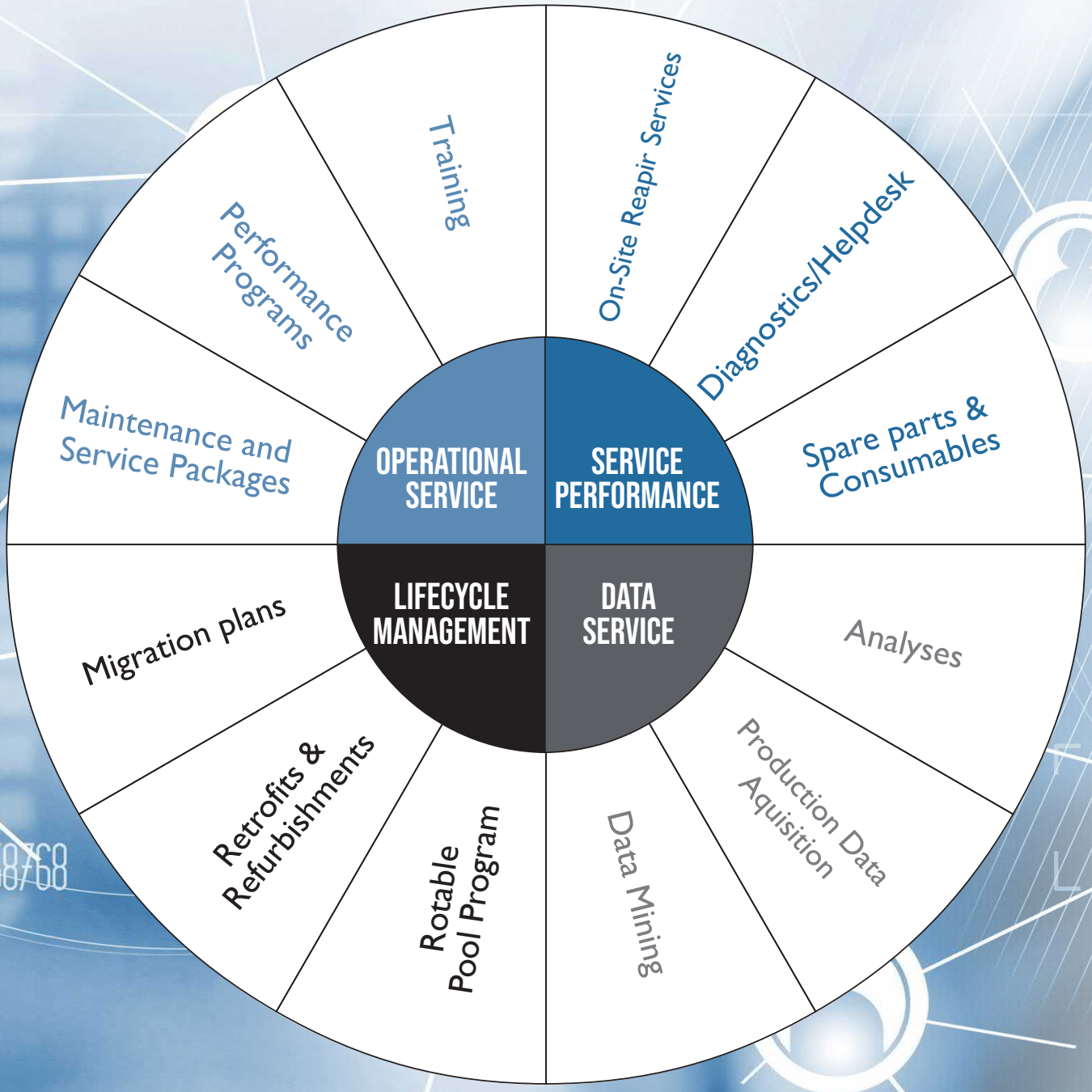
KELLENBERGER

Technical Service



TECHNICAL SERVICE OVERVIEW



OPERATIONAL SERVICE

TRAINING
One of Kellenberger's main concerns is that your operators are optimally trained. Our training Specialists therefore conduct training either at our location in St. Gallen (Switzerland), or at your plant. In addition, a variety of online training options are possible. Make your appointment now!

PERFORMANCE PROGRAM
Kellenberger guarantees that within 5 years the cycle time will be reduced by 20% on 4 componentsof your choice. This shows that we are always striving to increase your performance.

MAINTENANCE SERVICE PACKAGES
Any machine is only at its most productive when its maintenance is carried out regularly. Kellenberger therefore offers a number of maintenance and service packages to increase both productivity and efficiency.

SERVICE PERFORMANCE

ON-SITE REPAIR SERVICES
Our experienced service technicians are trained regularly, and have the knowledge to carry out your on-site repairs professionally and promptly.

DIAGNOSTICS/HELPDESK
The diagnostics/helpdesk team strives to resolve your problem as fast as possible via telephone support. You save time here!

SPARE PARTS & CONSUMABLES
If you need spare parts or consumables, please reach out to our service team. We have the right materials to help you achieve optimal performance.

LIFECYCLE MANAGEMENT

MIGRATION PLANS
If the life cycle of your machine is coming to an end, we will be happy to advise you on the best follow-up solutions. From revisions and control system upgrades to new machines, we offer everything from a single source.

RETROFITS & REFURBISHMENTS
We also offer the possibility to overhaul existing machines and assemblies. Our work will leave your machine in the most up-to-date condition. And downtimes will be avoided through equipment and machinery rental.

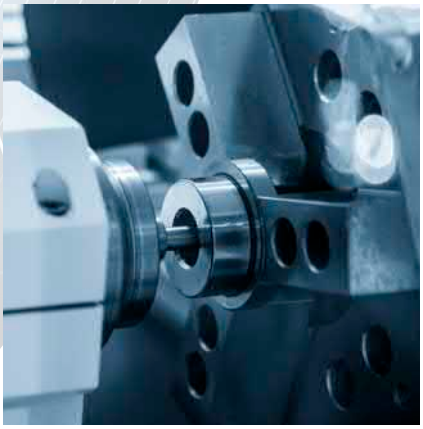
ROTABLE POOL PROGRAM
With the Rotable Pool Program, spindle downtimes are reduced by 3–4 weeks. Thus, high one-off expenses can be avoided with this program.

DATA SERVICE

ANALYSES
We monitor your machine data and analyze it so that we can detect problems in advance and react immediately. Downtimes are reduced!

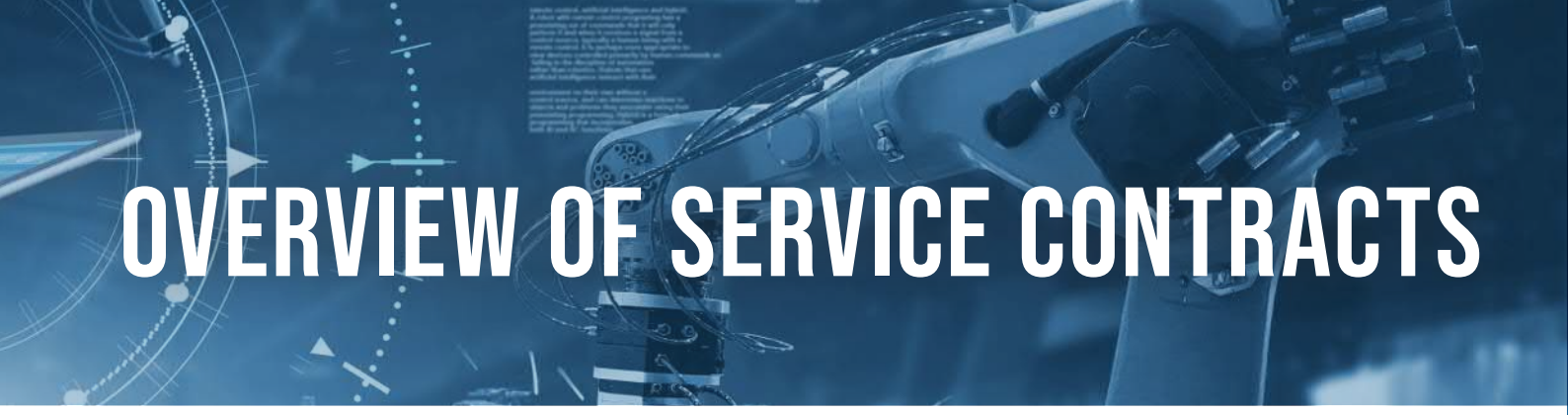
PRODUCTION DATA ACQUISITION
Data acquisition allows our clients to optimize their processes, reduce production time and eliminate weak points.

DATA MINING
We strive to generate knowledge from already existing data. Thus, regularities, general rules and relationships can be analyzed precisely.









OVERVIEW OF SERVICE CONTRACTS

	INSPECTION	ECONOMY	ADVANTAGE	RELAX
Preventive Maintenance				
Service Working Time	✓ [1]	✓	✓	✓
Spare Parts	✓ [1]	✓	✓	✓
Travel Costs	✓ [1]	✓	✓	✓
Repairs				
Service Working Time (Discount)	5%	5%	10%	✓
Spare Parts (Discount)	5%	5%	10%	✓
Travel Costs (Discount)	–	–	10%	✓
Other services				
Remote Diagnose	–	–	✓	✓
Telephone Support	✓	✓	✓	✓
Training Days	–	–	1d/year	3d/year
Diagnostic Response Time	–	<24h	<12h	<4h
Response Time	–	<72h	<48h	<24h

1 Contrary to the other 3 models, an inspection is performed in this case. The Economy, Advantage and Relax models include complete maintenance.

DETAILS OF MAINTENANCE CONTRACT PROGRAMS



WORK ON-SITE



SPARE PARTS

BENEFITS:

- Fixed costs limit financial surprises.
- Services are provided by Kellenberger's highly experienced and comprehensively trained external service technicians. Equipped with knowledge, experience and factory support, they are optimally prepared to solve even the most complicated machine problems. We know how important your operating time is and we strive to resolve any query onsite as quickly as possible.
- Use of original OEM parts in order to ensure the reliability of the equipment.



GUARANTEED REACTION TIMES

BENEFITS:

- Helpdesk assistance from factory-trained personnel who support all your service needs and help you minimize costly downtimes.
- Guaranteed reaction times ensure that your service call is moved to the front of the queue so that your machine can resume production as quickly as possible.



RELIABILITY



HEALTH CHECK

BENEFITS:

- Fail-safe updates help avoid unnecessary downtimes.
- Annual machine status inspection alongside the customer for determining prospective service requirements and recommendations.

PROTECT YOUR PRODUCTIVITY

MINIMIZE DOWNTIME

- Prioritized deployment of technicians in order to minimize downtimes.
- To ensure trouble-free and safe machine operation, the machines must be serviced regularly.
- Proactive maintenance by factory-trained service technicians in order to ensure that the customer is protected against unplanned downtimes while maintaining your machine's optimal operating efficiency.

MAXIMIZING SERVICE QUALITY

- Factory-trained Kellenberger technicians perform the service in compliance with the manufacturing guidelines in order to extend machine service life and productivity.
- Original Kellenberger parts and access to specialized equipment for high quality repairs.
- We know how important operating times are as we strive to resolve any query on-site as quickly as possible.


CONTROL PANEL
ON
OFF
ESC
Control
Control

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