



## Professional service and support

By opting for a wood combustion system you are choosing a high quality product.

From engineering and concept development through to the commissioning of your wood combustion system, you benefit from the knowledge and experience our experts have gained over the years.

Viessmann is available to its customers throughout the service life of the plant. Our in-house project management and service staff receive regular ongoing professional training, with particular emphasis given to problem solving.

### Our service

- Tailored maintenance contracts
- Experienced employees with relevant expertise
- Remote maintenance in the event of a fault
- Professional spare parts management

### Professional support

Viessmann's project management ensures smooth coordination between all companies involved in the construction process. Our installers and service engineers guarantee rapid installation and professional commissioning, and will hand over the system to you in fully documented, approved and fault-free condition. Carefully scheduled and executed maintenance is the key to long term plant operation under optimum conditions and minimises downtime and repair costs.

### Bespoke maintenance

The benefits of a Viessmann maintenance contract:

- Operational reliability is maintained
- System availability is increased
- Quick response time via remote maintenance/troubleshooting

## Basic service package

Take advantage of these benefits	Services at a glance
<ul style="list-style-type: none"> <li>■ Regular review of all important system data</li> <li>■ Early detection of faults/wear and tear</li> <li>■ Extended system service life with improved efficiency</li> <li>■ Maintenance outside of the heating season – therefore fewer unscheduled interruptions in operation</li> <li>■ Lower repair costs and cost benefit due to short journey times</li> <li>■ Extended bearing and drive service life thanks to professional lubrication</li> <li>■ Better planning of future investments thanks to Viessmann status analysis</li> <li>■ Preferential telephone and field service support</li> <li>■ Remote diagnosis and optimisation included (subject to availability of visualisation with remote access)</li> <li>■ Price benefit thanks to fixed 5 percent discount on spare and wearing parts</li> </ul>	<ul style="list-style-type: none"> <li>■ Free telephone support all year round during our business hours</li> <li>■ Regular inspection and maintenance outside of the heating season (March to August)</li> <li>■ Courtesy call from our MRP controllers prior to inspection and maintenance</li> <li>■ System inspection and maintenance based on an individual inspection and maintenance checklist</li> <li>■ Cleaning and inspection of sensors</li> <li>■ Cleaning and lubrication of moving parts</li> <li>■ Checks on process technology</li> <li>■ Inspection of safety equipment</li> <li>■ Checks on wearing parts</li> <li>■ Checks on and discussions regarding the parameter settings in the system controller</li> <li>■ Small parts/consumables included</li> <li>■ Cleaning agents and lubricants included</li> <li>■ Equipment and tools included</li> <li>■ Travel expenses and labour time included</li> <li>■ Feedback on the condition of the system and suggestions for optimisation</li> <li>■ Test report based on the maintenance checklist</li> <li>■ Contract can commence at any time (regardless of hours run and year of manufacture)</li> </ul>

The "General service and maintenance conditions" apply.

## Premium service package

Take advantage of these benefits	Services at a glance
<ul style="list-style-type: none"> <li>■ Regular review of all important system data</li> <li>■ Early detection of faults/wear and tear</li> <li>■ Extended system service life with improved efficiency</li> <li>■ Maintenance outside of the heating season – therefore fewer unscheduled interruptions in operation</li> <li>■ Lower repair costs and cost benefit due to short journey times</li> <li>■ Extended bearing and drive service life thanks to professional lubrication</li> <li>■ Better planning of future investments thanks to Viessmann status analysis</li> <li>■ VIP telephone and field service support</li> <li>■ Remote diagnosis and optimisation included (subject to availability of visualisation with remote access)</li> <li>■ Price benefit thanks to fixed 10 percent discount on spare and wearing parts</li> </ul>	<ul style="list-style-type: none"> <li>■ Free telephone support from our specialists from 07:30 to 22:00, 365 days a year</li> <li>■ Regular inspection and maintenance outside of the heating season (March to August)</li> <li>■ Courtesy call from our MRP controllers prior to inspection and maintenance</li> <li>■ System inspection and maintenance based on an individual inspection and maintenance checklist</li> <li>■ Cleaning and inspection of sensors</li> <li>■ Cleaning and lubrication of moving parts</li> <li>■ Checks on process technology</li> <li>■ Inspection of safety equipment</li> <li>■ Checks on wearing parts</li> <li>■ Checks on and discussions regarding the parameter settings in the system controller</li> <li>■ Small parts and consumables included</li> <li>■ Cleaning agents and lubricants included</li> <li>■ Equipment and tools included</li> <li>■ Travel expenses and labour time included</li> <li>■ Feedback on the condition of the system and suggestions for optimisation</li> <li>■ Test report based on the maintenance checklist</li> <li>■ Contract can commence at any time (regardless of hours run and year of manufacture)</li> </ul>

### Note

#### Telephone support

Tel.: +43 (0)5574 74301-130  
Tel.: +49 (0)6452 70-3607

#### Business hours

Mon – Thurs: 07:30 to 12:00,  
13:00 to 17:00  
Fri: 07:30 to 12:00  
servicehfa@viessmann.com

#### Emergency technical support

Tel.: +43 (0)5574 74301-130  
Mon – Thurs: 17:00 to 22:00  
Fri: 13:00 to 22:00  
Weekends & public holidays:  
07:30 to 22:00

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