



# Customer Service





# Three-level Service contracts

- more options tailored to your business

## With a SKAKO Concrete Service & Support contract, you can:

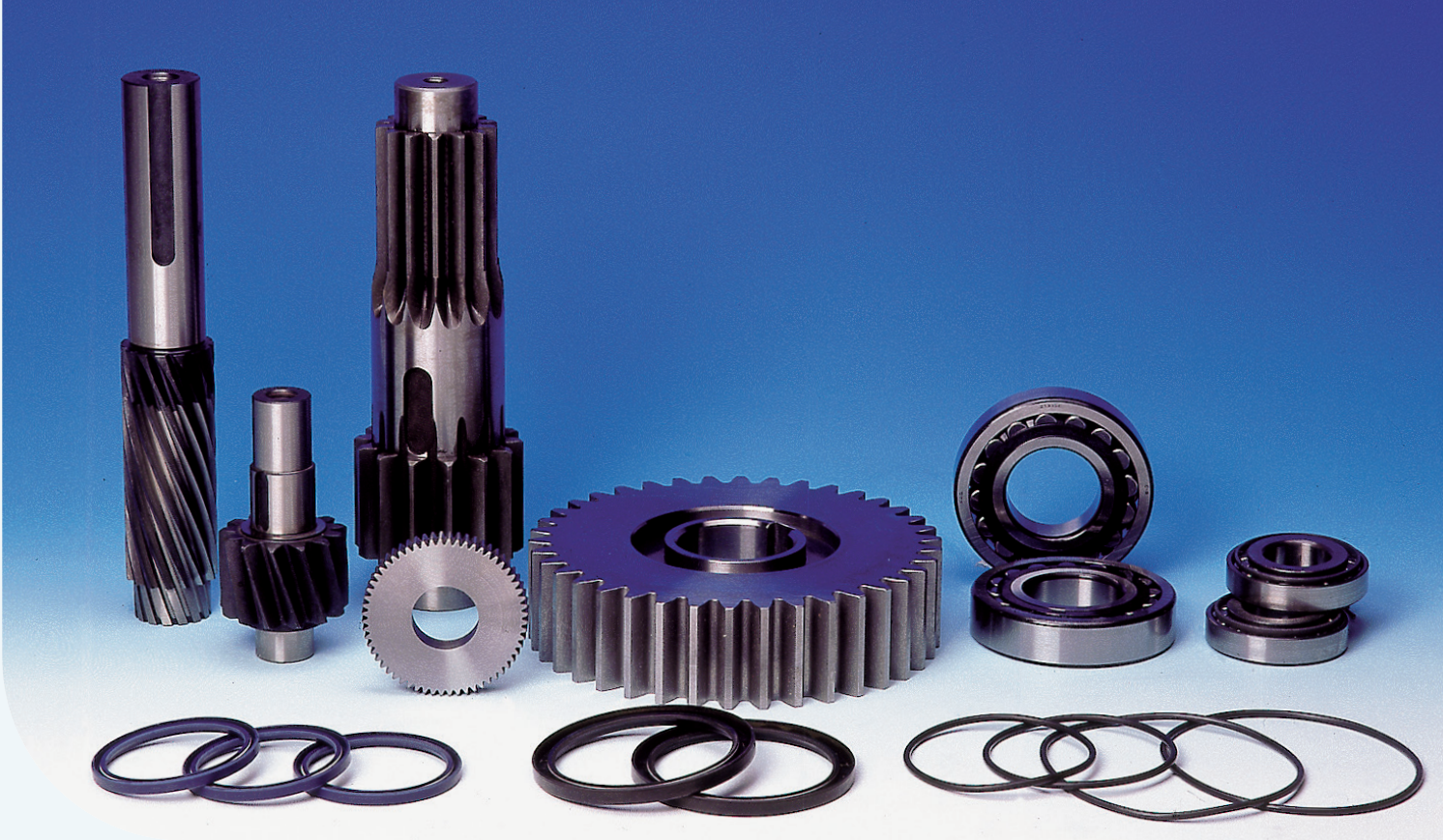
- Improve profitability
- Reduce operation costs
- Increase equipment performance
- Reduce downtime
- Lower the cost of technical support from SKAKO Concrete

## On-demand technical support

If you don't want a service contract, you can always purchase service and support on-demand.

- Plant performance
- Plant review
- Plant optimization
- On-site service
- On-site repair
- Calibration
- Own repair workshop
- Software backup and updates
- Telephone and online support

Service Plan	Basic	Onsite+	Peak performance
Software support and maintenance	✓	✓	✓
Hotline telephone and online technical assistance	✓	✓	✓
On-site mechanical service		✓	✓
On-site electrical service		✓	✓
On-site weight calibration		✓	✓
Training			✓
Consulting and instruction			✓
Plant and equipment optimization			✓



# SKAKO Concrete original spare parts

- Warehousing in Denmark, France, the USA, and the UK

## We understand the importance of fast and reliable spare parts service.

With our extensive inventory of original spare parts and our staff of experienced experts, we guarantee you so.

If you want to be sure of the quality and performance of the spare parts, we recommend that you always insist on using original SKAKO Concrete spare parts.

Visit our spare parts webshop at: [webshop.skakoconcrete.com/en/](http://webshop.skakoconcrete.com/en/)

If you have any questions, you are always welcome to contact our spare parts support team by phone or email.



## What we offer



Installation



Commissioning



Service



Spare Parts



# We keep your plant running

- Service contracts and original spare parts

Customer service is an essential part of our business. Besides taking care of the installation of your SKAKO Concrete equipment or the entire construction of your concrete plant, we can provide you with maintenance, service, support, and original spare parts for many years to come.



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

#### Hotline

Monday–Friday: 06:00 – 19:00 CET

Saturday–Sunday: Closed

Denmark: +45 7026 2645

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