



BEUMER LIFETIME PARTNER PROGRAM

The BEUMER Lifetime Partner Program establishes a long-term partnership focused on ensuring the best possible operation of your equipment and systems, tailored to your specific requirements. Two options are available to align support with your operational and strategic objectives.

ADVANCED

Gain immediate access to best-in-class support, transparent service processes and measurable performance for your machines.

> Scope of Services:

- Recommended entry package
- Fully remote support model
- 24/7/365 support from BEUMER experts
- Quick dispatch planning in emergency situations
- Live KPI monitoring and full hotline case transparency
- Secure data handling in accordance with ISO 27001
- On-site training included during commissioning

> Commercial Benefits:

- First 12 months free of charge
- Reduced hourly service rates
- Favourable conditions for Parts Packages
- Bundle benefits for services across multiple machines
- No additional fees for short-term service and parts requests
- No additional fee for hotline consultations

ON-SITE SUPPORT

- > Emergency Support

+ Service on demand

DIAGNOSTIC SUPPORT

- > BG Insight Advanced
- > BG Hotline
- > BG Access

+ BG Smart Glasses

LIFECYCLE SUPPORT

- > Training during commissioning

+ Parts Package



PERFORMANCE

Ensure maximum reliability, operational security and long-term value with a comprehensive support package that covers every aspect of your system, individually tailored to your plant and organisation. Performance also provides access to flexible financing options for BEUMER equipment, including Rent-to-Own or Pay-per-Use models depending on your system configuration.

› Comprehensive Support Scope:

- Complete service coverage including on-site maintenance, proactive lifecycle and diagnostics support
- Guaranteed time on site in emergency situations
- Proactive monitoring and hotline support
- Unlimited hotline flat rate
- BEUMER expert advice, including proactive operational recommendations
- Customised training programmes and qualification of new personnel
- Flexible and individual parts solutions, including consignment stock and storage concepts
- Individual configuration to match your operational requirements

› Commercial Benefits:

- One-year warranty extension
- 24/7/365 support from BEUMER experts
- Live KPI monitoring and full hotline case transparency
- Secure data handling in accordance with ISO 27001
- Free BG Hotline contract for the first 12 months
- Free BG Insight (Performance) for the first 12 months
- Reduced hourly service rates
- No additional fees for short-term service and parts requests
- No additional fee for hotline consultations
- Favourable conditions for spare parts packages
- Fleet pricing advantages for additional machines or sites

ON-SITE SUPPORT

- › Maintenance on site
- › Emergency Support

+ Elara (CMMS)

DIAGNOSTIC SUPPORT

- › BG Insight Performance
- › BG Hotline
- › BG Access
- › BG Predict

+ BG Smart Glasses

LIFECYCLE SUPPORT

- › Training & Advice
- › PrimeCare Lifecycle Plan

+ Parts Solutions