

# *trotec*



## Technical Service & Support Solutions

/ SETTING NEW STANDARDS





Industry leading service and support for the lifetime of your laser system

### Trotec Care & Warranty

Our commitment to customer support is the reason for Trotec's global success and a central driver of motivation and innovation. At Trotec, being close to our customers is not just an abstract value, but a practised reality.

When choosing which laser system is the right fit for your business, there will be many considerations that lead you to your final decision. A laser system is a substantial investment which you will want to ensure is looked after, and provides a return in the shortest possible time. At Trotec, we are proud to provide customers with industry-leading care and support for the lifetime of their laser systems.

Your investment in a laser system warrants a well-thought-out maintenance programme to ensure that you get the most out of it. Whether you decide to implement a yearly laser health check with a TroCare Maintenance plan or enrol in a comprehensive TroCare protect plan to cover all bases, you can rest assured that your laser is in the best possible care.

To assist the smooth operation of your Trotec laser system, every customer benefits from free UK-based email and telephone support. While our team of highly trained Trotec technicians are on hand for call outs across the UK and Ireland, giving you unrivalled customer support and a truly local service.



### Why choose Trotec?

- Free UK-based email and telephone support
- National coverage from Trotec's official team of qualified service technicians and fully stocked van fleet
- Remote support using screen-sharing software
- Response to support requests within 4 business hours (TroCare Protect customers)
- Top Google reviews from our customers
- 96% first-time resolution for technical support cases
- Comprehensive TroCare packages available
- Huge UK warehouse for fast turnaround on parts and consumable items

Contact us at [service-uk@troteclaser.com](mailto:service-uk@troteclaser.com) or +44 (0) 191 418 8110

### What do our customers say?

Excellent customer service is the foundation of Trotec's solution. We are happy to provide customer references so that you can obtain an impartial opinion of the support available to our customers.

*"I cannot fault our Trotec technician's attention to detail and knowledge. He arrived on time and is always happy to share new tips to make using our laser easier."* - Lawrence Laser Designs

*"Very good professional service, the Trotec technician explained very carefully how to use and take care of the laser. The support from day one at Trotec was great!!! Thank you"* - Zolty Laser

*"As always, a fantastic job by the Trotec service department. There's never any hold, or phone menu system, just straight to a real life person! The technician connected to the computer and laser and had the issue fixed in about 2 minutes. Always great service, and 100% happy."* - Acrylic Craft

*"Wonderful again."* - That Craft Place Ltd.





Complete peace of mind for the lifetime of your laser

TroCare Protection Plans

We understand that a Trotec laser is an investment for the future of your business. For absolute peace of mind, Trotec's carefully defined TroCare protection plans provide fuss-free extended warranty to ensure that your laser system continues to operate safely and reliably, no matter how your business needs might change.

Alongside preventative maintenance and servicing, our TroCare plans give you priority access to our highly skilled technical service team, applications specialists and customer service advisors. We are on hand to provide tailored advice, training and support as and when you need it.

As a TroCare customer, if your laser starts to lose productivity, we'll do everything necessary to get it back to our industry leading performance levels even if that means replacing the laser source, all within the price of the TroCare plan.

With TroCare Protect and TroCare Protect Plus plans, you will receive exclusive benefits such as spare lenses and cutting tables – all within the price of the package.

### Why Choose TroCare?

- Full protection up to 10 years of age
- Covers all parts including the laser source, labour, travel and advice
- Peace of mind that your laser is optimally maintained and is as productive as it should be
- Reduced risk of downtime and repair expense
- Predictable operating costs in monthly direct debits or one annual payment - no hidden costs or call out charges
- Free lenses and cutting table included (exclusions apply)
- Full onsite annual maintenance visit

" Fantastic service from the TroCare service team who guided me step by step on how to fine tune my laser alignment over the phone, then the technician remotely updated my software & firmware fixing all the hiccups along the way. This is why I have a Trotec laser!" - Neil Spiers



Call us today for advice and information +44 (0) 191 418 8110 or email [service-uk@troteclaser.com](mailto:service-uk@troteclaser.com)

TroCare Plan Selector

We understand that every business is unique. For some customers, the laser is the lifeblood of their business so we've designed the TroCare Protect Plus plan to guarantee a rapid response rate when maximum uptime is vital.

TroCare Protect is designed for businesses which want to ensure reliability and peace of mind along with a priority response time of up to 4 hours.

Our TroCare plans ensure maximum productivity for your laser. Over time, If the laser source loses power, this can quickly result in reduced throughput and profitability for your business. We guarantee to keep your laser operating at optimal levels with no hidden costs or call out charges.

With TroCare Protect and TroCare Protect Plus, we commit to replacing your laser source if the laser power has reduced by greater than 10% at source.

For occasional and very low-volume laser users, for whom downtime is less of a concern, TroCare Maintenance may offer adequate assurance with an annual machine service visit.

TroCare Plan Selector

Technical customer support	TroCare Maintenance	TroCare Protect	TroCare Protect Plus
Annual service (incl. labour and travel)	Included	Included	Included
Breakdown labour Inc	-	Included	Included
Breakdown travel Inc	-	Included	Included
Replacement laser source	-	Included*	Included*
Breakdown parts (excl. consumable parts)	-	Included*	Included*
Free cutting table	-	1 per 3 years**	1 per 3 years**
Free lens	-	1 per year***	1 per year***
Telephone hotline	Included	Included	Included
Remote troubleshooting	Included	Included	Included
Hotline hours	Mon - Fri - 09:00-17:00	Mon - Fri - 09:00 - 17:00	Mon - Fri - 09:00 - 17:00
Response time (remote)	-	4 hrs	2 hrs
Response time (on-site)	-	72 hrs †	48 hrs †
Reserved air-cooled/water-cooled laser source in stock locally	-	-	Included

\* See T&C's for spare parts included  
\*\*Not applicable to SP series or galvo models  
\*\*\* Not applicable to galvo machines. SP series terms vary, contact us for details.  
† Applies to UK mainland (ask us about non-mainland addresses)





## TroCare FAQs

### Is TroCare worth the cost?

If you want maximum peace of mind that your Trotec laser system will continue to provide optimal productivity and you want to protect your business from downtime or unplanned repair costs, look beyond TroCare Maintenance service and choose a comprehensive TroCare Protect plan.

With priority response times and our 'no quibble' approach to keeping your laser operating optimally at all times, TroCare Protect includes maintenance service visits, labour, parts and travel as well as other benefits.

Under TroCare Protect and TroCare Protect Plus plans, we will do everything we can to ensure your laser power does not drop below agreed parameters, but if it does, we'll bring the system back to expected performance levels, even if that means replacing the laser source.

TroCare Protect plans are fully inclusive. You can manage your costs and rest at ease, knowing that we've got you covered should any problems arise. There are no hidden costs and no call out charges.

### Why do I need an annual service?

A TroCare Maintenance visit from our friendly team of qualified technicians will ensure optimal laser performance and reduce the risk of breakdown. During a service, we'll check the functionality of all optical, mechanical and electro-mechanical parts and provide hints and tips to help to improve the operation of your laser system.

If you opt for TroCare Protect or TroCare Protect Plus, we'll replace any worn or damaged parts as a matter of course at no additional cost (fair usage policy applies).



### When can I sign up to a TroCare plan?

TroCare Protect plans can be applied to Trotec laser systems up to ten years' of age. If it's not added at the time of purchase, we'll need to inspect the laser before a TroCare certificate can be issued.

### What is the period of cover?

A TroCare certificate will cover your laser system for 12 months at a time, payable in advance or by 12 monthly direct debit payments.

### How do I renew my TroCare plan?

TroCare is automatically renewed each year. We will contact you in plenty of time before the renewal date to remind you that your current plan is about to expire.

### Why should I choose Trotec over other service providers?

We develop, manufacture and maintain Trotec laser systems, so we know the machines inside-out. Our UK-based head office and national coverage from a fully stocked van fleet mean that we provide a local service to respond to your support requests in the shortest possible time. With a large warehouse full of common spare parts and consumables as well as advanced computer and logistical systems, we aim never to miss a beat when it comes to helping our customers.



### Annual Service & Preventative Maintenance

To keep your Trotec system in tip-top condition and optimal working order, alongside a regular technical service, we recommend some simple maintenance checks which you can perform yourself. These include checking the optics and lens, keeping the work table clean and changing the filter in your extraction regularly.

When your laser system is installed, we will ensure that your laser operator is fully trained on how to perform these self-service checks.

In addition to your own preventative maintenance checks, we recommend at least an annual TroCare Maintenance service to help protect your machine from unplanned down-time which can result in unnecessary cost and inconvenience to your business. For machines under heavy usage or with demanding applications, we may recommend a more regular service visit.

An annual service from Trotec is completed by one of our large team of UK-based Trotec technicians who have undergone an extensive and official Trotec training programme.

### Breakdown Repair, Consumables & Spare Parts

In the unfortunate event of machine error or breakdown, our UK-based team of experienced technicians are on hand to support you via email and telephone. Many problems can be resolved remotely using screen-sharing software which we install alongside every laser system. If an on-site visit is required to resolve trickier problems, our team of field technicians are ready to be dispatched to get you back up and running in the shortest possible time.

Our technicians are equipped with a comprehensive service kit to make sure they have everything they need to resolve issues during the first call out. On average, we fix 96% of service cases within the first call or service visit.

Our warehouse in the North-East of England holds stock of most technical consumable items and common spare parts to guarantee a fast turnaround for customer orders and requests.

A service usually takes about half a day and covers our unique multiple point checklist:

- Laser Source Health Check
- Optics check & clean
- Alignment check
- Belt Tension check & clean
- Electronic safety check
- Preventative maintenance & application advice
- Full Machine Clean

**\*\*Carried out by certified technicians who have graduated from our Trotec Academy\*\***

TroCare customers benefit from priority response times and have onsite call outs included within the cost of the plan.

### Training

In addition to ongoing support and troubleshooting, we offer individual and group training sessions which can be held at your premises or your chosen Trotec showroom location. Training courses can be tailored to cover any topics such as laser maintenance, processing best practice, material application advice and how to work more efficiently.



Call today for more information on +44 (0) 191 418 8110





troteclaser.co.uk

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\*All information is correct at the time of going to print.