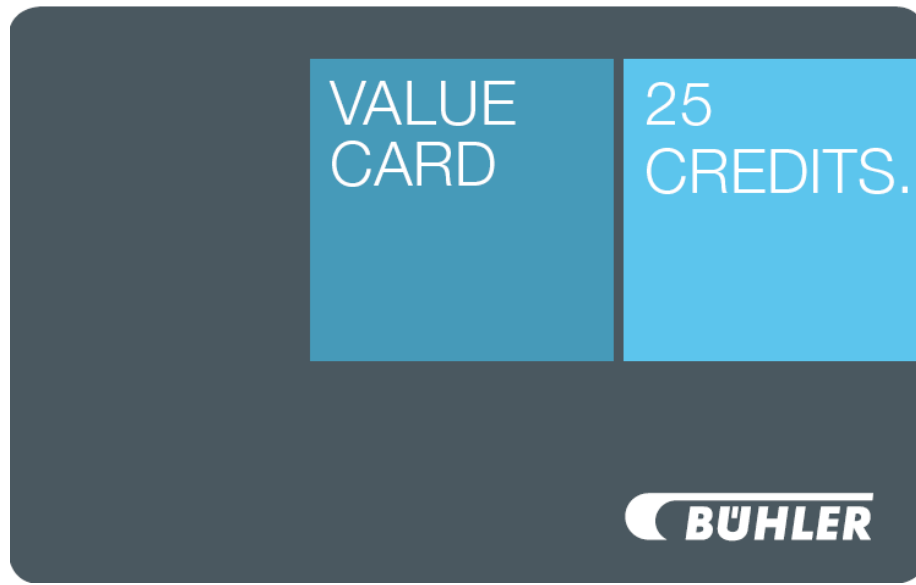


# Value Card.

24/7 support for your  
plant automation.

Grain Milling Automation



## 24/7 support for plant automation increases efficiency and uptime

The Bühler ValueCard offers an easy and practical billing system for individual online automation support. By purchasing a ValueCard you will get 25 credit points.

1 credit equals 1 hour of support during regular working hours (Monday to Friday, 07:30am - 5:30pm MEZ). Outside of these working hours and during public holidays 2 credit points per hour will be charged. As soon as 20 credit points are used up the customer will automatically receive an offer for buying additional 25 credit points.

If the customer reports a problem, Bühler Automation Experts will take immediate action: they access the system online, locate the source of the problem and initiate the necessary measures. Thanks to the quick response time the production downtime is minimized and financial losses are prevented.

With the Bühler ValueCard the support is already paid in advance. Therefore, bureaucratic hassles during invoicing can be avoided. Customers only pay the services they have requested.

Customers can check online at any time what kind of services they have used (personal access data for web page). With this, not only full transparency is provided, but also the possibility to locate recurrent errors by themselves.

### The benefits

- Minimal downtime thanks to 24h support and quick reaction time
- Highly efficient due to invoicing the support service via credit points; no accounting expenditure
- Transparent cost structure

**ValueCard with 25 credit points = CHF 4,975.00**

\*Credit points that were not used expire after 4 years  
Every started support hour will be rounded up to a full hour  
Online support is only possible with an efficient Internet or modem connection

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