Forms Future



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