

Our services at a glance

Benefit now!

Choose from three services, tailored to your strategy and your needs. Decide which service brings you the decisive advantage. High productivity, quick on-site repairs, fewer unforeseen equipment failures and lower costs due to downtime. We are here to help you achieve your goals safely.

Offerings

Support



Initial training by phone, telephone support, up to 5 years

On-site guarantee



On-site visits, up to 2 years

Inspection



Labour, on-site visits, annually, up to 5 years (Hitachi Ink Jet up to 8 years)

Upkeep



Small parts, labour, on-site visits, annually, up to 5 years (Hitachi Ink Jet up to 8 years)

Your advantages



Increased productivity of your business



Quick on-site repairs instead of long downtimes



Up to 70 % fewer unforeseen device failures



Up to 40 % lower costs due to downtime

Peyer services

prime

professional

premium

Service conditions

1. The Peyer Service must be completed for each device and with the order (at the latest 30 days after the delivery date according to the delivery note), runs for at least 1 year and is automatically extended (period 3 months) to a maximum duration of 5 years, payments are each year due in advance.
2. OEM and engineering offices, all equipment used outside of Switzerland and Liechtenstein, all consumables, non-original parts, direct or indirect consequences of improper handling, maintenance, repair or overuse as well as all superstructures and all are excluded from all services other subsequent assemblies or changes.
3. The support services are provided during normal office hours, excluding public holidays, the initial training by telephone takes place once after the device has been purchased.
4. Apart from the above list, all normal wear and tear as well as all warranty claims not reported to Peyer immediately after the defect or error has been identified are excluded from the warranty.
5. All necessary deliveries are also included in the guarantee and maintenance services.
6. The guarantee period begins on the delivery date in accordance with the delivery note and is based on 1-shift operation (8 hours for a 5-day week, multiple use shortens the guarantee period proportionally). Services performed do not extend the guarantee period, not even for new components that are replaced.
7. The inspection services include the work and travel for a general check of the device, settings, cleaning and drawing up a possible list of defects.
8. Hitachi Ink Jet: Maintenance also includes spare parts and wearing parts such as filters, but not yourself nozzle hoses located on processing units. Maintenance is limited to 8 years for a 1-shift operation (8 hours for a 5-day week, multiple use shortens the warranty period proportionally) or 16,000 operating hours (whichever comes first). Maintenance requires that wear parts and consumables from Peyer are always used.