

Service Level Agreement





Introduction

Your Service Level Agreement is not just a plan for maintenance; it's your assurance of peak performance for your Cerulean equipment. It serves as a cornerstone of confidence, ensuring that every aspect of your machinery is meticulously optimized to deliver the highest standards of operation. With this agreement in place, you can rest assured that your equipment is always equipped with the latest software advancements, continuously fine-tuned to meet evolving industry demands and technological innovations.

This brochure has been designed to provide a clear and comprehensive overview of all the benefits included within our Service Level Agreements. Whether you're looking to enhance equipment reliability, reduce downtime, or gain priority support, this guide outlines everything you need to know. Inside, you'll find a breakdown of our SLA packages, the support services available to you, and the added value that comes with partnering with Cerulean's expert aftersales team.

Priority Remote Support & Exclusive Discounts with XpertWorldAssist

Looking for consistent support? Our SLA plan includes priority access to XpertWorldAssist—our advanced remote technical support service—along with exclusive discounts that help you reduce costs while maximizing uptime.

XpertWorldAssist is specifically designed to minimize unplanned downtime by enabling fast, effective troubleshooting. Using cutting-edge technologies, our skilled technical support team can connect directly with your operators or equipment to resolve issues quickly and efficiently, wherever you're located.

Remote assistance through XpertWorldAssist can be delivered in a variety of flexible formats to suit your preferences and internal policies, including telephone and email support, instant messaging services, remote desktop access, interactive augmented reality video sessions, and any other approved remote access tools.

With priority response times and reduced service costs as part of your SLA, XpertWorldAssist is a smart way to keep your Cerulean equipment performing at its best—every day.

Package	Stock Code	Hours	Maximum weekly hours
Basic	96011	5	5 hours / 5 days
Silver	96000	10	8 hours / 5 days
Gold	96002	20	8 hours / 5 days

Scheduled Annual Maintenance Visit: Peace of mind with proactive care

For added peace of mind, our SLAs include dedicated annual maintenance visits to keep your equipment running at peak performance. These planned visits are conducted by trained Cerulean engineers and are designed to keep your operations efficient, reliable, and cost-effective.

Benefits of Scheduled Maintenance Visits:

- Visits are planned around your production schedule to avoid disruption.
- Regular servicing ensures your equipment continues to operate to its original performance standards.
- Stay informed with a clear schedule of your next due service, giving you time to prepare and plan.
- A full review of your on-site critical parts stock ensures you're never caught without a vital component.
- Our engineers review service history and performance trends to make informed maintenance decisions.
- Early detection of wear and potential issues significantly reduces the chances of unexpected failures.
- Minimize costly production disruptions by tackling issues before they cause stoppages.
- Preventative care ensures your equipment remains in top condition, extending its operational life.





Boost Your Team's Expertise – At a Discounted Rate

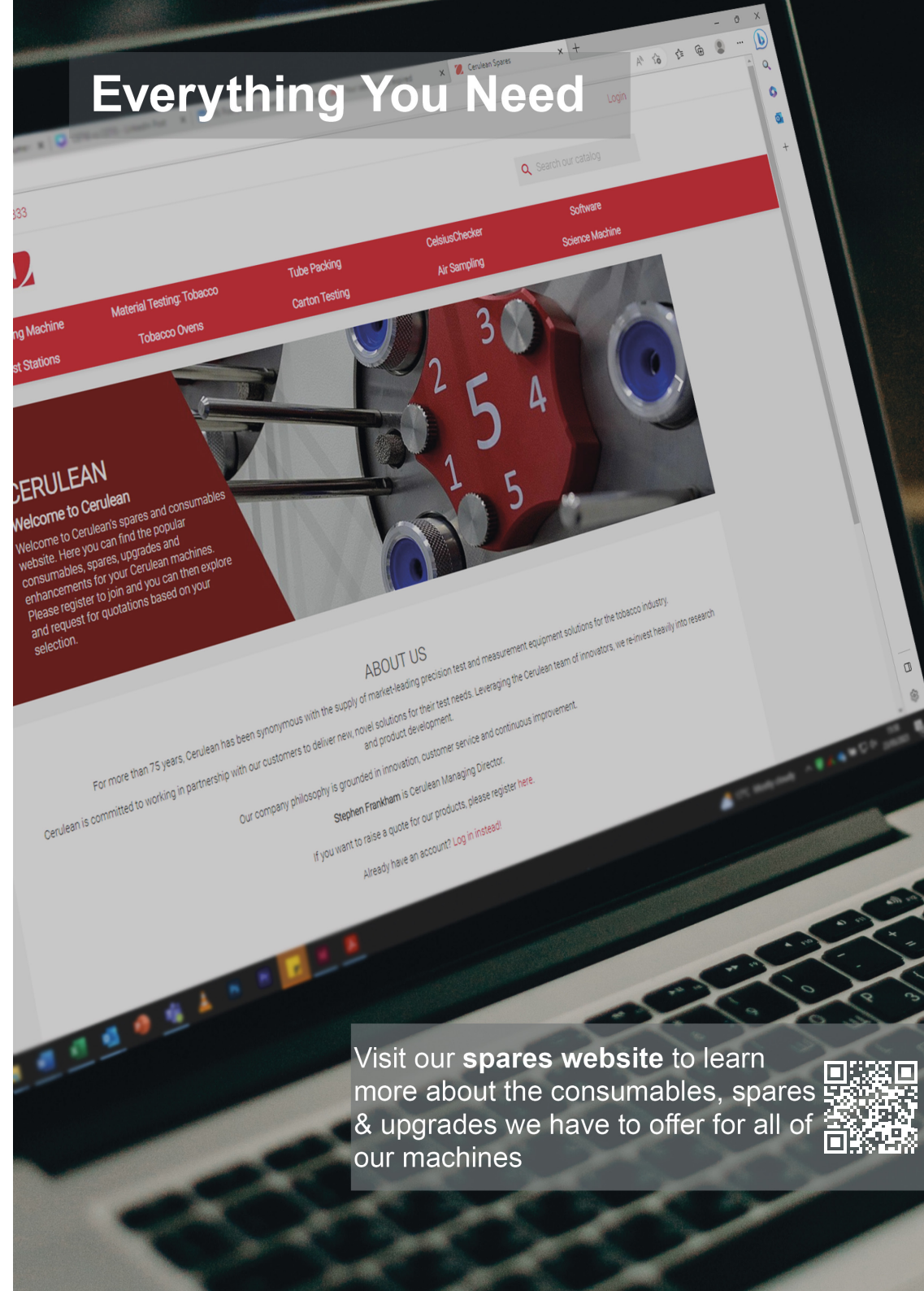
As part of our ongoing service strategy, SLA holders will gain access to exclusive discounts on our comprehensive range of training courses—designed to empower your team and enhance your equipment's performance.

Our expert-led sessions are available both on-site and online, providing the flexibility to suit your operational needs. Whether you're onboarding new staff or refreshing the skills of experienced operators, our courses cover everything from basic functionality to advanced troubleshooting techniques.

By investing in your team's knowledge, you can expect smoother day-to-day operation, faster problem-solving, and reduced dependency on external support. The result? Less downtime, more productivity, and greater confidence in using your Cerulean instruments to their full potential.

This is just one of the many ways your SLA continues to deliver exceptional value—long after the initial service is complete.

Elevate Your Expertise - Scan the QR code to register your interest in our 2025 customer training courses.



Everything You Need

CERULEAN

Welcome to Cerulean's spares and consumables website. Here you can find the popular consumables, spares, upgrades and enhancements for your Cerulean machines. Please register to join and you can then explore and request for quotations based on your selection.

ABOUT US

For more than 75 years, Cerulean has been synonymous with the supply of market-leading precision test and measurement equipment solutions for the tobacco industry. Cerulean is committed to working in partnership with our customers to deliver new, novel solutions for their test needs. Leveraging the Cerulean team of innovators, we re-invest heavily into research and product development.

Our company philosophy is grounded in innovation, customer service and continuous improvement.

Stephen Frankham is Cerulean Managing Director.

If you want to raise a quote for our products, please register [here](#).

Already have an account? [Log in instead!](#)

Visit our **spares website** to learn more about the consumables, spares & upgrades we have to offer for all of our machines



Exclusive Savings on Cerulean Spares & Upgrade Kits



Discover the full range of Upgrade Kits on the Cerulean Spares site



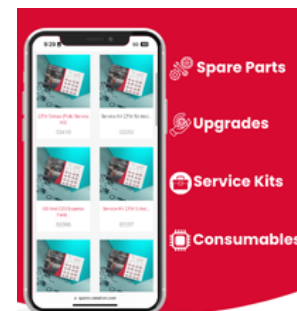
Discover the full range of Spares Kits on the Cerulean Spares site

SLAs aren't just about response times; they're about value. That's why we include exclusive discounts on Cerulean upgrade kits, an effective way to enhance instrument functionality and keep your equipment with the latest performance standards.

Each upgrade kit is assembled to include all the essential components and instructions needed to enhance your equipment's capabilities. These parts are selected based on their compatibility and performance benefits, aligning with Cerulean's latest technology standards to ensure your equipment remains efficient, up-to-date, and compliant with evolving operational requirements.

By using Cerulean-approved kits, you ensure that all parts meet our high-quality standards and are fully compatible with your system. Combined with your SLA discount, it's a cost-effective way to support preventative maintenance, reduce unplanned downtime, and extend the life of your investment.

Exclusive Discounted Labor Rates: Minimize Costs with Expert Support



EVERYTHING YOU NEED

Visit our **Spares website** to learn more about the consumables, spares and upgrades we have to offer for all of our machines.

MORE INFO

As part of our Service Level Agreement (SLA) we are pleased to provide exclusive access to discounted labor rates for all covered services. This benefit ensures you receive expert technical support at a significantly reduced cost, helping you maintain operational efficiency while managing your budget more effectively.

What's Included:

- Access to experienced engineers with in-depth product knowledge.
- Reduced hourly labor rates for service visits and remote support.
- Priority scheduling for SLA customers.

Complimentary Software Upgrades

With our SLA in place, you can expect complimentary software upgrades* for eligible systems. These upgrades ensure your equipment is running on the latest version—delivering improved performance, enhanced features, and ongoing compatibility with evolving industry standards.

Our engineers can perform these updates remotely or alongside a planned service, depending on what suits your operations best. With a Cerulean SLA, you can be confident your systems are always optimized and future-ready.

Benefits Include:

- Access to the latest software releases at no additional cost.
- Remote installation for minimal disruption.
- Improved functionality, stability, and user experience.
- Option to include upgrades during scheduled maintenance visits.



*Applies to software only, any hardware upgrades will be chargeable.

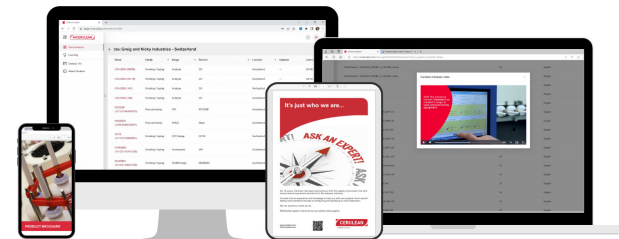
The Gateway to more Information from Cerulean



How many times have you tried to find some information, and it's been lost, or another department has ownership and has lost it?

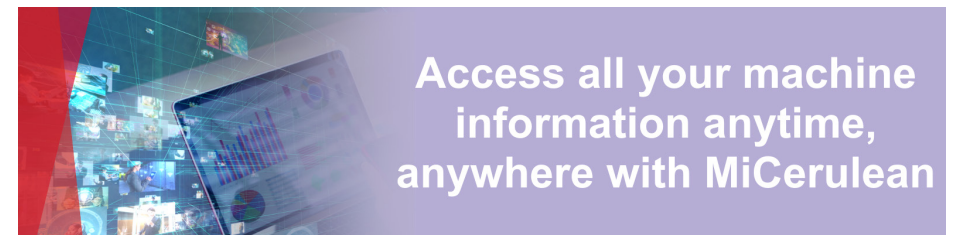
MiCerulean is the latest innovation from Cerulean, a cloud-based gateway to information about your machines. The secure gateway allows you to view information about your machines, whether they are in your office, factory, or located in another site halfway across the world. The equipment, or assets, can be viewed in an easy-to-read list, but you can also go into each item and see details about the unit, including software and firmware details.

As a valued customer of Cerulean, an administrator will be created to represent your business or site location. The administrator can then create user accounts for team members within your business. Users can be assigned sites, allowing them to access information about your machines. The data you will see will be for your business only; security access ensures confidentiality.



Customers that sign up for Cerulean's Service Level Agreement (SLA) will automatically receive access to MiCerulean as part of their agreement. This ensures your team has the most up-to-date documentation and machine information whenever and wherever it's needed.

In essence, our commitment to improving the accuracy of your data is not a one-time effort but an ongoing journey. With every visit from our service engineers, we aim to elevate the performance and reliability of MiCerulean, providing you with a data management solution that grows and adapts alongside your business.



Access all your machine information anytime, anywhere with MiCerulean

MiCERULEAN

CERULEAN: PART OF THE COESIA GROUP



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