

turning **eggs** into valuable business



Exactly the services you need

Maximize machine performance
and efficiency around the world

SANOVO 
TECHNOLOGY GROUP

Service is your key to a better business

We take great pride in everything from supplying the smallest spare part to being a lifetime performance partner. Maximum uptime – high yield – improved product quality – all day – every day is the key to optimizing your business. Know-how from SANOVO Service will help you achieve this goal.

At SANOVO TECHNOLOGY GROUP, we know that your equipment is a critical part of your business and downtime can be one of the most costly consequences of an equipment failure.

Through our many years in business, we have experienced many customers with a strategy like: ***"If it breaks, I will call you, and you will come fix it"***.

We always do our utmost to help with your firefighting and we are ready to provide service on demand. It is our experience that most failures can be avoided with regular equipment reviews.

Our vision at SANOVO Service is to give you the tools to protect your investment. This includes training and education of your operators and maintenance personnel.

We know that it is not possible to hand over years of know-how, so in cases of more complex problems, we recommend a long-term and secure strategy that includes a customized SANOVO Service Contract.



A global player but close to your business

With service and support from the people who know your equipment the best, you can enjoy total peace of mind. Our dedicated, worldwide service personnel are always within easy reach and ready to solve your problems.

The SANOVO Service Team is set up to support you and your organisation with technical know-how in order for you to maximise performance and efficiency.

We offer you:

- Quality spare parts
- On-site services
- Upgraded solutions to improve performance
- Personal log-in to your own webshop account

Head office:

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■ Argentina: +54 11 4331 5533
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Sign up for our educational training programs at SANOVO Service Institute

The SANOVO Service Institute is set up to support you and your organization with technical know-how in order to maximize machine performance and efficiency.

It is our experience that a well-trained staff is more capable of performing essential and correct daily maintenance which minimizes downtime and ensures that the equipment operates smoothly.

Our qualified and highly skilled instructors have many years of experience in training your operators and maintenance staff. We offer a balance between theory and practice in our state-of-the-art training facilities that are fully equipped with operating machines.

We have developed educational programs for your operators and maintenance staff that are specifically tailored to your

SANOVO equipment. This allows for a more detailed learning of the machine configuration ensuring maximum output performance.

The program consists of a number of modules individually adapted for both operators and maintenance staff, specific to SANOVO equipment.

Sign up or get more information about our educational training program: www.sanovogroup.com

Ensure high yield and minimize downtime with training

Operator personnel learn about:

- Functions and principles of the equipment with focus a on operating the machines
- Daily maintenance, operation and cleaning
- Tips and tricks to minimize downtime, ensure high yield and improve product quality

Maintenance personnel learn about:

- Functions and principles of the equipment with focus on maintenance
- Replacing parts, checking adjustments and synchronisation on the equipment
- Tips and tricks to minimize downtime, ensure high yield and improve product quality



Control your operational costs and ensure the systems' lifetime with our Service Contracts

Our equipment is built to last, but as with everything else, it needs the proper care to perform 24/7. We offer you an opportunity to sign up for a SANOVO Service Contract that meets your performance requirements.

Our SANOVO Service Contracts make it easier for you to choose a service that fits your needs and is a better and more secure alternative to firefighting.

All Opti-Family machines (OptiBreakers, OptiLoaders, OptiGraders) automatically come with a standard contract and give access to a customized Service Contract.

We believe that no matter how similar two facilities are, their maintenance needs are never the same. This is why we specialize in customized SANOVO Service Contracts, which are designed specifically to maximize the return on your investment while minimizing your risks.

When you sign up for a customized SANOVO Service Contract, we will work with you to make an assessment of your needs.

This gives you the basis for selecting the elements that fit your specific requirements.

For each customized SANOVO Service Contract, we take a value-engineered approach to determine the appropriate level of service for your organization.

This means that we base your service contract on:

- Our analysis and understanding of your business operation, daily workflow and equipment maintenance.
- In-depth know-how of the equipment we install in your production.
- How often each piece of equipment should be serviced in order to continue to operate at maximum capacity with minimal downtime.

CUSTOMIZED SERVICE CONTRACTS

Select the elements and quantities that fit your needs

- ✓ A number of preventive service visits per year
- ✓ Discount on spare parts and extra service work defined on during service visits
- ✓ Customer specific wear & tear package
- ✓ Emergency call service
- ✓ Training sessions at SANOVO Service Institute
- ✓ Software upgrade if available



Our webshop makes everything easier

Our customized webshop provides easy access for you to order new spare parts for your equipment.

In your personalized webshop, you will find interactive 3D plans of your equipment, and orders can be placed with just a click on the spare part needed.

Call us today to sign up for your own customized webshop account and place your first order.

Our spare parts concept

SANOVO TECHNOLOGY GROUP'S original spare parts have the advantage of fitting quickly and easily. They also have a long service life and can be supplied many years after the machine was first purchased.

We stock more than 10,000 parts, and our intelligent, global storage and logistics system makes it possible to operate with short delivery times.

We provide you with a "First Aid Stock" that contains the critical parts you might need, and we have "Wear and Tear" parts, which can be shipped regularly or by express shipping in time for your scheduled maintenance or rebuild.

Our equipment is built to last, and we often receive requests for parts for very old equipment. We do not stock large quantities of special parts, so, in these cases, please allow for a little longer delivery time.



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 **THORNICO**
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