

Reiter Seed Processing GmbH & Co. KG - Our service for ASM Optical Sorters

Reiter Seed Processing offers comprehensive service, support and free of charge trials for the optical sorters manufactured by Elica-ASM at its own technical center in GER-Landshut.

Free of charge trials

- Sorting results based on your specific product samples
- Detailed test report including input contamination, accept quality, reject quantity and its concentration as well as capacity/h
- If you participate, simultaneous introduction to the operating software
- Possibility to determine the perfect sorter configuration for your purposes

If you opt for an optical sorter from our partner Elica-ASM, we offer **free of charge service and support for the first 3 years** following delivery, installation, commissioning and operator training, **uncomplicated and without any maintenance contract!** The following services are included:

1x Annual service and maintenance on site

- Sorter maintenance and general functional check
- Optimization of existing sorting programs (as required)
- Creation of new sorting programs (as required)
- Operator training for introduction or intensification (as required)
- Installation of updates (as required)

Notes:

- Service priorities are flexible and depend on your individual requirements
- Appointments by arrangement, including a duration of up to 1 working day (8 hours)
- Any spare parts required are not included

3 years free of charge phone / remote support (via TeamViewer)

- Possibility of support with creation and optimization of sorting programs
- Immediate and effective support for troubleshooting in case of any sorter errors
- Short-term clarification of any questions relating to the optical sorters

Notes:

- For remote support the sorter must be connected to the Internet by the customer (LAN cable or USB tethering)
- Support for troubleshooting in case of any errors remains free of charge
- Support for optimizations is charged according to actual expenditure from 4th year onwards

Further highlights

- Warranty extension for new devices from 12 to 24 months (excluding wearing parts and damage caused by improper use)
- We grant a special 5% discount on all spare parts within the first 3 years