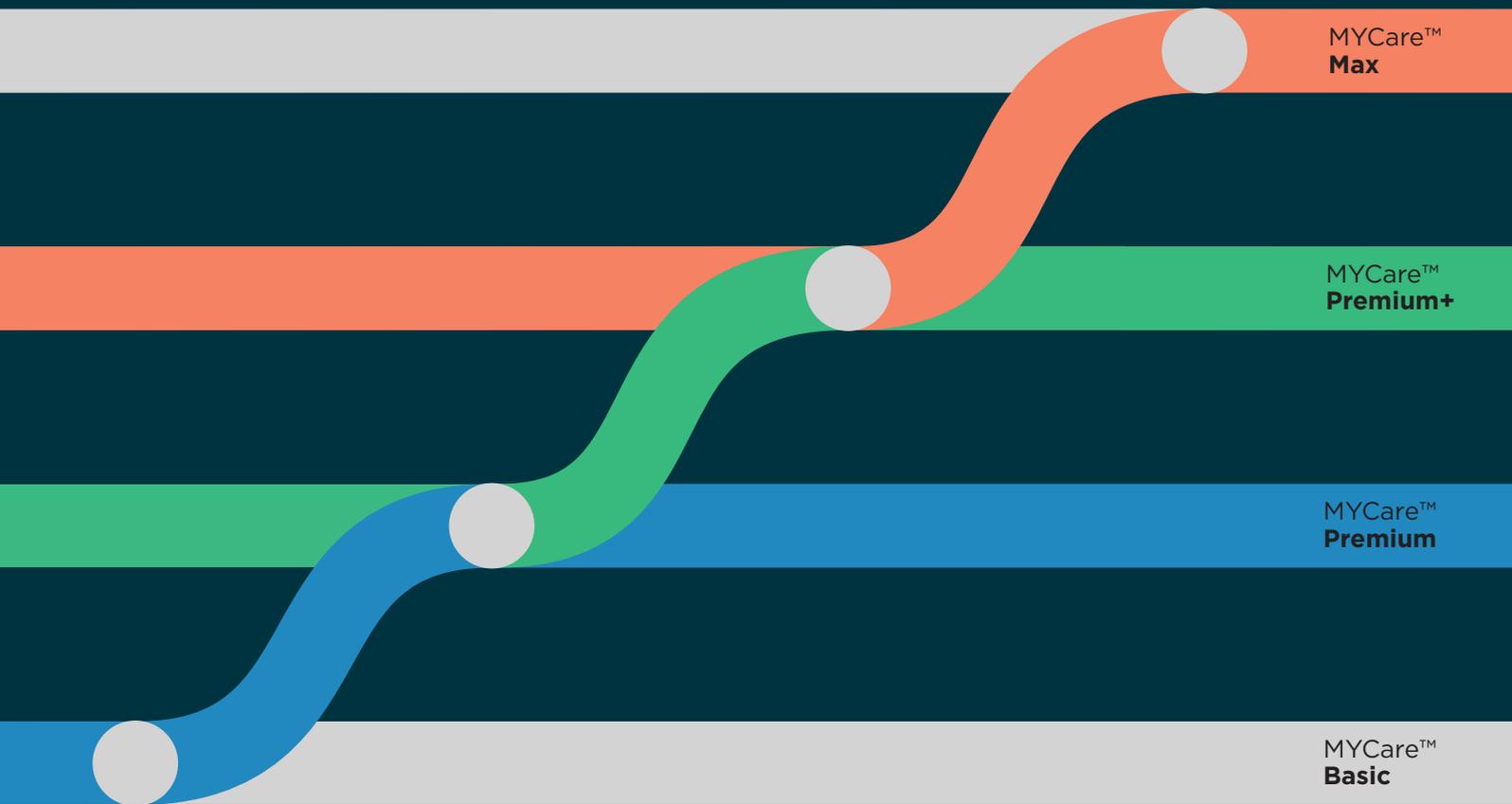


# MYCare™ services **Never slow down**

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Your business is built to produce.  
MYCare keeps you ahead of the curve.



# Zero interruptions? There's a plan for that

A Mycronic machine stands for quality, flexibility and productivity. And MYCare is here to help you make the most of it.

Wherever you operate, MYCare offers a broad global support network of skilled and knowledgeable service personnel to meet your needs. And because we've built the integrated hardware and software, we're well equipped to quickly and efficiently resolve any issues to keep you up and running.

## FULL ACCESS TO ALL SERVICES

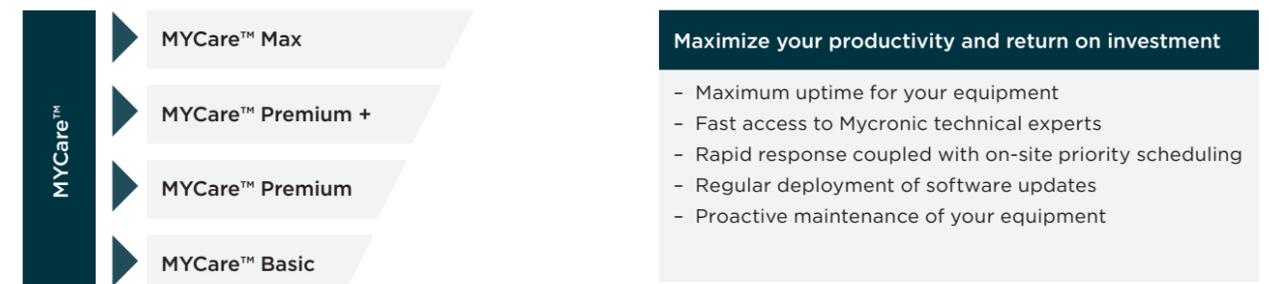
From day one, the full range of MYCare services is available to help keep your Mycronic equipment at peak performance. Whether you need support for scheduled preventive maintenance, repairs or refurbishment, local MYCare service technicians are always at hand. They make it a priority to help you with spare parts, accessories and software upgrades, ensuring every Mycronic machine is performing to specifications.

## PROACTIVE PLANNING FOR BETTER PERFORMANCE

Beyond the full service access available to all Mycronic customers, MYCare makes it possible to achieve even better control of service availability and costs. This unique multilevel service program has been developed to offer the right levels of technical support, preventive maintenance and service to suit your business. With the right MYCare service plan, you can more confidently take on any job, plan your resources and achieve your Return On Investment (ROI) targets without unwelcome surprises.

## FOUR LEVELS OF SUPPORT

With the purchase of a new Mycronic machine, a choice of four different levels of MYCare is available to provide the right levels of preventive maintenance, response time, support, software updates and service coverage that are most suitable for your operation - and your budget. Depending on your manufacturing setup, each level includes the flexibility to add special requests for additional service and support. Just ask us how we can better support your needs.



## MYCARE SERVICE LEVELS<sup>4</sup>

	MYCare Basic	MYCare Premium	MYCare Premium+	MYCare Max
Phone and e-mail support during office hours	✓	✓	✓	✓
Priority response	✓	✓	✓	✓
Access to MYPlace on-line service portal	✓	✓	✓	✓
Discount on spare parts, labor and training		✓	✓	✓
Preventive maintenance at regular intervals, including wear and tear parts		✓	✓	✓
Software updates (minor releases)		✓	✓	✓
Software upgrades (major releases) including new functionality <sup>1</sup>			✓	✓
24/7 phone support <sup>2</sup>			✓	✓
Remote support using TeamViewer™			✓	✓
Training package			✓	✓
Extended warranty <sup>3</sup>				✓

<sup>1</sup> Provided that machine hardware is compatible. Hardware upgrades (if needed) are offered at a discounted price.

Premium+ is only available for customers running the latest SW version.

<sup>2</sup> English language only. Handled by major Mycronic service nodes worldwide.

<sup>3</sup> Includes parts and labor. Travel not included.

<sup>4</sup> Local variations may apply

### **MORE THAN PREVENTIVE MAINTENANCE**

Maximizing the productivity and yield of your machines requires some care and attention. Our certified and highly experienced service engineers follow established protocols and schedules to ensure equipment reliability and uninterrupted production.

MYCare can be much more than just annual maintenance visits. With the right service program, you gain access to specialized support and expertise to identify proactive measures that help maintain peak performance over time. Prior to any visit, your MYCare service professionals will review the notices and feedback from previous visits to ensure the most effective and efficient service possible. And during the visit itself, various options can be added, such as accuracy measurement and extended maintenance with subparts, thereby minimizing the risk of future stoppages.



### **ON-LINE SERVICE PORTAL**

MYCare gives you full access to MYPlace, our on-line service portal. Here, you can browse through the accessories and spare parts catalogue, download user manuals, application guides, release notes, software interface descriptions, data sheets and much more.

### **SOFTWARE UPGRADES**

With MYCare Premium+ and MYCare Max, we always install the latest software that is supported by your machine generation, including the offline software tools used for data preparation, programming, planning and material handling. The benefits of a continually updated software portfolio are massive. Support is faster, and your machines and offline computers always have the latest productivity-enhancing features.

And because the industry and its components are always changing, the Mycron factory software suite continues to evolve. New centering methods, improved inspection algorithms, better performance databases and support for new CAD formats are all included. You can also rest assured that the latest security updates and operating system enhancements are installed to better protect your factory from malware, cyber-attacks and other disruptive external threats.





More than 100 Mycronic maintenance and support technicians worldwide.

#### **SUPPORT**

Even with the best preventive care, issues can arise that require fast, effective resolution. MYCare guarantees a quick response either remotely or with an on-site visit. In turn, our local service engineers are supported by second- and third-line experts to ensure your problem is effectively handled. An e-mail to the support function will generate a case file where all information and communication relevant to the problem is kept until the case is resolved.

#### **MYREMOTE SUPPORT**

MYRemote Support allows our support engineers to remotely access your machines and software stations. Depending on the nature of the issue, a remote session can help our engineers either diagnose the issue faster, solve the problem, or suggest a temporary work-around until a permanent solution is in place. This allows both parties to reduce unnecessary site visits and minimize response times.

Should an on-site visit be necessary, a remote check-up will enable technicians to better understand your situation and arrive at your site better prepared. If, for any reason, live remote connections are not an option, you are still in good hands. All Mycronic machines have built-in diagnostics and troubleshooting tools for easy transfer to any Mycronic service node.

#### **NEVER SLOW DOWN**

Whatever your coverage needs may be, Mycronic is dedicated to maintaining the highest productivity for your machine. Whether it's training, fast remote troubleshooting, preventing process drift or ensuring access to the most powerful software upgrades, there's always a MYCare plan to support your business. Consistently maximizing uptime. Boosting performance. And delivering the right expertise to keep your production running at full speed.

# Bringing tomorrow's electronics to life

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