



TECNO 3

Chocolate and Confectionery Technology

Preventive Maintenance

An intelligent customer service programme that anticipates the problem, manages the urgency and optimises productivity.

Preventive Maintenance

Tecno3 links customer service to customer success.

A virtuous partnership between the company and its customers starts with a good support programme.

P.M. Preventive Maintenance is the customer service tailored to the customer, planning stops with different types of maintenance, from inspection to replacement.

Predicting The Future.

Planning plant shutdowns means **more stability** in the long run, and consequently more guarantees on product quality.

The approach of the **P.M. programme** is based on anticipating any kind of anomaly, so that the plant does not have to be serviced with the urgency in progress. The advantage for the customer is to avoid unplanned shutdowns, thus eliminating the waiting time for the spare parts needed to get the process back on track.



PM: the services

Tecno3 favours constant communication with the customer through continuous monitoring, usable by both parties.

- An integrated monitoring and reporting system for preventive maintenance operations with the possibility of remote control
- **Original and locally available** spare parts
- Essential spare parts supplied with the sale of the plant
- Suitable packaging according to environmental regulations
- **Reduced waiting times and downtime**
- Possibility of **remanufacturing** major mechanical parts:
 - avoid replacement in favour of remanufacturing, resulting in **economic advantage**
 - have a more **ecological impact** than rebuilding the replacement

Customer support focuses on efficiency

Tecno3's **P.M. programme** includes the support of technical partners who intervene promptly in the event of faults:

- A team of specialised technicians for mechanical or electrical work
- A team of specialised technicians for software support

This generates a **working team** that unites Tecno3's technicians with the company's operators in a synergic collaboration, capable of **improving** both workmanship and **processes**, in full respect of the organoleptic qualities of the finished product.

P.M. a direct contact with assistance

Tecno3 offers direct support with specialised technicians, please contact us for all your needs:

Spare parts: mail: spareparts@tecno-3.it

Tel. +39 0173-1950539

Customer care: mail: customerservice@tecno-3.it

Tel. +39 0173-1950563

Tel. +39 0173-1950522

Preventive maintenance contracts

The presence of the preventive maintenance contract **guarantees** adherence to certain **deadlines**, thanks also to the creation of **preferential channels** for **spare parts**.

The contract rewards and enhances the **continuous and lasting relationship** between Tecno3 and the customer, allowing both **cost optimisation** and increasingly **customised management** based on specific needs.

The advantages are considerable:

- **Generation of a customer and plant history**, a source of important data for customising the service over time
- **Minimised machine downtime**
- **Increased plant productivity**
- **Ensuring** the proper **functioning** of the plant
- **Extended warranty** contracts
- **Maintenance and intervention management** organised according to the geographical location of the installation

Contract types

STANDARD CUSTOMER SERVICE:

- **Ordinary and remote assistance** from 8 a.m. to 12 noon and 1 p.m. to 6 p.m., Monday to Friday
- **Technical assistance at the customer's site** varies depending on the geographical location of the installation and may include direct intervention by Tecno3 or on-site service with local organisation
- Provision of a **kit of essential spare parts** to optimise procurement time

Standard service covers interventions following a **4M analysis** that identifies the cause (labour, materials, method and machine).



TAILOR-MADE CUSTOMER CARE:

It is designed to meet **specific customer** or framework **contract requirements**. Customisation focuses on three main elements:

- Remote assistance
- Technical assistance at the customer's premises
- Spare parts management

This type of customised contract offers numerous advantages:

- Possibility of **extending plant warranty**
- Ensure **efficient downtime management** and intervene on time
- Make the **necessary spare parts available** at the contract stage
- **Optimise costs**
- Have an operator available who can **act promptly** to ensure the proper functioning of the plant

Geolocalised service

Tecno3 carries out **maintenance** work also through **structured and established partnerships** with local presence:

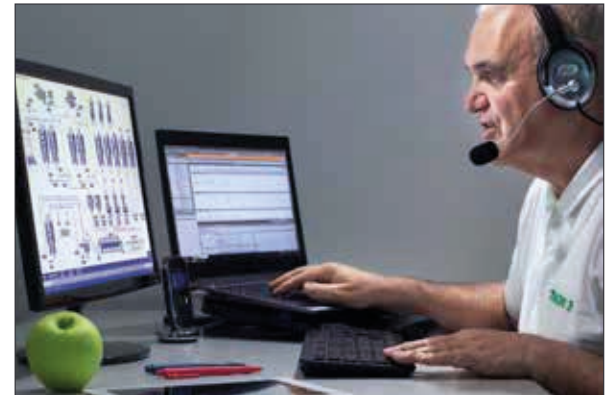
- Ordinary coverage days/year
- Ordinary daily coverage with full technical service (8 a.m. to 12 noon - 2 p.m. to 6 p.m.)

Remote assistance service

Tecno 3, **guaranteeing computer security** through VPN and LAN, Wi-Fi and SIM connection, provides the following services:

- **Fully remote troubleshooting**
- **Remote testing** following installation
- **Increased capacity** for technical analysis via devices such as tablets or augmented reality

The connection of objects, devices, equipment, tools and infrastructure to the Internet and to each other, known as **IoT (Internet of Things)**, represents a great opportunity to improve quality of life, optimise the use of resources, increase business efficiency and reduce environmental impact.



TECN03, technical process partners of the leading confectionery companies



TECN03 is an Italian business enterprise, landmark of the sector for technological innovation in the production process of the confectionery industry.

We are constantly developing and improving technologies, to help people in their daily life and companies in new working and strategic challenges in a rapidly challenging market.

In 1988 **TECN03** has opened its first production site with the aim of creating innovative technologies, and provide industrial solutions for chocolate, cream and nut processing.

As of 2020, **TECN03** expanded their competences with three production sites, each specialised to guarantee the best technology, quality and reliability.

TECN03 focuses on the needs of the food industry to design, engineer and supply **turnkey systems** based on new technological knowledges.

TECN03 is committed to improving the processes and enhancing the characteristics of the final product:

- Ensuring the reliability of the systems
- Significantly reducing the amount of product required for recipe changes
- Streamlining production thanks to continuous processing
- Facilitating the disassembly and sanitation of the equipment
- Optimising space with company-sized systems
- Reducing consumption and promoting energy saving
- Providing a test area to reproduce the production cycle
- Maintaining a high level rating thanks to the industrial know-how and the ISO 9001 certified quality system
- Providing an excellent after-sale service to our customers all over the world
- Respecting the nutritional and organoleptic properties of the raw materials up to the final product
- Favouring increased and optimised productivity



We are committed to making the difference every day.

We operate and export into 5 continents and 30 countries



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