

# Service contracts

Our individual  
service packages

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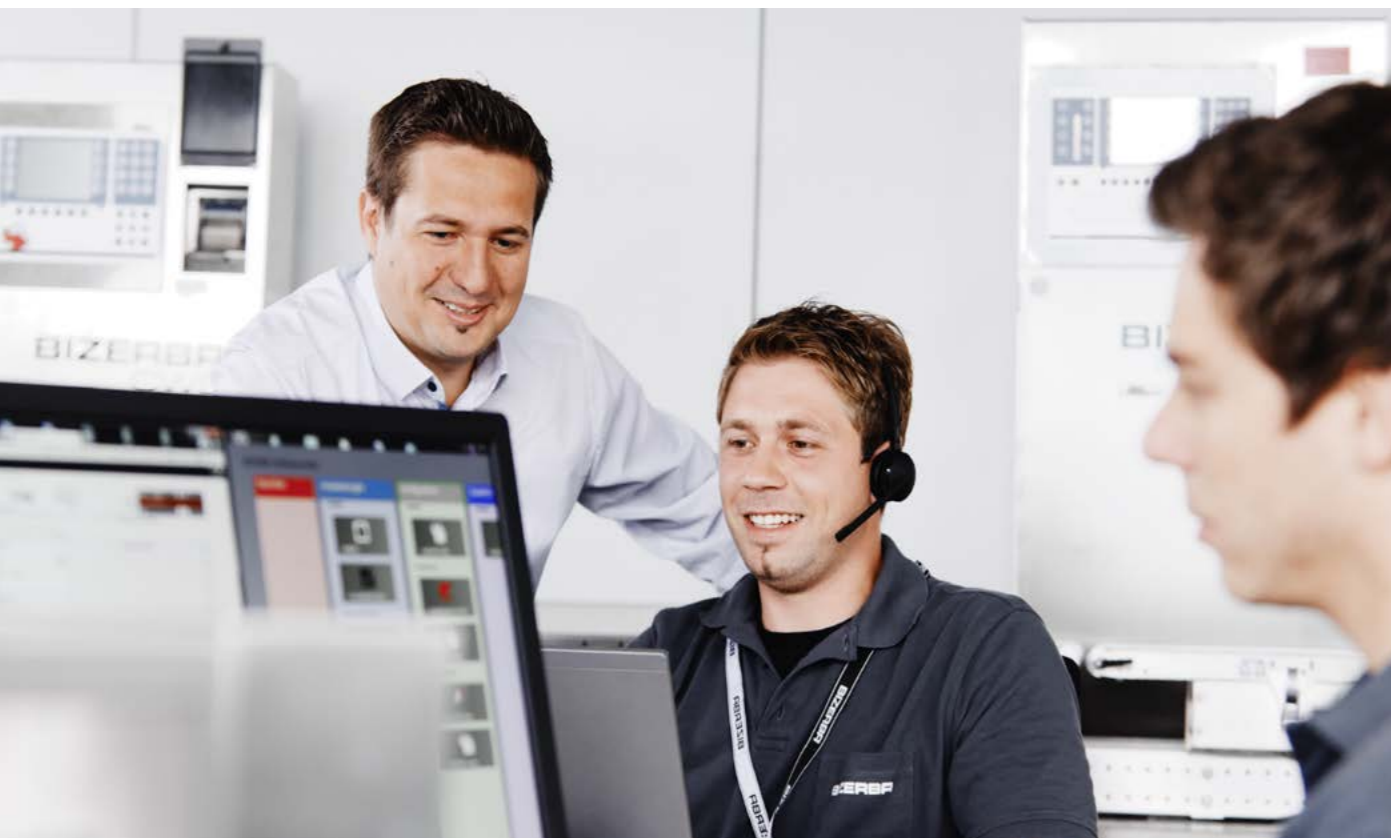
# 04 **Services**

# 16 **MyBizerba**

MyBizerba—As unique  
as your fingerprint

# Tailor-made services at predictable costs

These are only two of several benefits offered in our service contracts. No matter how you create your integrated service package: You are flexible and benefit from smooth-running processes.



## Easy handling

Service contracts are standardized service packages which you can customize by means of options and modules. Combine the product that fits your needs with the service you need. Use our matching solutions for an increase in productivity, quality assurance as well as audit security, data security and cost control. Create room for action and gain more time for your core business.

## Ahead of the competition

With your service contract you are opting for the quality provided by a leading solutions provider. This will put you a decisive step ahead of your competition. With our technical know-how and being close to your industry we create innovations which offer you real benefits. Be it for your operation or production process or ever changing requirements of your customers.

## More freedom


You determine the terms of your service contract, e.g., the service intervals. Contracts can be combined with others or with extra services such as training or financing. Service contracts offer you flexibility to withstand future changes.

## Investment protection

With a service contract you protect your investment right from the start. Our service experts offer you the best support for your machine or system. Our specialists are fully familiar with the legal requirements of your industry. We want to make sure that you are always on the safe side.

## Transparent costs

No matter how you set up your service contract: You only pay for services you actually need. Travel expenses and labor costs are taken into account in the contracts. With our all-inclusive prices you always have full control of your operating costs. This makes costs predictable. The extent of your plan is up to you —you decide with your service contract.

Our service contracts are available to all future-oriented customers. No matter if you choose Bizerba hardware or software or comparable products from other manufacturers. 

# Service contracts

## Overview



### Performance contracts

Increase productivity and performance, make processes more efficient



Checkup contract



Remote support contract



Repair service contract



### Quality contracts

Automatically ensure quality and conformity with regulations



Calibration contract



### Protection contracts

Rely on data and software security



Software maintenance contract



### Cost control contracts

Create complete transparency as a basis for cost optimizations



Full service contract



Life cycle contract



General labeling contract



Produce labeling contract

# Performance contracts



## Checkup contract

Annual technical inspection of equipment and systems

- Inspection based on a detailed, device-specific checklist at regular intervals
- Weight check
- Safety inspection
- Travel expenses
- Testing of electrical safety

### Your benefits

- + Early identification of possible technical problems
- + Optimized availability



## Remote support contract

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Use of our hotline with technical support contacts
- Checking of error messages as well as identification of possible error sources
- Fast remote assistance without on-site assignment
- Support for DIY troubleshooting due to Augmented Services
- Individually agreed response times
- Help for questions concerning application and device functions

### Your benefits

- + Quick response time and fast diagnostics, no lead time and on-site assignment
- + Targeted decision on what measures are to be taken for a possible on-site repair
- + Reduced production downtime resulting in less costs



## Repair service contract

Fast repair with/without on-site assignment

### Repair work

- Repair of defective devices
- Stand-by service during Bizerba business hours
- Original Bizerba spare parts included (except wear and tear parts)

### Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Use of our hotline with technical support contacts
- Checking of error messages as well as identification of possible error sources
- Fast remote assistance without on-site assignment
- Support for DIY troubleshooting due to Augmented Services
- Individually agreed response times
- Help for questions concerning application and device functions

### Your benefits

- + Fast diagnostics and on-site assignment, no lead time
- + Fast response time
- + Fast decision on what measures are to be taken during possible on-site repair
- + Warranty claim for equipment and systems when using original Bizerba spare parts
- + Reduced production downtime resulting in less costs

# Quality contracts



## Calibration contract

Individual calibration management and calibration by certified experts

### Calibration management

- Consulting and support
- Registration of all scales for inspection equipment monitoring, also for 3rd party devices
- Planning and monitoring of calibration appointments
- Information and communication of date when calibration is due
- Coordination and definition of date when calibration procedure is performed

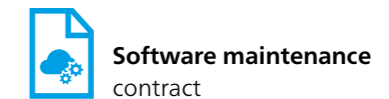
### Calibration

- Functional test of the scale
- Calibration of the scale
- Identification of the scale after calibration
- Documentation and test protocols
- Calibration in case of metrological deviation (Bizerba scales only)
- Initiating of repair management

### Your benefits

- + Efficient processes
- + Reliable handling of all legal requirements
- + Always correct weighing values prevent expensive economic consequences resulting from overfilling or underfilling, for example
- + Immediate recognition of technical measurement errors

# Protection contracts



## Software maintenance contract

On-going remote support and updating of equipment and system software

### Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Use of our hotline with technical support contacts
- Checking of error messages as well as identification of possible error sources
- Fast remote assistance without on-site assignment
- Support for DIY troubleshooting due to Augmented Services
- Individually agreed response times
- Help for questions concerning application and device functions

### Software maintenance

- Transfer of updated versions for licensed software modules

### Your benefits

- + Fast diagnostics, no lead time and on-site assignment
- + Fast response time
- + Efficient update processes: Security gaps are minimized

# Cost control contracts



## Full service contract

Maximum service for equipment or systems

### Checkup

Annual technical inspection of equipment and systems

- Inspection based on a detailed, device-specific checklist at regular intervals
- Weight check
- Safety inspection
- Travel expenses
- Testing of electrical safety

### Remote support

Fast support in case of malfunctions (hardware/software) without on-site assignment

- Use of our hotline with technical support contacts
- Checking of error messages as well as identification of possible error sources
- Fast remote assistance without on-site assignment
- Support for DIY troubleshooting due to Augmented Services
- Individually agreed response times
- Help for questions concerning application and device functions

### Repair service

Fast repair with/without on-site assignment

- Repair of defective devices
- Stand-by service during Bizerba business hours
- Original Bizerba spare parts included (except wear and tear parts)

## Asset Management

Regular survey of devices at customer site, e.g. for inventory purposes

### Your benefits

- + Optimal planning reliability and cost certainty
- + Maximum process optimization
- + Reduced production downtime resulting in less costs
- + All-round investment protection



## Life cycle contract

Integrated services, applicable to any Bizerba technology: Use of Bizerba hardware and software + service

### Payment method

Monthly, quarterly or yearly all-round carefree rental

### Service

- Delivery and installation of new equipment
- Integration in your existing process landscape
- Repair service
- Preventative maintenance at individual cycles
- Replacement of wear and tear parts due to preventative maintenance
- Replacement of recommended spare parts due to preventative maintenance
- Uninstalling of devices after expiration of the contract term

### Your benefits

- + Transparent life cycle costs (LCC) which can be planned
- + Increased overall equipment effectiveness (OEE) through efficient processes



## General labeling contract

Integrated services with focus on labeling technology: freely selectable use of Bizerba hardware and software + labels + services

### Payment method

Pay per use: You pay for your own label volume which is flexible and is adjusted on a monthly basis (+/- 20 percent). High flexibility due to optional annual contract termination

### Service

- Use of an individually selectable labeling system
- Individually defined label volume
- Selection from a broad, high-quality label portfolio
- One preventative maintenance date per year
- Service within the framework of the agreed response time
- Remote support for fast service

### Your benefits

- + Flexible label volume adjustable to seasonal fluctuations
- + Paying for actually rendered services



## Produce labeling contract

Integrated services with focus on labeling technology, special offer for the produce industry: Use of Bizerba label dispenser LDI 20 + software + labels + services

### Payment method

Pay per use: You pay for an individual label volume which flexibly adapts every month (+/- 20 percent)














### Service

- Use of a labeling system which is perfectly suitable for fresh products
- Individually defined label volume
- Selection from a broad, high-quality label portfolio
- One preventative maintenance date per year (after season check)
- Service within the framework of the agreed response time
- Remote support for fast service

### Your benefits

- + Flexible label volume adjustable to seasonal fluctuations
- + Paying for actually rendered services

# Individual service packages

	 Checkup contract	 Remote support contract	 Repair service contract	 Calibration contract	 Software maintenance contract*	 Full service contract	 Life cycle contract	 General labeling contract*	 Produce labeling contract*
 Performance contracts	✓	✓	✓		(✓)	(✓)	(✓)	(✓)	(✓)
 Quality contracts	(✓)			✓		(✓)	(✓)	(✓)	(✓)
 Protection contracts					✓	(✓)	(✓)		
 Cost control contracts	(✓)	(✓)	(✓)			✓	✓	✓	✓
<b>Further included contracts</b>			• Remote support contract		• Remote support contract	• Remote support contract • Software maintenance contract • Checkup contract • Repair service contract	• Full service contract	• Remote support contract • Checkup contract	• Remote support contract • Checkup contract
<b>Services</b>	• Annual check-up	• Remote support: via phone, AR app, remote access or device monitoring & management	• Repairs • Remote support	• Calibration and functional check of the scale • Calibration management	• Software maintenance • Remote support	• Annual check-up • Repairs • Software maintenance • Remote support • Asset management	• Delivery and installation of new equipment • Annual check-up • Repairs • Software maintenance • Remote support • Asset management • Uninstalling of devices	• Variable contract design consisting of labels, labeling system and service • Preventative maintenance • Remote support	• Variable contract design consisting of labels, labeling system and service, especially for the fruit and vegetable industry • Preventative maintenance • Remote support

✓ Main added value    (✓) Further added value    \*Only available for certain devices.

# Good service is easy, fast and reliable

A contact person who quickly takes care of everything in order for your processes to run smoothly. This is possible with our service quality. So you can concentrate on what's important—your customers.

## Services for each phase

With our service know-how we offer you the right support for your machine or system. From process consulting, installation and maintenance up to stand-by service. Once we know your needs, we find the right service level for you. Defined processes which help you in terms of effort and responsibility.

## Efficient processes

Efficient and fast processes are important to us. We are personally available to you via our service hotline. Your qualified contact person makes sure that one of our local service employees will help you quickly and straightforwardly. Networked processes by means of which we optimize the availability of your operating or production processes. If, for example, our service technician discovers a defect during a device checkup, we can immediately initiate everything for a required repair.

## Qualified service staff

Our service employees are specialists. They are professionally trained at all levels: They know the needs of your industry, reliably meet legal requirements and respect your individual operating conditions. Professionalism which you can also notice, e.g., on the fact that our service staff reliably meets current hygiene and safety standards in your company or production as a matter of course.

## Fast spare parts logistics

We permanently keep more than 20,000 original Bizerba spare parts in stock. With our over-night logistics our service technician always carries the right spare part in his service van and is with that directly on his way to you. Only a few, special spare parts are available on the next day. Bizerba spare parts are of high quality and tested. Quality which increases the life cycle and functioning of your equipment and systems.





Our unique service network consists of more than 1,400 service employees in 80 countries who are at your service. They actively contribute to the protection of your hardware and software, production facility and staff.



# Open service know-how for everyone

Even customers who do not or only partially use Bizerba hardware and software decide for our know-how. Across all industries and company sizes. It makes us proud that we satisfied you with our service and have gained your trust.

## Here are some examples of our 3rd-party service

Business area	Service	Your benefits
 <b>Retail</b> <b>Customer:</b> Local trade company	Repair service for Bizerba and 3rd-party slicers in all fresh food and preparation areas of the local stores	Integrated, efficient process flow by means of a single service provider: Bizerba. Reliable customer service via a central service manager. Quick service assignment due to nationwide Bizerba service network
 <b>Restaurants</b> <b>Customer:</b> International system caterer	Preventative maintenance + hardware and software installation + software updates of networked equipment and IT infrastructure: Servers, cash registers, kiosk systems, tablets and peripheral equipment	Fast response and decisions concerning new requirements via mid-size Bizerba structure. Fast service assignment due to nationwide service network. Long-term, reliable support via established project manager and central contact person
 <b>Chemicals</b> <b>Customer:</b> International chemical company	Calibration and verification service for Bizerba and 3rd-party scales + training of the company's technicians for simple maintenance work on Bizerba industrial scales and checkweighers + provision of spare parts + complex repair work also on components which are subject to legal control + preventative maintenance	Positive OEE and LCC via optimized process flows, e.g. fast response by trained, internal staff. Reliable support through regional service management, Bizerba technicians and specialists
 <b>Trades and crafts</b> <b>Customer:</b> Regional butchery with a store network in several cities	Preventative maintenance + repair service for all Bizerba and 3rd-party scales and slicers used	Less internal processes, e.g. checking of single invoices. Fast response times. Predictable service costs



# MyBizerba

## As unique as your fingerprint

Your company is unique. So should be your next investment. Create a solution with MyBizerba, which lets you get ahead. Combine hardware, software, labels, services and financing. Individual and matching your industry. Discover your opportunities.

### Hardware

Choose exactly the solution that you need from an unusually broad variety of series and options. Ranging from analog or network-capable and stand-alone models up to the digital production line. Ergonomic design, high quality processing and international standards included.

#### Your selection

- Retail scales
- Checkout systems
- Slicers
- Meat processing
- Industrial scales
- Dynamic checkweighers
- Weigh price labeling systems
- Logistics systems
- Filling systems
- Care products

### Labels

Benefit from our pool of experience, which is reflected in countless possible combinations. Our custom-fit label solutions have something in common: They are impressive due to best properties. We are happy to advise you for your individual solution.

#### Your selection

- Thermal labels
- Special labels
- Decorative labels
- Label management



### Software

Bizerba Software simply makes your processes better. Benefit from an open and modular architecture, which grows with your demands. Create your intelligent tool by means of which you centrally control processes, manage and analyze them. The ideal basis to optimize your processes.

#### Your selection

- Industrial software
- Retail software

### Services

We keep an eye on everything for you. This makes us a solutions provider who supplies you with products and services from a single source. Our service specialists make sure worldwide that everything runs smoothly right from the start. Up to 24/7, fast, efficient and at predictable costs.

#### Your selection

- Consulting
- Installation
- Maintenance
- Stand-by
- Remote support
- User helpdesk
- Contracts

### Financing

Unfold your potential. We create suitable financing models with you so you can stay competitive. With an independent and open view for your industry, your individual needs and sufficient freedom which will allow you flexibility for the long term.

#### Your selection

- Leasing
- Rent
- Hire purchase

# 1 company, 1,000 opportunities

1866

## More than 150 years of experience

For 5 generations, our family-owned company has been closely connected with the world of weighing. Highest quality, innovative solutions and a full-service offering. This is Bizerba—and has been since 1866.

## In 120 countries worldwide

Bizerba is great in almost all Countries of the world with their own subsidiary company represented. Are sales and service partners in many other countries for ours Active customers. Overall are we in over 120 countries worldwide present.



»I am convinced that sustainability is the key to our customers' success. Exactly from this vision arose MyBizerba—a modular solutions portfolio consisting of hardware, software and digital services.«

Andreas W. Kraut, CEO and shareholder,  
Bizerba SE & Co. KG

80  
million m<sup>2</sup>

of labels are manufactured every year at our international locations.

4,300

4,300 employees One family. 150 years of experience. One common aspiration: To be open. For our customers, their passion and their goals. Here in Germany or worldwide. Welcome to the Open World of Bizerba

100%

## family-owned business

For 5 generations the family Kraut has been leading Bizerba into the future. With our innovations, today we are much more than an international market leader. We are your partner you can rely on.

## Over 600 different products & solutions

Bizerba sets standards within the industry and retail sector. We offer solutions for weighing, cashing, labeling, monitoring and checking as well as for food processing, order picking and controlling of distribution and sales on an international level.

> 600

## Ready for 4.0

With our Smart Solutions we actively help design today Retail 4.0 and Industry 4.0. Thereby we support our customers in mastering the challenges of digitalization. We offer efficient cloud solutions, innovative services and business models.



24/7

To make sure that everything runs smoothly we are at your service up to 24/7. We are personally available to you via our service hotline. Your qualified contact person makes sure that one of our local service employees will help you quickly and straightforwardly.



[bizerba.com](http://bizerba.com)

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