MGS
a coesia company

Corrective Care

Fast recovery when every minute counts

When unexpected downtime occurs, every minute matters. **Corrective Care** provides rapid, cost-effective support to restore machine operation and get your production back on track. Through expert intervention and essential maintenance services, it helps minimize the impact of unexpected failures and quickly re-establish the stable operating conditions needed to maintain your desired performance level over time – in line with the **Performance Sustain** goal.

What's included?

This bundle includes a **package of hours for remote support** and/or **days of on-site emergency services** that guarantee rapid access to technical expertise and fast intervention services to diagnose issues, resolve failures, and restore production as quickly as possible.

This Bundle covers the following Quick Fix services:

- **Remote Support:** Fast access to technical expertise for troubleshooting, diagnosis and guidance to restore machine operation.
- **On-site Emergency Services:** Rapid intervention by qualified technicians to resolve unexpected failures and return equipment to production.

Recommended options for this bundle

This Bundle can be further enhanced by adding:

- **Critical Spare Parts:** Support faster recovery with immediate availability of key replacement components.
- **Service Level:** Enhance responsiveness through defined service commitments and intervention times.unexpected failures and return equipment to production.

When Corrective Care makes the difference

Corrective Care supports operations when the priority is to:

- **Respond rapidly** to unexpected equipment failures
- Limit downtime and its impact on production
- Restore machine operation with **expert technical support**

Ideal for:

- Manufacturers that require **rapid support** when unexpected failures occur
- Operations where production downtime has a significant business impact
- Local teams relying on **expert response** capabilities
- High turnover of local maintenance and operations teams

How it works:
Contact your Customer Service Representative to discuss your requirements and customize the Corrective Care bundle based on your equipment, operational needs, and desired service level.

Corrective Care combines expert capabilities, essential support services, and access to critical resources to help you recover from unexpected failures and return to normal operation with confidence.

Ready to restore production faster? Contact your MGS Service representative.

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