BRUKS Siwertell
BULK HANDLING & WOOD PROCESSING



FOR MORE INFORMATION, PLEASE CONTACT US

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SERVICE AGREEMENTS MAXIMIZE WOOD PROCESSING MACHINERY AVAILABILITY

Bruks Siwertell is committed to long-term customer support. We recognize that our wood processing machines and technology solutions operate within highly demanding industries and installations in the world, from power-generation facilities and sawmills to the recycling of demolition and construction urban wood waste. Regular service and timely maintenance add value through minimizing wood processing equipment downtime, ensuring reliability and ongoing operational success.

One way to alleviate the maintenance burden on wood processing equipment owners is to offer planned services and service agreements. For industrial wood processing machinery, including stationary and mobile machinery models, we have designed scalable maintenance and support programs, which provide operators with tailored levels of service that best meet budget and operational needs.

Fit-for-purpose service support

All stakeholders within the wood processing sector understand the importance of equipment reliability, longevity, and sustained performance, and the cost implications of unplanned downtime. We understand this too, and the balance of maximizing equipment availability and service life, while minimizing maintenance costs.

Depending on service, operational and budgetary requirements, and the overall goals for maintenance work and the business as a whole, we offer fit-for-purpose planned agreement service packages, ranging from service support and inspections to preventive maintenance and beyond.

Our service packages are divided into three categories: support, inspect, and maintain, and include the following features:

Support

- Dedicated service contact and periodic follow-up
- Recommendations for spare and wear parts
- Responsive technical support within business hours
- Exemption from emergency call-out fees
- Competitive discount for spare and wear parts

Inspect

- Dedicated service contact and periodic follow-up
- Service preparation and planning
- Periodic equipment inspections
- Recommendations for spare and wear parts
- Responsive 24/7 technical support
- Exemption from emergency call-out fees

- Competitive discount for spare and wear parts
- Competitive discount for additional services

Maintain

- Dedicated service contact and periodic follow-up
- Preparation and planning
- Periodic equipment inspections
- Spare parts inventory review
- Recommendations for spare and wear parts
- Periodic preventive equipment maintenance
- Responsive 24/7 technical support
- Exemption from emergency call-out fees
- Competitive discount for spare and wear parts
- Competitive discount for additional services

In addition to the packages of support within our planned service agreement programs, we offer a range of optional services, which can further protect your assets and improve equipment reliability, safety and performance.

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