

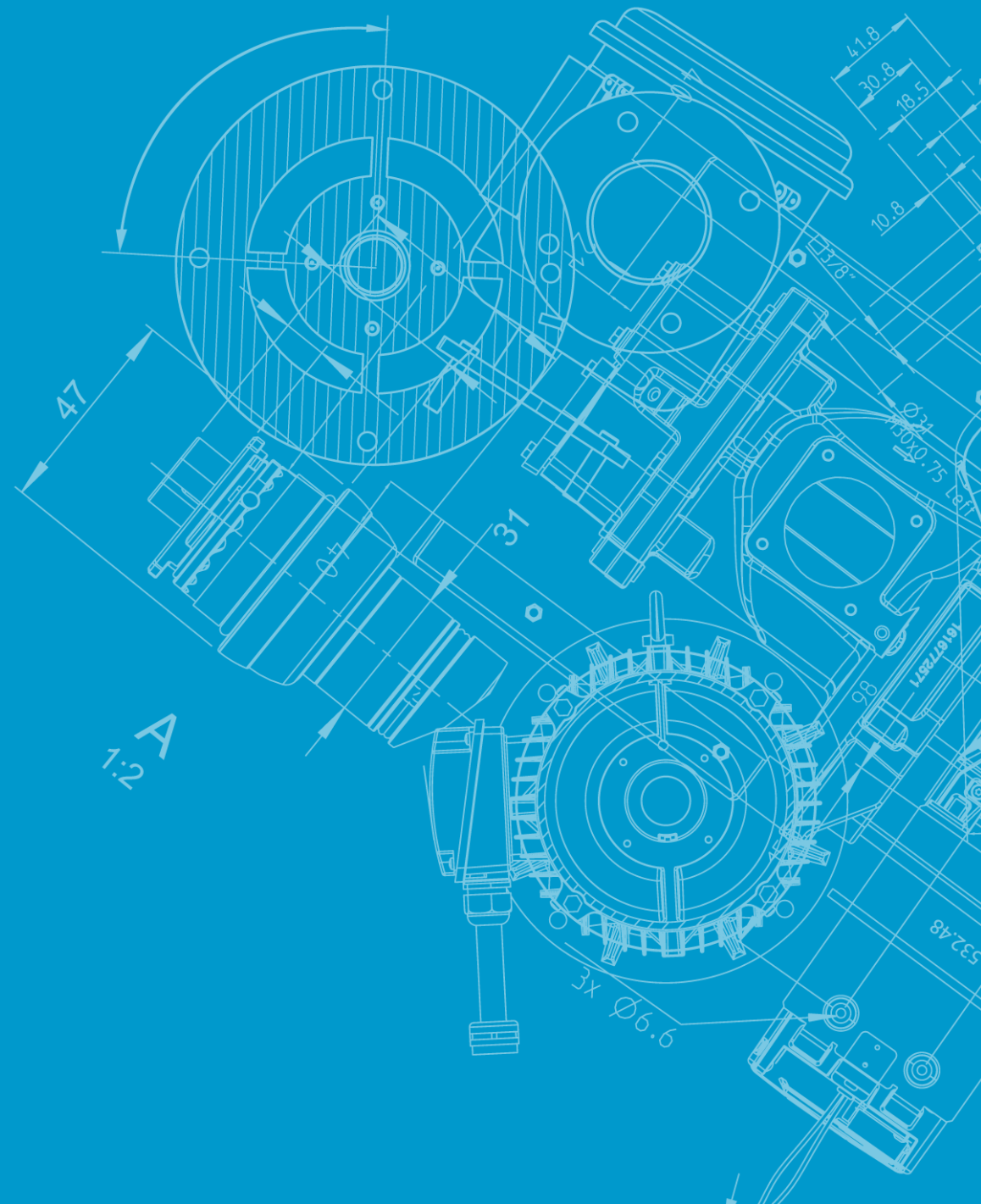


Service Plan Atlas Copco

PT. Atlas Copco Indonesia

Introduction

PT. Atlas Copco Indonesia



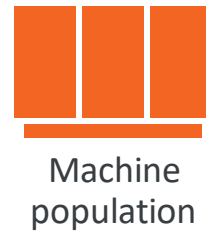
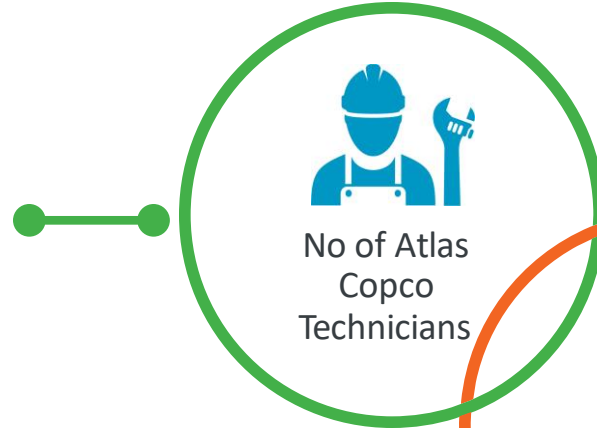
We serve the whole archipelago

24/7 Call Center **1500 287**



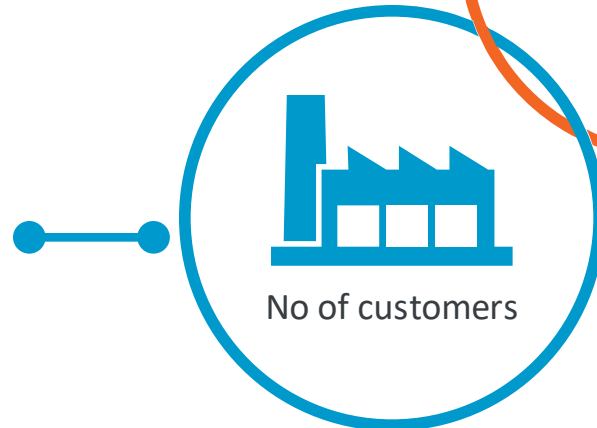
Atlas Copco Customers & Population

> 100 certified technicians active to support our customers ready to dispatch to all over Indonesia

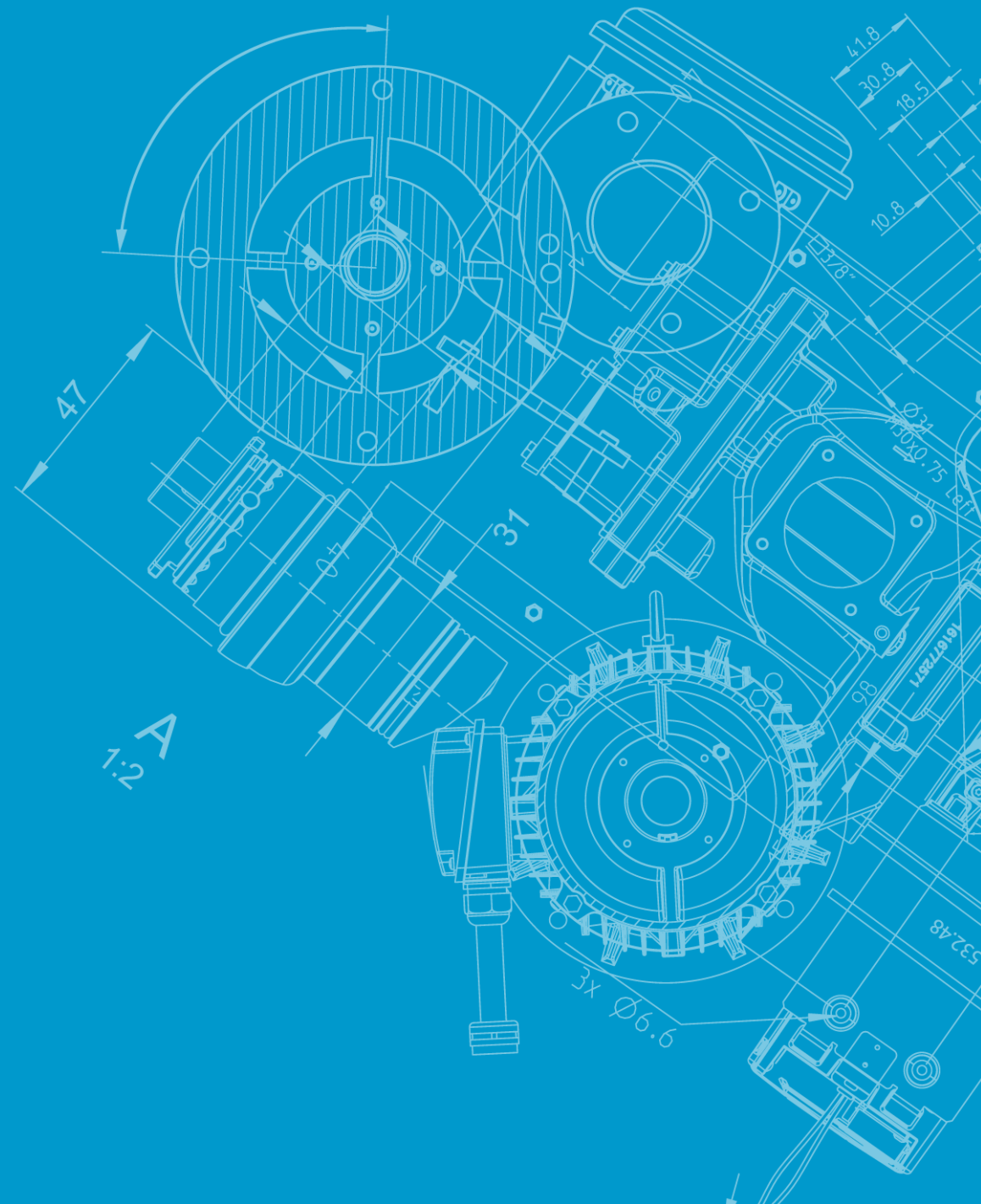


> 12.000 Atlas Copco equipment active in the market

> 10.000 customers in any segment and application



Why we do maintenance



AIR COMPRESSOR SYSTEM

**Maintenance
is key to keep
Initial design
works**

**Maintenance not only to keep
equipment running**

Energy

Flow rate

Pressure

Compressed Air
System

Oil
Content

Water
Content

Particle

AIR COMPRESSOR SYSTEM

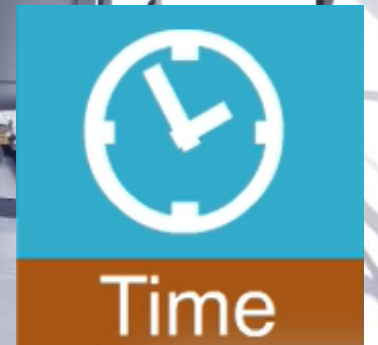
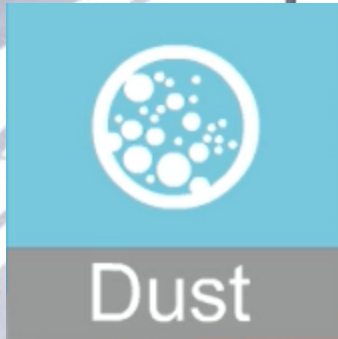
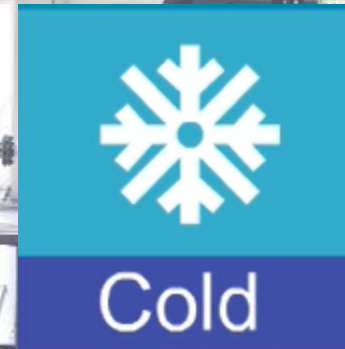
1. REDUCED EFFICIENCY

Increased power consumption



2. INCREASED RISK

Reduced reliability



Why Maintenance

Summary

Equipment with unplanned maintenance will breakdown immediately ?

- No one can assure this, but the breakdown risk will be increase drastically when maintenance not execute as per manufacture recommendation.

What happens if equipment is not serviced regularly ?

- Reliability and efficiency is affected
- Problems may go unnoticed, leading to high repair costs

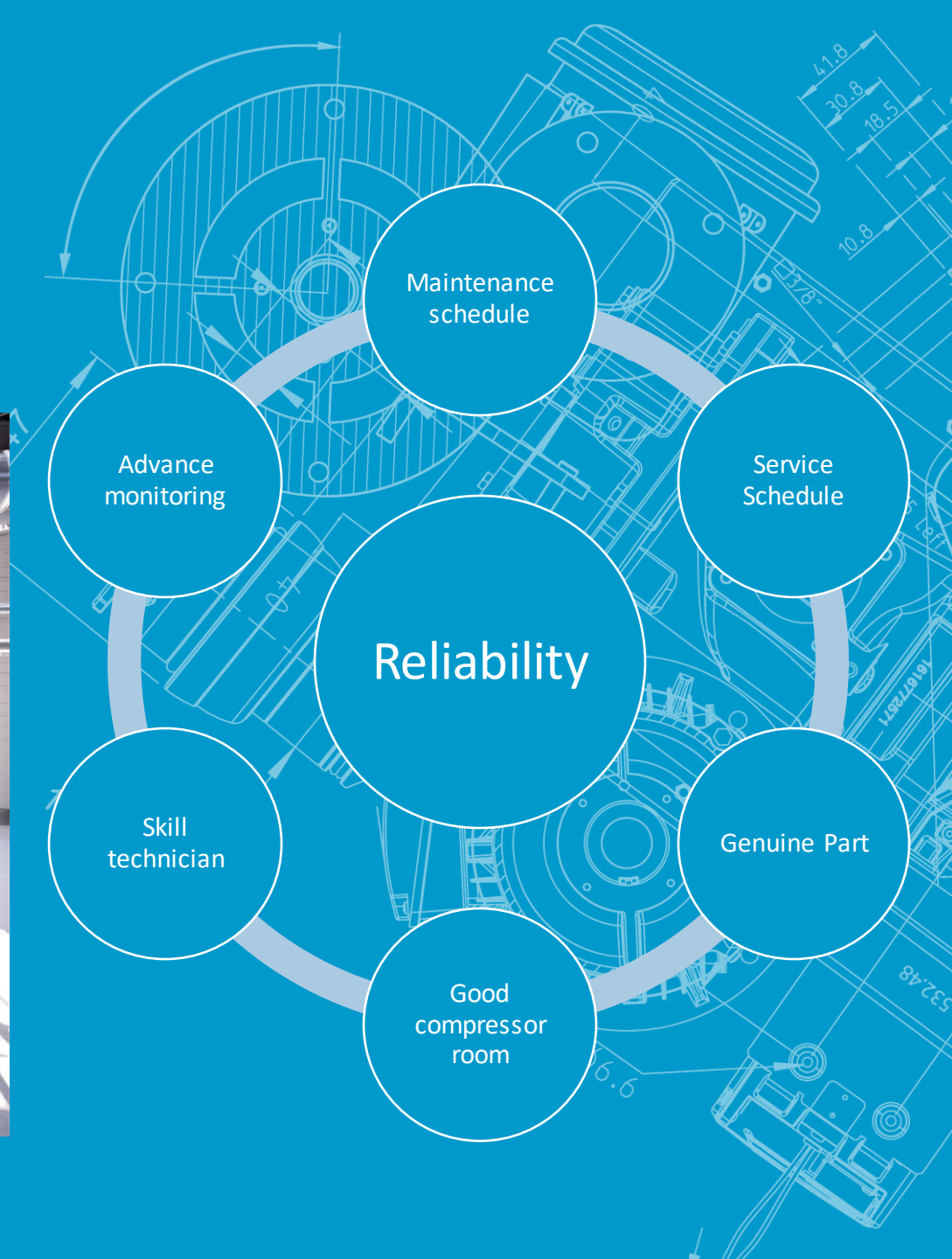
What do we do?

- Atlas Copco as OEM, engineered the equipment and all parts consumables required as a full system with best performances in the class, designed easy maintenance activities and trained technicians to carry out the recommended service, using special tools and technology. Overall effort to support customer's sustainable productivity



Solution for Reliability

Performing consistently well



Maintenance & Service Schedule

Definition

Maintenance Schedule :

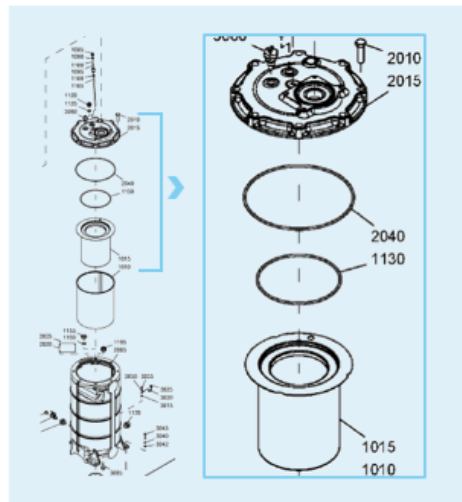
Items and qty parts & consumable need to be replace in each visit type

Child prt	Qty	Description
663210695	1	O-ring
663210749	1	O-ring
663210811	1	O-ring
663211343	1	O-ring
663311900	1	O-ring 12.3 x 2.4
1625725300	1	Separator
1613900501	1	Valve



End of life, so they need to be changed

Oil vessel GA 55+



Service Schedule :

When (base on time or running hours which comes first) parts & consumable need to be replace in each visit type



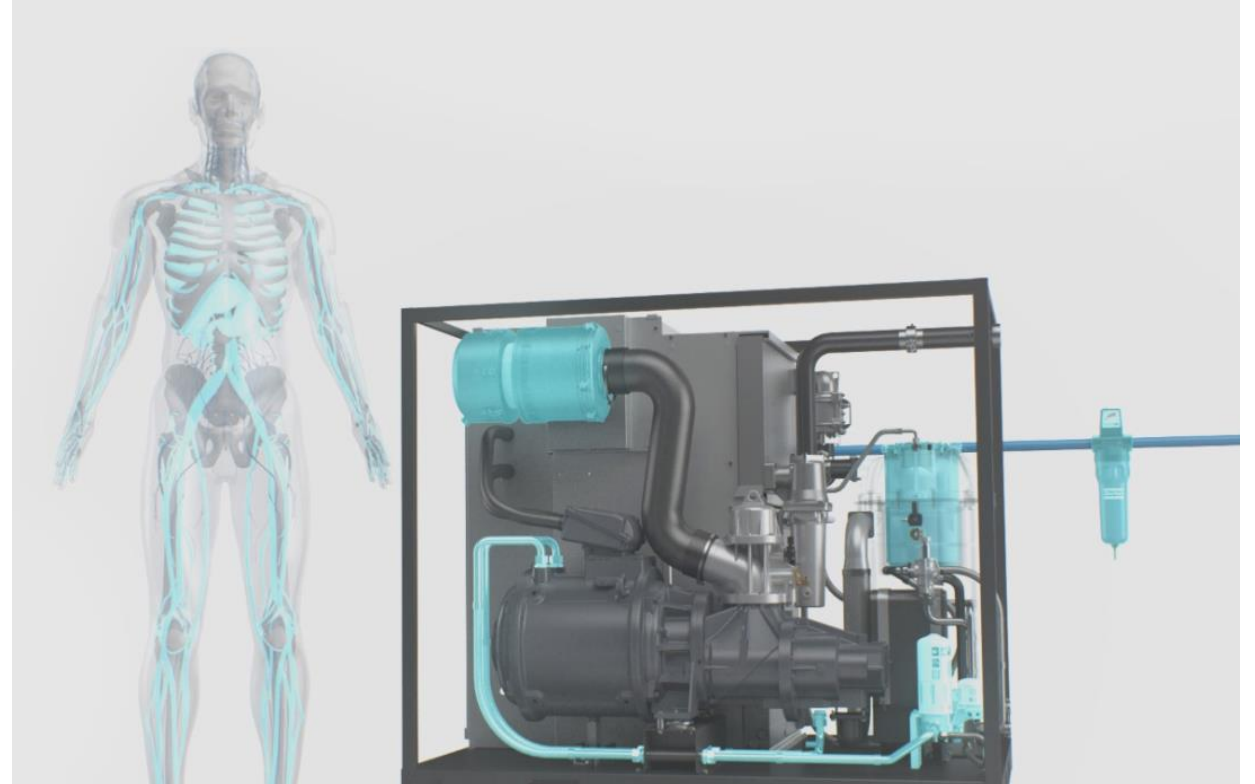
Why Choose genuine parts ?

Genuine
Parts

Think of human body

Think of the human body with its vital organs. If these are in good shape, we are healthy and fit. If one organ fails however, our very life may be at risk.

Each component of your compressor is vital for its overall performance, giving you the reliability, long lifetime and energy efficiency you expect. That's why every part and lubricant is expertly designed, manufactured and tested according to the most stringent standards. That's why using non-genuine replacement parts puts your entire air system at risk.



Good compressor room

Customer education

Good
compressor
room



6 things to consider when designing compressor room :

1. Go for a dedicated and centralized compressor plant close to the point of use
2. Ensure enough space and proximity to auxiliary equipment
3. Ensure clean intake air
4. Ensure proper room ventilation
5. Good installation piping system
6. Adhere to health and safety regulations

Technician Skill

Atlas Copco Technician

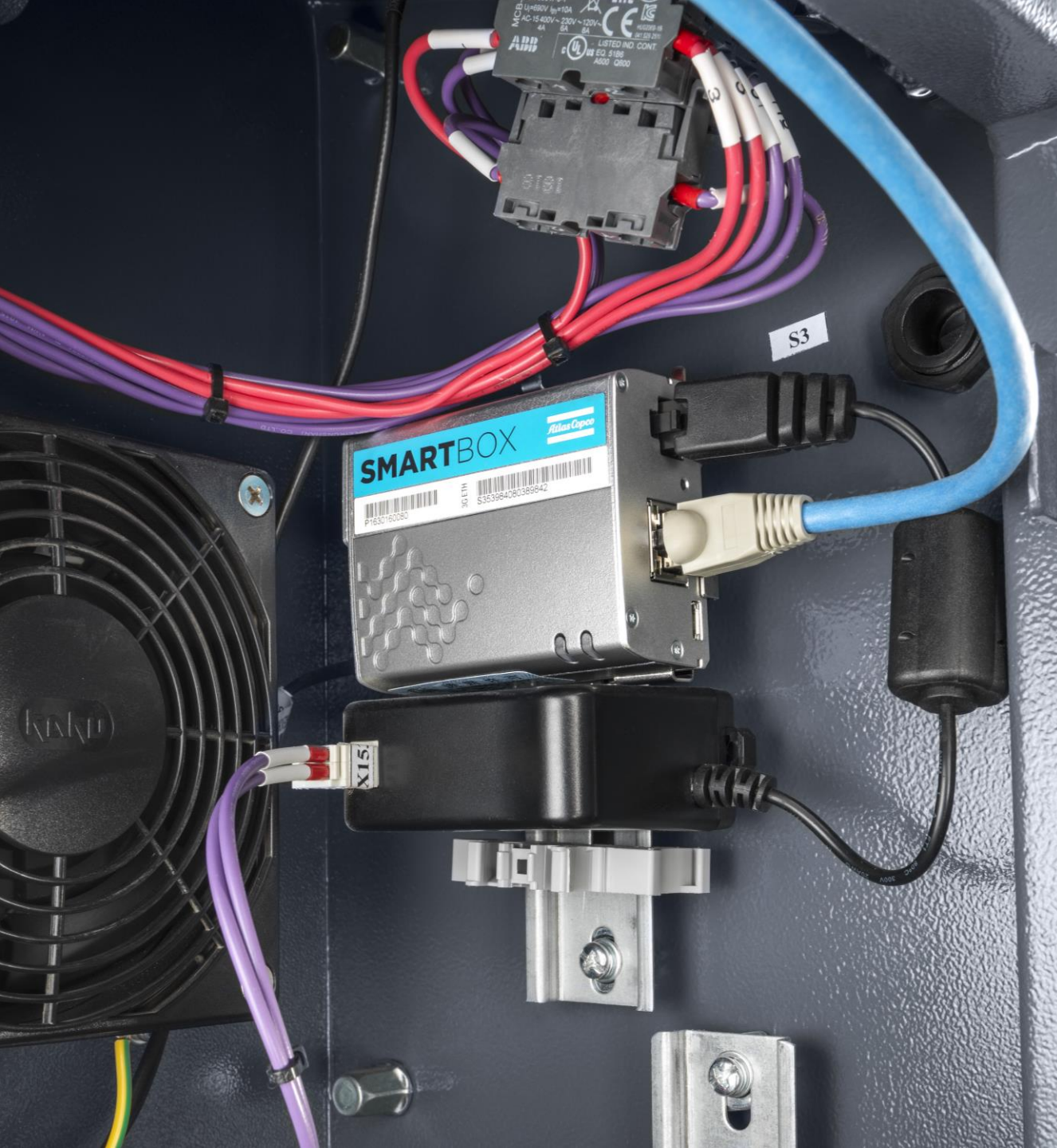
Technician
Skill

Things to consider why needs Atlas Copco Technician :

1. Competence technician trained and certified specifically for air compressor system by manufacturer
2. Installed the part and consumable correctly with complete tools to minimized part failed because of wrong installation
3. Not only doing services, but also check all item to avoid any potential failure in the near future
4. Give recommendation (if any) to keep machine reliability high
5. Work with high safety standard to avoid any safety issue
6. Support by worldwide service team and have access to vital compressor data
7. Support with technology to diagnostic and fix any possibility problem

[\(575\) Atlas Copco | Why the Atlas Copco service technicians really stand out - YouTube](#)





SMARTLINK

Advance Monitoring

SMARTLINK is a data monitoring system.

It represents all relevant operational and service information from connected machines to the SMARTLINK website and dashboards. Accessible from customer's mobile phone or tablet for remote monitoring

It offers remote insights in our customers' compressed air installations.

Helping to detect service needs, developing problems and potential for optimization and energy savings.



SMARTLINK

How to keep track of your compressed air equipment

Advance Monitoring

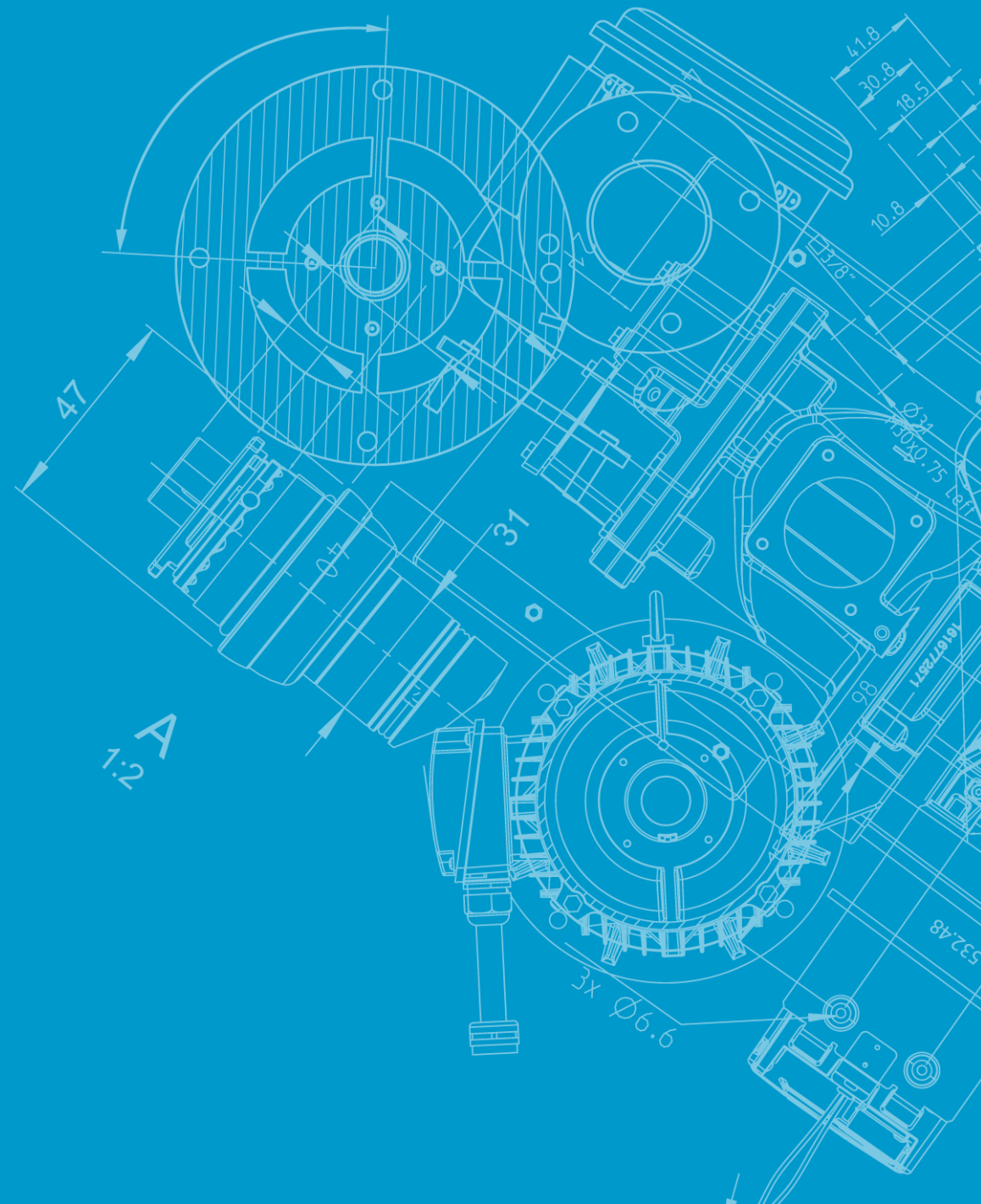


SMARTLINK



Service Plan

PT. Atlas Copco Indonesia





Service Plan

Multiple service intervention with benefit

Scope of works :

Parts Consumables, Labor, Digital services & Risk coverage (if any)

Things to be agreed with customers :

- Items part and consumable each visit
- Labor (manhours, qty or Lum sump)
- Service schedule
- Value each visit type
- Billing plan / schedule
- Contract duration

Documentation required :

Customer's PO (and/or)
Service Plan Agreement full signed

Atlas Copco Solution



Service Plan



Genuine Part



Certified Technician



Atlas Copco
oil

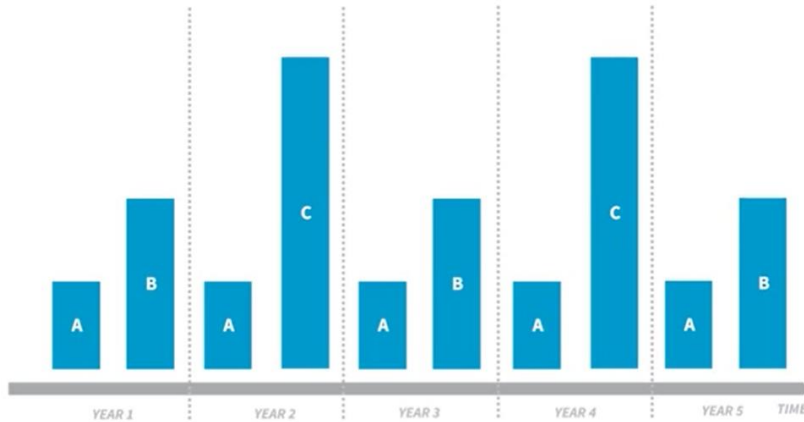
Customer benefit :

1. Increase Air compressor system availability
2. Advance maintenance monitoring
3. Maintain total cost of ownership
4. Assure air compressor system performance
5. Flat and scheduled expenses for maintenance cost
6. Customer can more focus on their production instead to maintain air compressor system
7. Less administration work

[Service Plan digital brochure – Atlas Copco \(windows.net\)](#)

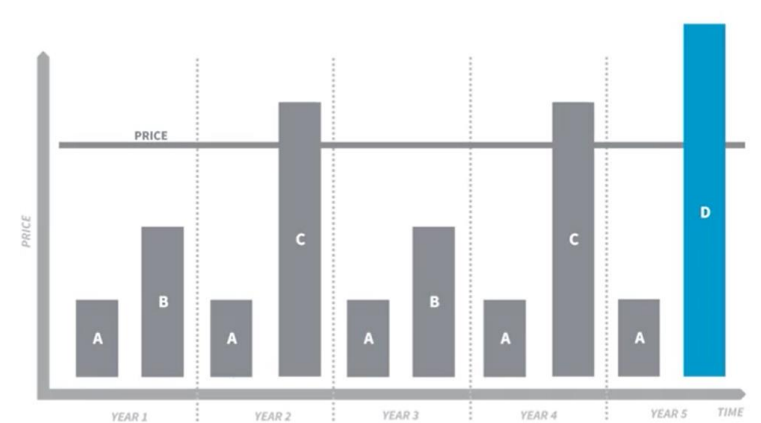
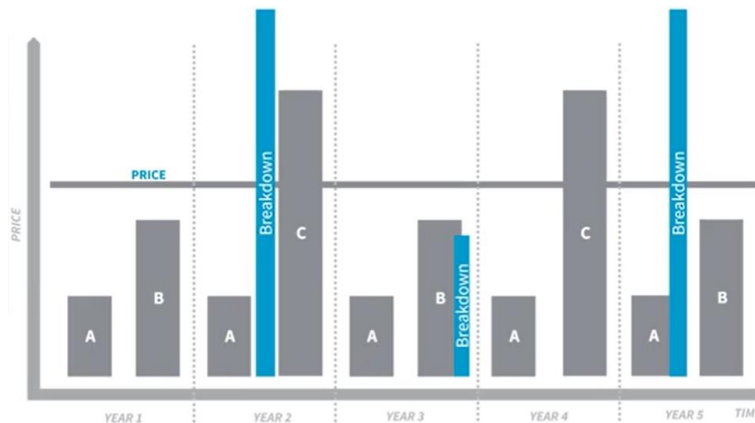
Contract between Atlas Copco and Customer to **supply all parts, consumables and do air compressor system maintenance activities** refer to Atlas Copco manufacture recommendation over specified time period

Billing Plan



Cost covered by service plan :

1. Basic preventive maintenance cost
2. Additional maintenance required
3. Breakdown risk (specific for TC/TR Plan)
4. Digital Services for advance monitoring



Flat Billing Plan

Service Plan tailored for you



Inspection Plan

Regularly visit for inspection activities



Part Plan

Original Part and Consumable only refer to maintenance schedule



Preventive Maintenance Plan

Original Part and consumable install by AC Technician refer to maintenance schedule



Extended Warranty +

Extended Warranty up to 5 years from commissioning date with preventive maintenance handle by Atlas Copco



Total Responsibility

Increase availability machine with preventive maintenance by Atlas Copco Breakdown risk covered by Atlas Copco (limited to equipment)



AIRPlan

Customer pay what they use based on minimum running hours
Less initial investment, monthly fixed cost, extra cost will be calculated at contract anniversary

Service Plan Scope of Supply

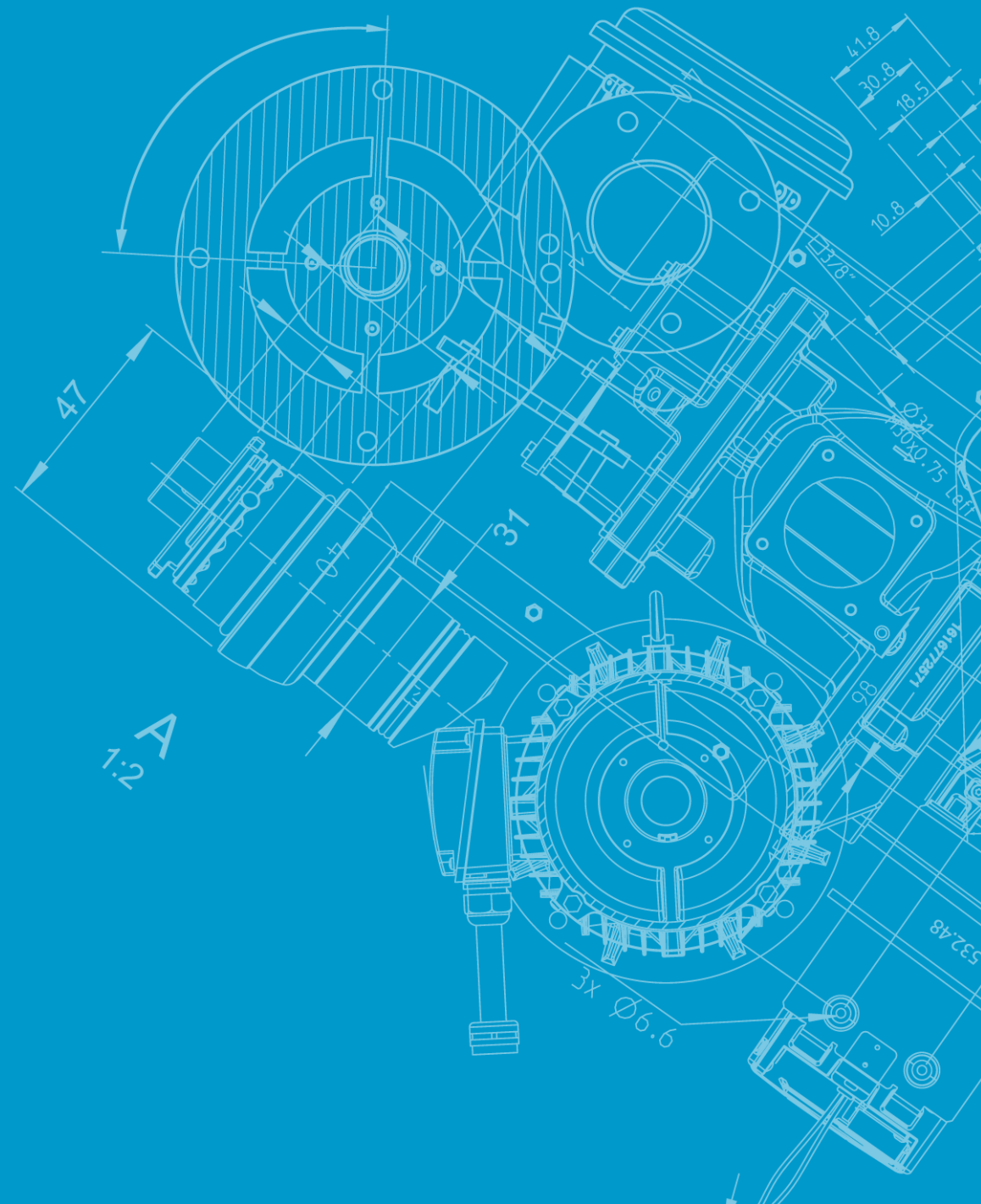
	No Contract	Inspection / Labor Plan	Part Plan**	Preventive Maintenance Plan	Extended Warranty+	Total Care	Total Responsibility
Periodic inspection	✗	✓	✗	✓	✓	✓	✓
Warranty Scope*	✗	✗	3 months or 2000 hours on parts supplied	6 months or 4000 hours on parts supplied & installed by AC technician	All Parts	All Parts excluding compressor stage	All Parts
Technician	✗	✓ As per scheduled	✗	✓	✓	✓ (Priority)	✓ (Priority)
Overhaul activities	✗	✗	✗	Option	✗	✗	Scheduled
Advance monitoring (SMARTLINK)	✗	✓ (Uptime)	✓ (Uptime)	✓ (Uptime)	✓ (Uptime & Diagnostic)	✓ (Uptime, energy & Diagnostic)	✓ (Uptime, energy & Diagnostic)
Manufacture improvement (ECB)	✗	✗	✗	✗	✗	✓	✓
Availability guarantee	✗	✗	✗	✗	✗	✓	✓
Applicable machine ages		All	All	All	Up to 5 years	Up to 15 years (OIS) Up to 20 years (OFS)	Up to 15 years (OIS) Up to 20 years (OFS)

* Warranty not valid if there is a misused or incorrect installation from customer

** Part plan only for service visit up to 8000 hrs

Service Plan

Customer Journey



Customer Journey

Contracted Customer - Service Plan

Kick Of Meeting

(Scope of work, include / exclude, communication matrix, extra benefit (if any), billing Plan, CSR activities during contract, Digital Service)

Optimization customer application

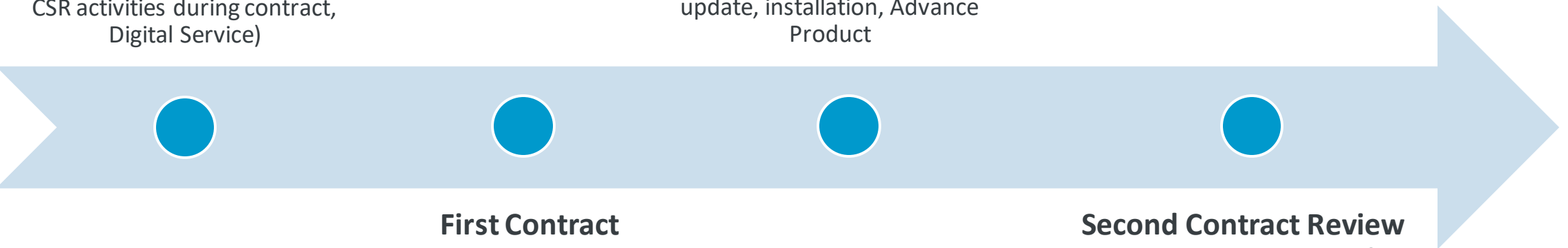
- Knowledge Sharing (Product update, installation, Advance Product)

First Contract Review

(Check contract compliance and collect customer pain for improvement)

Second Contract Review – Contract Renewal

(Check contract compliance and issues (if any) + add more solution for next contract service)



Kick of meeting & contract review

Content

- General Information
- Communication Channel
- Equipment List under Service Contract
- Active SMARTLINK License
- Contract implementation : Plan vs Implementation
- Uptime Machine status
- Billing implementation
- Issues and Recommendations





WANT TO KNOW MORE?
SCAN HERE!



Contact Us

PT. Atlas Copco Indonesia

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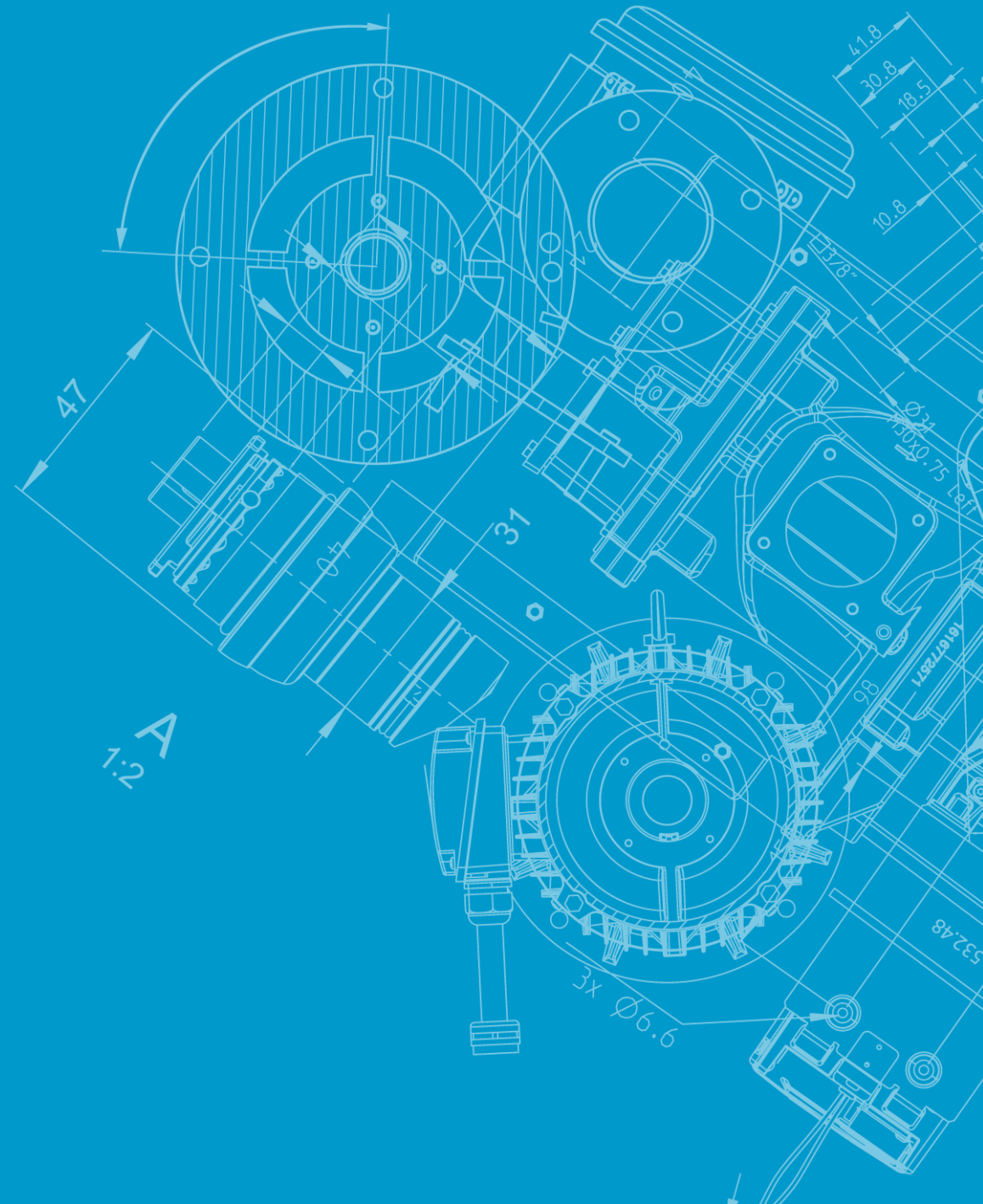


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Atlas Copco

