



## Service & Support

### SKAKO Concrete 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 Concrete for spare parts service by phone or mail.

Always insist on original SKAKO Concrete spare parts for guaranteed quality and performance.

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

### 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



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

#### OFFICE HOURS

Monday–Thursday: 07:30 – 15:30 CET

Friday: 07:30 – 15:00 CET

Tel.: +45 6361 6100

[sparepart@skako.com](mailto:sparepart@skako.com)

#### HOTLINE

Hotline is available

Monday–Friday: 06.00–19.00 (CET)

Denmark: +45 7026 2645

France: +33 3 2024 4413

[support@skako.com](mailto:support@skako.com)

## Customer Service





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

## Three-level Service contracts

- more options tailored to your business

### Basic

- Hotline telephone and online technical assistance
- Software support and maintenance

With free access to technical assistance, minor program changes, and problem-solving by telephone or online, SKAKO Concrete's Basic is anything but basic. If the problem cannot be resolved remotely, we will provide you with on-site field support as fast as possible.

Besides, SKAKO Concrete's Basic can include the latest software releases for your version of the SKAKOMAT software. You also get priority access to on-demand service, support, and spare parts.

### Onsite+

- Onsite weight calibration
- Onsite electrical service
- Onsite mechanical service
- Hotline telephone and online technical assistance
- Software support and maintenance

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

The goal of SKAKO Concrete's 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
- Software support and maintenance

Under this agreement, SKAKO Concrete 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 Concrete'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 Concrete 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 Concrete's 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.

