



# Service Contracts





## Condition Care

For machines with little or no structured maintenance

### Designed for:

- Machines that have not received proper service and maintenance
- Bringing machines closer to their original performance

### Benefits:

- Clear picture of the current status of the machine
- Baseline care to avoid sudden failures
- Foundation for long-term service strategy
- Simplifies administration by reducing the number of purchases

### Orders and invoices:

- One contract only
- Regular scheduled invoicing
- Secured availability of spare parts and service personnel thanks to integrated planning (subject to local practice)

### Included services:

- Machine audit
- Wear parts replacement
- Software backups

### Digital services:

- None

## Why choose Condition Care?

This contract ensures audits, wear parts, and software backups are no longer isolated interventions. They are integrated into a structured path that stabilizes your machine and prevents unexpected failures. Instead of reacting to problems, you gain predictability and lower overall cost of care.

# Essential Care

**For customers who already perform some maintenance and want to strengthen it**

## Designed for:

- Machines running reasonably well with your own maintenance
- Those seeking more structured service to increase stability and efficiency

## Benefits:

- Solidifies the maintenance program
- Likely to increase efficiency and machine uptime
- Builds operator competence
- Simplifies administration by reducing the number of purchases

## Orders and invoices:

- One contract only
- Regular scheduled invoicing
- Secured availability of spare parts and service personnel thanks to integrated planning (subject to local practice)

## Included services:

All services from Condition Care, plus:

- Remote technical support
- Critical spare parts coverage
- Informal training
- Formal training
- Scheduled service maintenance
- Preventive maintenance

## Digital services:

- Basic HMI (software backups with smart interface)
- Optional: remote assistance (augmented reality / smart tools)

## Why choose Essential Care?

Each of the included services—remote support, critical spares, training, and preventive maintenance—delivers value on its own. As a contract, they reinforce each other: training makes preventive maintenance more effective, remote support reduces downtime, and spare parts coverage ensures quick recovery. Together they secure efficiency and stability at a lower combined cost.





## Superior Care

**For customers aiming to boost efficiency and minimize downtime**

### Designed for:

- Customers who already manage basic maintenance
- Those who want to reduce downtime and increase performance

### Benefits:

- Peace of mind through structured, proactive care
- Reduced machine interruptions
- Access to expert support when needed.
- Simplifies administration by reducing the number of purchases

### Orders and invoices:

- One contract only
- Regular scheduled invoicing
- Secured availability of spare parts and service personnel thanks to integrated planning (subject to local practice)

### Included services:

All services from Essential Care, plus:

- Corrective maintenance
- Nominated service coordinator
- Documentation updates
- Preventive maintenance kits
- Bank of service hours / visits

### Digital services:

All previous digital services, plus:

- Webshop Integration (spare parts ordering portal)
- Remote FAT / onboarding portal
- Optional: digital documentation & guided procedures
- Optional: condition monitoring via IoT

## Why choose Superior Care?

Superior Care as a service contract integrates corrective maintenance, documentation updates, preventative maintenance kits and banked service hours into one proactive framework. Off-the-shelf services are reactive and fragmented; the contract creates synergy: reduced downtime, predictable budgets, and reliable expert support when needed.

# Optimal Care

## Full-service contract for maximum uptime and performance

### Designed for:

- Customers who want to minimize labor and fully outsource service activities
- A focus on uptime, output, and lowest cost of ownership

### Benefits:

- Maximum machine availability
- Reduced unplanned downtime
- Predictable service and cost structure
- Partnership approach with continuous improvement
- Simplifies administration by reducing the number of purchases

### Orders and invoices:

- One contract only
- Regular scheduled invoicing
- Secured availability of spare parts and service personnel thanks to integrated planning (subject to local practice)

### Included services:

All services from Superior Care, plus:

- Consignment stock
- Embedded technician
- Safety stock
- Unplanned break-fix technical support
- Machine monitoring (with digital components installed)

### Digital services:

All previous digital services, plus:

- Digital documentation & guided procedures
- Condition monitoring via IoT

## Why choose Optimal Care?

Optimal Care is a performance partnership. Technicians, safety stock, monitoring and break-fix support are far more powerful when integrated into one contract. Instead of paying more for occasional interventions, you gain maximum uptime, output, and predictable costs through a seamlessly managed program that keeps your machine running at its best.



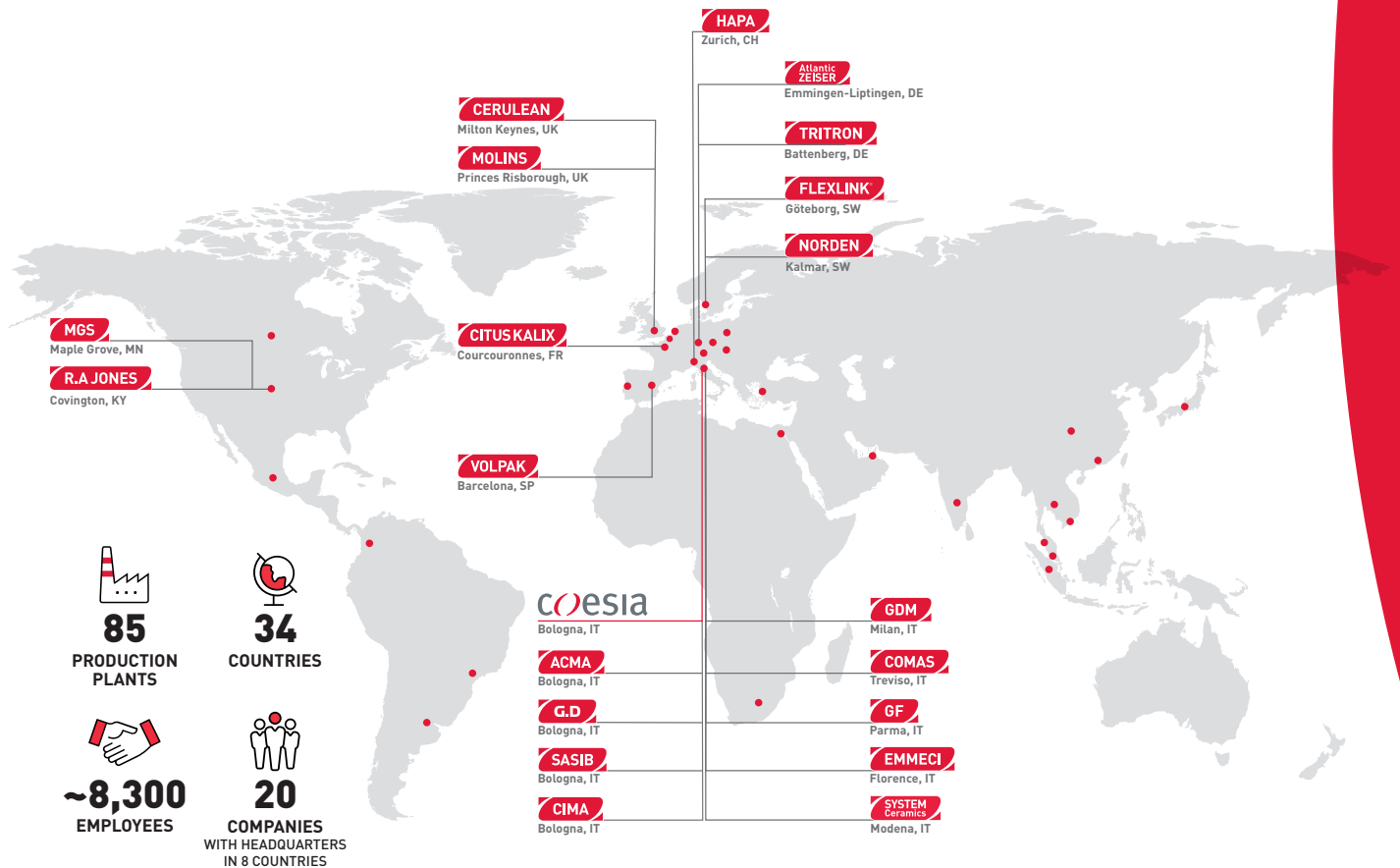


## Your path to stable performance, cost control and reliable delivery

Instead of reacting to emergencies with costly last-minute interventions, service contracts create a culture of planning and prevention. This lowers total cost of ownership, stabilizes operations, and avoids unexpected downtime. It also improves the reliability of delivering finished goods to your own customers and consumers, strengthening trust and long-term business performance.

| Pain point        | Off-the-shelf                      | Service Contract                    |
|-------------------|------------------------------------|-------------------------------------|
| Planning          | Reactive, ad hoc                   | Proactive, scheduled, preventive    |
| Costs             | Unpredictable, multiple invoices   | Predictable, consolidated invoicing |
| Spare Parts       | Uncertain, risk of delays          | Secured availability via planning   |
| Service Personnel | Dependent on emergency calls       | Planned availability                |
| Performance       | Downtime risk, variable efficiency | Higher uptime, stable efficiency    |

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