

# SERVICE & SUPPORT



## SKAKO original spare parts assistance

We understand the importance of fast and reliable spare parts service. Our extensive inventory of original spare parts, together with our staff of experienced experts, is your guarantee that we can deliver on this promise.

You can conveniently reach SKAKO for spare parts service by phone or mail. Always insist on original SKAKO spare parts for guaranteed quality and performance.

Visit our webshop here: [www.skako.com/webshop](http://www.skako.com/webshop)

Monday-Thursday 07.30-15.30  
Friday 07.30-15.00

Tel.: +45 63 61 61 00  
Hotline: +45 70 26 26 45  
[webshop@skako.com](mailto:webshop@skako.com)  
[sparepart@skako.com](mailto:sparepart@skako.com)



## On-demand technical support

SKAKO customers can always choose to purchase the services and support they need on-demand.

- Plant performance
  - Plant review
  - Plant optimization
- Three-level service contracts
- Onsite service
- Onsite repair
- Calibration
- Own repair workshop
- Software backup and updates
- Telephone and online support

# AFTERSALES

- MORE OPTIONS TAILORED TO YOUR BUSINESS



[www.skako.com](http://www.skako.com)

**SKAKO**  
CONCRETE  
- your concrete partner

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# THREE-LEVEL SERVICE CONTRACTS

As a SKAKO Service and Support Agreement customer, you actually lower the cost of technical support. Ask about our special service and support agreement rates.



## Basic

- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

With 24-hour onsite response to technical problems, SKAKO Basic is anything but basic. With SKAKO Basic you get technical assistance, including diagnosis and resolution of problems, by telephone or online. It also provides support and the latest releases of software for your version of SKAKOMAT software.

SKAKO Basic also gives you priority access to on-demand service support and spare parts.



## Onsite Plus

- Onsite weight calibration
- Onsite electrical service
- Onsite mechanical service
- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

Onsite Plus delivers comprehensive support for your SKAKO concrete plant and equipment. SKAKO experts provide preventative maintenance services that include inspection, calibration and repair of SKAKO mechanical and electrical equipment as well as SKAKOMAT control systems.

The goal of SKAKO Onsite Plus is to save your company time and extend equipment life by providing professional onsite services combined with telephone and online technical assistance.

## Peak Performance

- Plant and equipment optimization
- Consulting and instruction
- Training
- Onsite weight calibration
- Onsite electrical service
- Onsite mechanical service
- Hotline telephone and online technical assistance
- Onsite field support within 24 hours for problems that cannot be resolved remotely
- Software support and maintenance

Under this agreement, SKAKO helps customers improve productivity and lower total costs through its fully integrated value-added services and concrete production competencies, which include:

### PLANT AND EQUIPMENT OPTIMIZATION

SKAKO's technical support team will optimize the performance of equipment and processes, including adjustments of electrical and mechanical equipment for proportioning and mixing to reduce cycle times, as well as tuning PLC scheduling and timing.

### CONSULTING AND INSTRUCTION

SKAKO is recognized in the industry for the specialist skills of our staff. We will work with you to show you how to make continuous improvements to operating equipment such as AQUAMAT, Hydromix or wattmeter to ensure they run at their highest efficiency.

### TRAINING

SKAKO helps bring excellence into your plant by providing operators and other staff with the latest skills and knowledge needed to operate equipment at the highest levels of efficiency and meet increasingly demanding cycle times.

- Improved profitability
- Reduce operation costs

- Increase equipment performance
- Reduce downtime

## OFFICE HOURS

Monday-Thursday: 07:30 - 15:30 CET  
Friday: 07:30 - 15:00 CET  
Tel.: +45 6361 6100 - Fax.: +45 6361 6390  
support@skako.com - sparepart@skako.com

## HOTLINE

Tel.: +45 7026 2645

Monday-Friday  
06:00 - 21:00 CET  
Saturday-Sunday  
06:00 - 16:00 CET