Plek after sales services

Service is a key part of the Plek system and ranges from support to software updates, from fretcutter (FC) resharpening, machine parameter optimization and maintenance, to operator training, individual consulting and parts customization. In addition to our two-year warranty for Plek machines, we also offer a wide range of services to ensure optimal machine performance with minimum downtime and long-term investment protection for our customers.

Plek offers incentivized pricing for core services such as software updates and maintenance. This means that consecutive software updates and maintenance performed within the recommended maintenance cycle will be provided at preferential prices or are included in the service plan fee.

Our expert interdisciplinary support team is on hand to help solve any problem which might occur. See below for details of our after sales service options.

Requirements

In order to provide support, the Plek machine needs to be connected to the internet via a DSL line. The machine software must be updated to the current or the previous version. The machine operator should have received Plek training and be able to speak English sufficiently, or the language of the Plek support operator.

The customer should provide the contact details of one person who is in charge of the technical aspects of the Plek machine and who is authorized to confirm parts orders and chargeable service requests.

Infrastructure and resources

- **Global support and monitoring**
  Our global support and monitoring network is available to help you with any questions relating to Plek machines and the Plek process. A service technician will be ready for immediate help via online remote support if the request comes in on work days from 9am to 5pm Central European Time, or within a maximum of 24 hours (work days) after your request has been posted. In addition to that, we are building up a worldwide team of Plek experts, who are available in every time zone and are able to respond to your request. If they cannot resolve the issue immediately, they will record the details and forward it to Plek Germany, where it will then be addressed within a 24-hour period.

- **Error simulation**
  The hardware of all supported machine generations is on hand at Plek so that errors and problems can be simulated and solutions found quickly.

- **Software updates**
  Plek software is constantly being updated and developed, normally at the rate of one major release per year. Each major release is supported with minor updates and bug fixes for a maximum of two years. Software updates are available free of charge to subscribers of Plek Standard and Plek Premium service plans, and for a small fee to subscribers of the Plek Basic service plan.

- **Software add-ons and subscriptions**
  Plek offers a wide range of further functions as software add-ons, which can be purchased in addition to the core software. Some add-ons can be subscribed to on a daily or monthly basis, either individually or as a package.

- **Data handling and backup**
  Regular automated data back-ups of machine configuration and guitar data in short intervals ensure that your machine will be up and running again quickly after any unforeseen computer outage or data loss. Customers can always notify us where they do not wish Plek to store their data. In this scenario we would limit storage to the minimum required for providing support, as stated in Plek's legal Terms Of Services.

- **Process and performance reports**
  Our machine reporting services include the provision of simple process overviews as well as detailed online performance and quality analysis. Access to reports will be provided on request and are either available online or in a common file format.
  While process reports mainly contain the number of instruments processed, including their model description and the type of processes performed, the Production Protocol is a customer-dedicated online database with detailed reporting on processes, cycle times, quality and operator performance.

- **Spare and replacement parts**
  Plek machines are built to last. However, the nature of guitar building and repair can mean a lot of wear and tear for moving parts. That is why we stock a full range of wear parts, as well as prefabricated components, replacement parts and modules for quick delivery. The modular design of the machine makes it easy for operators to replace individual parts or even whole modules, with remote guidance via Plek Support. Discounts on stocked parts are available for service plan subscribers. Custom parts and modules which are not stocked can be built individually on request.

- **Lifetime module exchange cycle**
  We offer a lifetime module exchange cycle for specific, intensively used modules which can be refurbished or repaired, such as fretcutter heads (FCH), high frequency spindles (HFS) and the Plek sensor module. Replacement standard modules are shipped immediately on request, even before you send us the old module. All machine modules are quality controlled prior to shipping. Refurbished modules are guaranteed to function as new.

- **Standard fretcutter resharpening cycle**
  Plek fretcutter heads can be resharpened by sending them to our service centers in the USA or Germany. Users of our standardized fretcutters for guitar repair benefit from a pool of pre-sharpened fretcutter heads, ensuring immediate shipping on demand. For users of customized fretcutters, Plek guarantees that resharpened fretcutters will be dispatched from our service centers no later than 5 working days after their arrival.

- **Maintenance, on-site labor**
  A minimum four-year maintenance cycle is recommended for Plek machines, although shorter maintenance intervals are preferable for intensively-used production machines. A qualified Plek technician will be available to service your Plek machine on site. Further repairs or modifications can be performed as required.

- **Setup and training**
  Machine setup and on-site operator training by experienced Plek experts will be quoted when you purchase a machine. Further/advanced training is also available on request.

- **Parts customization, further services**
  New fretcutter shape combinations for any fret wire sizes, instrument fixtures for string tension simulation devices (STS), etc., can be custom built to your specifications, which should be based on measurements taken from CAD files and existing instruments.

- **Consulting services**
  Further consulting services are available to deal with all your Plek-related requirements. This ranges from a Plek Scanning Analysis Report of a guitar you ship to us, even before becoming a Plek customer, up to on-site consulting with regard to your specific manufacturing work flow and tooling requirements.

Service plan options

After sales services are crucial in order to ensure proper support, the availability of spare parts, staying up to date with the software, and minimizing the risk of unexpected down time in case of any issues.

A choice of four different service plans is available to fit the needs of different business sizes, starting from on-demand services (ODS) with no fixed monthly fee at list prices, a basic plan (BSC) with minimum fixed costs and slightly discounted prices, a standard plan (STD) for medium sized businesses, up to an all-round carefree premium package (PRM) with significantly discounted prices and a generous level of free services included. While subscribing to a service plan with a fixed monthly fee is recommended for most businesses, the services on demand option will be the default plan, if no other decision has been made.

On-Demand Services (ODS) offer maximum flexibility without any fixed monthly payments. Service and parts will be charged at the current list prices. A one-time ticket fee will be levied for each service case registered by the Plek Support team, in addition to the charge for the time spent by the support operator, via telephone, online or offline. Support time will be charged in increments of 15 minutes. If the Plek software is not up to date to the current or the previous version, it needs to be purchased before support can be provided. On-demand services can be advantageous for customers who do not use Plek services and support on a regular basis.

The **BASIC** (BSC) service plan is designed for smaller businesses with no frequent need of services and support, in order to minimize the cost. A small monthly base fee ensures the availability of discounted prices on software, support and most of the available services. Stocked wear parts are discounted by 2%.

The **STANDARD** (STD) service plan is designed for medium sized businesses, in order to keep the costs under control by ensuring free access to core Plek services as well as discounted rates for additional goods. The fixed monthly base fee includes free regular software updates, a contingent of free telephone/ online support minutes, a free subscription to the "Builders Toolkit" software add-on package, and significantly reduced prices for FC resharpening and other Plek services. Support time beyond the included contingent will be charged in increments of 15 minutes. Free process reports are available on request. Your Plek machine and guitar data will be restored from our online backup system at no charge, in case of a computer breakdown or data loss. Stocked wear parts are discounted by 5%.

The **PREMIUM** (PRM) service plan is ideal for larger enterprises, often equipped with multiple machines, which prefer to receive optimum services at full cost control. In addition to the services already included in the Standard plan, Plek Premium comes with unlimited telephone/online support, inclusive on-site machine maintenance (if scheduled within the recommended maintenance cycle), and included online production quality and performance reports on demand. Further reduced prices for FC resharpening and other Plek services are available, as well as a discounted base fee for multiple machines. Stocked wear parts are discounted by 10%.

Software add-on structure

The Plek software differentiates between core functions and additional functionality (add-ons). Core functions are scanning, standard fret cutting and standard nut cutting, where "standard" refers to common guitar and bass types with 4-8 strings, excluding paired strings and multiple scales.

All software add-ons can be purchased for unlimited use and selected add-ons can be subscribed to on a monthly or daily basis (24 hours). They come in three different price categories: A, B and C, and can be used either individually or as part of our Builder's Toolkit package. Additional hardware will be required for some add-ons, such as dedicated HFS cutter bits, or the holding vice for cutting bridge saddles.

Software add-on	Price category	Sub-scription	Builder's Toolkit	Software add-on	Price category	Sub-scription	Builder's Toolkit
Auto-adjusted virtual fretdress	A	☐	☐	Fret slot cutting	B	☑	☑
Board planing	A	☑	☑	Fingerboard marking	B	☑	☑
Pairs/ 12-string-nut	A	☑	☑	Nut pocket cutting	C	☑	☑
Saddle slot cutting	B	☑	☑	Bridge pinhole marking	C	☑	☑
Saddle cutting	B	☑	☑	Production templates	C	☐	☐