



New services in 2009

Gallus is extending its service portfolio for presses to include the new service module Gallus Press Parts and a modular training program.

Gallus Press Parts

At the turn of the year, another service module was added to the existing Gallus service modules Remote Support, Gallus Press Fitness and Gallus Press Warranty. The new service module – Gallus Press Parts – includes on-site storage of selected key service parts at the press location.

Previously, this service was integrated into two service modules in the Premium level. Creating the separate service module Gallus Press Parts makes it possible for customers to order the service separately and ensures that existing service modules can be implemented more efficiently.

Gallus Press Parts is designed to optimize press availability. If one of the on-site service parts malfunctions, the operator can respond without delay and get the press back up and running as quickly as possible.

Gallus presses offer a sustainable investment opportunity thanks to service modules

The service module portfolio allows Gallus to further enhance its basic press package with service offerings that have been specially customized for the relevant machine systems. As a result, the purchase price of a Gallus press now includes the following added services:

- The Gallus RCS 330/430 comes with the service modules Gallus Remote Support Premium, Gallus Press Fitness Plus and Gallus Press Parts Plus for a period of two years.
- The Gallus TCS 250 comes with the service modules Gallus Remote Support Premium and Gallus Press Parts Plus, also for a period of two years.
- The Gallus EM 340/410/510 S comes with the service module Gallus Remote Support Premium for a period of one year.

By bundling service modules with new presses in this way, Gallus is underpinning the long-term investment value of its presses and maximising their availability.

Classic, Plus or Premium levels

As with the other service modules, Gallus Press Parts is also available in Classic, Plus and Premium levels. A press-specific list for equipping the on-site store is provided for each press type for which the module is available.

The table below lists the services included in this service module:

Gallus Press Parts	Classic	Plus	Premium
• On-site storage of controllers in line with the press-specific parts list	✓	✓	
• Extension of the on-site store to include drive components and additional electronic components in line with the press-specific parts list		✓	
• Customer-specific stocking of parts for the on-site store			✓

These three levels can be used to tailor the services to meet specific customer requirements.

Consequences for existing service modules

As mentioned above, on-site storage of service parts was previously integrated into the two service modules Gallus Remote Support Premium and Gallus Press Warranty Premium. Separating this service makes it possible to reorganise the Premium level.

Gallus Press Warranty Premium corresponds precisely with the scope of services guaranteed for the first year after installation.

Gallus Remote Support Premium now allows customers access to the 24 hour hotline. However, the Premium level no longer charges case-based flat-rate costs and hourly rates for calls outside office hours.

Overview of the Gallus service modules

With the introduction of Gallus Press Parts, four Gallus service modules are now available. As illustrated in the graphic below, all products are available in the levels Classic, Plus and Premium.

Premium	✓	✓	✓	✓
Plus	✓	✓	✓	✓
Classic	✓	✓	✓	✓
	Remote Support	Press Warranty	Press Fitness	Press Parts

The table below lists the scope of services for all Gallus service modules.

Gallus Remote Support	Classic	Plus	Premium
• Telephone hotline for production support. Available weekdays from 8 a.m. to 5 p.m.	✓	✓	✓
• Remote access for detailed status reports	✓	✓	✓
• Available 24/7, but case-based flat-rate costs and hourly rates apply outside office hours		✓	
• Free use of the hotline at all times – even outside of office hours			✓

Gallus Press Parts	Classic	Plus	Premium
• On-site storage of controllers in line with the press-specific parts list	✓	✓	
• Extension of the on-site store to include drive components and additional electronic components		✓	
• Customer-specific stocking of parts for the on-site store			✓

Gallus Press Warranty	Classic	Plus	Premium
• Extended warranty, excl. parts subject to wear	✓	✓	✓
• Spare parts detailed in the Fitness Check checklist included	✓	✓	✓
• On-site installation in line with the checklist		✓	✓
• Parts replacement and on-site repairs also for unforeseen incidents			✓

Gallus Press Fitness	Classic	Plus	Premium
• Regular fitness checks in line with checklist (twice a year)	✓	✓	✓
• Recommendations for spare parts and essential maintenance work	✓	✓	✓
• Regular fitness checks in line with checklist, incl. selected maintenance work (twice a year)		✓	✓
• Maximum flexibility thanks to short-notice bookings – one week in advance			✓

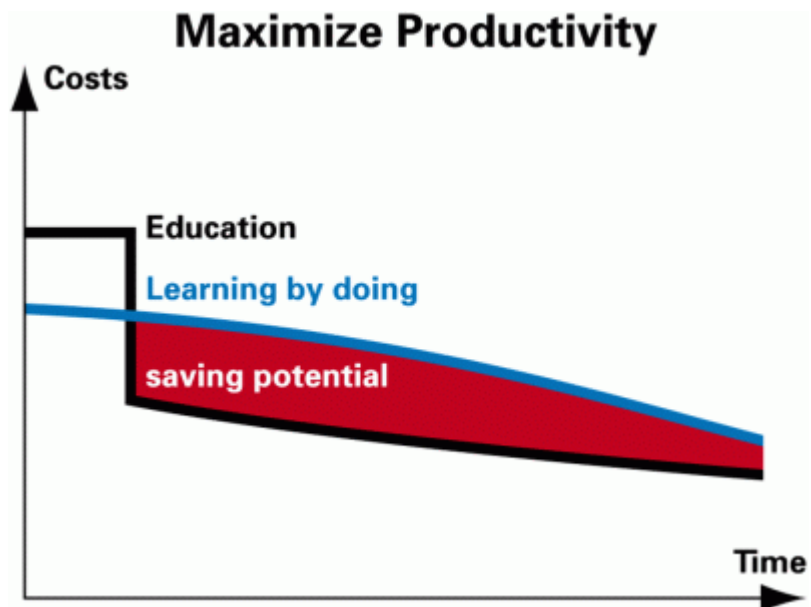
Gallus Educate – modular training programs to complement the service modules

The Gallus service portfolio also includes a range of training modules. Gallus training courses can be divided roughly into two areas – print seminars and press-specific user courses on the one hand and service training courses on the other.

Print seminars and press-specific user courses focus on aspects of the various printing and finishing methods available on Gallus presses. A new module launched in 2009 focuses on combination printing and its press-specific properties.

The service training courses focus primarily on topics that ensure high press availability in production. For example, they highlight the regular maintenance and setting work required to keep presses running to full capacity and provide participants with detailed information on key functions to ensure that in-house service technicians and Gallus technicians can work together efficiently to optimize press availability. 2009 sees the addition of special workshops focusing on the settings for offset printing units in order to supplement the training courses for maintenance work and basic troubleshooting.

The main benefit of the training courses is the speed at which participants are able to acquire new information. This accelerates the learning curve considerably by eliminating the mistakes caused by learning on-the-job, which goes hand-in-hand with a reduction in hidden costs.



For more information on the content and dates of the training modules, see the section "Training schedule 2009". For detailed documents on the individual courses, contact your regional Gallus representative or Ralph Gschwend at the e-mail address given below.

Conclusion

The Gallus Press Parts and Gallus Remote Support service modules combined with the training module for maintenance and basic troubleshooting, for example, perfectly complement the individual services. Recurring jobs are carried out independently and efficiently by well-trained, in-house staff, the Gallus Hotline is on hand with 24/7 support for more difficult cases, and key service parts are available on-site for immediate replacement.

With selected service modules now included in the basic package for Gallus presses, you can rest assured that your investment will yield maximum availability.

We would be delighted to send you a detailed description of our services. Just contact your regional Gallus representative or send an e-mail to the address below.

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