



Customer Care

You do what you do best, we take care of the rest!

Customer Care



Do you have a service contract in place to handle those unpredictable “what if” situations?

In an increasingly dynamic market environment, faults and downtime can often have serious consequences including labor costs, lost revenue, and service costs.

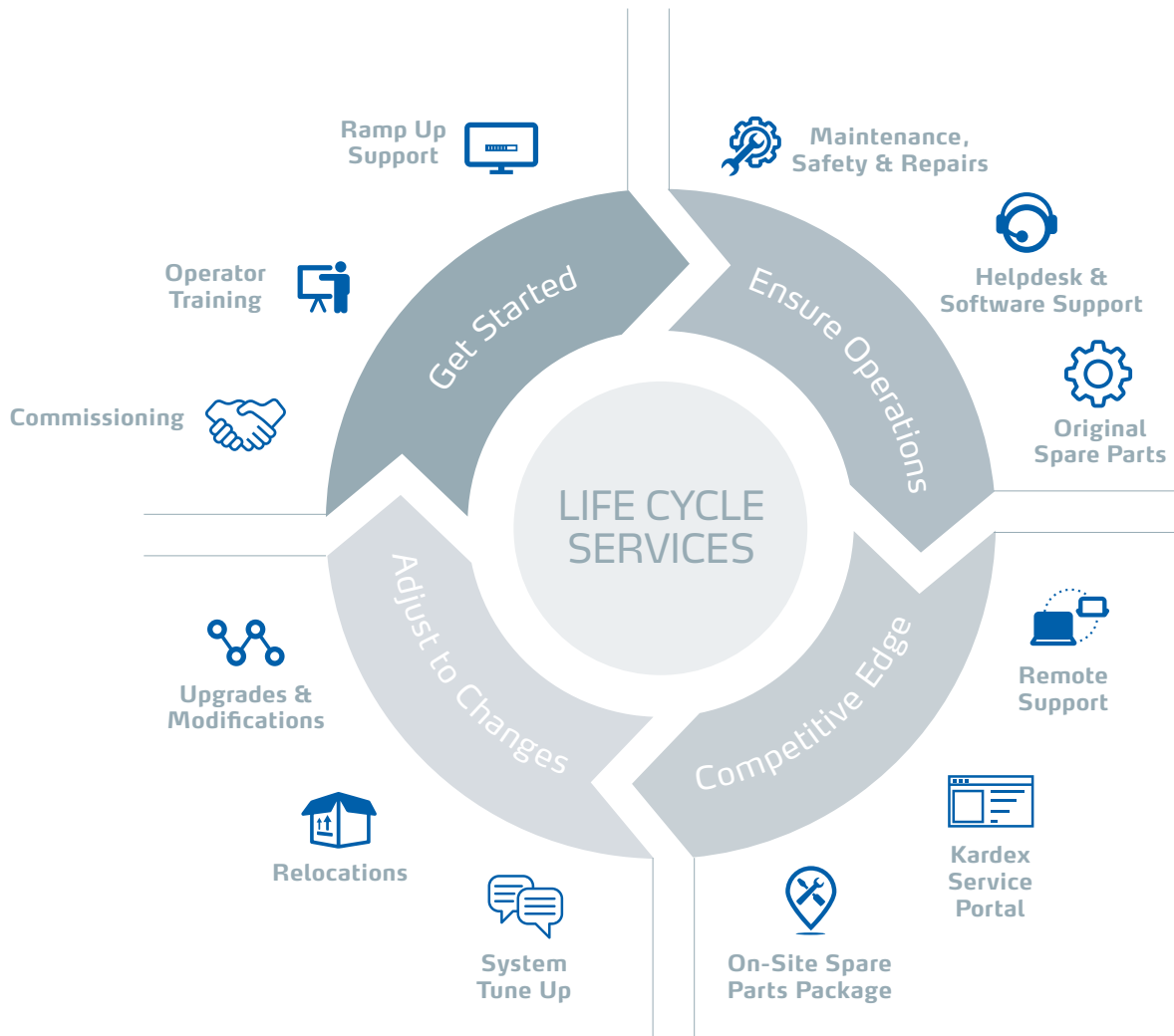
Did a system malfunction ever cause you to lose a customer or pay exorbitant overnight shipping fees?

Kardex Remstar offers modular service packages that provide support throughout the life cycle of your system and best suit your operations. We strive to minimize downtime, prevent problems, and provide support with the touch of a button whenever and wherever you need it!

This Service Plan Portfolio covers:

- Our Service Packages
- Prevention and Protection
- High-Quality Service
- Excellent Remote Support

**Combine Individual Services -
Find the best service package for your needs**



What type of service packages do we offer?

From replacing minor parts to relocating an entire warehouse, we offer four reliable and modular care packages. These packages were designed to maximize your system's life cycle and provide help when needed via our global network of highly-skilled technicians ready to support you 24/7.

Service Packages - Different contract models for different requirements
Choose your personalized service contract

	"I need reliable and dependable systems."	"I need guaranteed rapid response in case of malfunction."	"I need maximum availability at predictable costs."	"I need assistance from IT experts to ensure seamless warehouse management processes"
	BASE Care	FLEX Care	FULL Care	Software Care
Annual maintenance and inspection	✓	✓	✓	optional
Multiple maintenance and inspections per year	optional	optional	optional	optional
Priority Support	✓	✓	✓	✓
Helpdesk unlimited calls		✓	✓	✓ ¹
Helpdesk reaction time < 2h		✓	✓	✓
Up to 1h Helpdesk reaction time ¹		optional	optional	optional
Up to 24/7 Helpdesk support ¹		optional	optional	optional
On-Site repairs		optional ²	✓	
Spare Parts			✓	
On-Site reaction time < 16h		✓	✓	
Up to 2h On-Site reaction time ¹		optional	optional	
Up to 24/7 On-Site support ¹		optional	optional	
Remote Assistance & Analytics ¹		optional	✓	optional
Access to Kardex portal ^{1,3}				✓

¹ Subject to availability. Support might not be available in local language.

² Labor cost included during warranty.

³ E-Mail, knowledge base, cases.

Prevention and Protection

Even better than solving problems is preventing problems! The shift to ever more complex automated processes calls for a shift in maintenance. Early detection and preventative action are key to keeping your operations running smoothly.

What type of preventative measures do you have in place?

- Do you routinely monitor your systems?
- Do you have critical spare parts handy?
- Do you know your system's overall equipment effectiveness (OEE)?
- Are your machines maintained at the right intervals?
- Do you get fast support in case of a system failure?

Proactive monitoring and the possibility to directly access Kardex Remstar's systems and software reduces downtime, technician labor costs, and increases productivity. Kardex has an advanced analysis tool with which we can predict malfunctions and optimally plan preventive interventions.

High-Quality Service

High-quality customer care is definitely of the utmost importance. We're proud to share success stories and take pride in the level of quality our technicians provide!

A current customer shares, "Kardex Remstar carried out the relocation of seven units for us, including complete dismantling and reassembly at the new location. The service technicians were highly skilled, worked safely, and precisely. They also met all the stipulations." K.M., Head of Logistics at Matrium GmbH.

We were also excited to receive the results of a recent study surveying 3,000 customers from 22 countries. It showed that 90% of respondents are satisfied or very satisfied with the service; 94% would recommend Kardex Remstar.

Kardex service support means you no longer have to worry about expensive repair costs. You can avoid incurring unnecessary, expensive costs by using our certified technicians. Our technicians receive periodic training at the Kardex Remstar Academy to ensure they can serve as trusted advisors and are 100% competent. Practice has shown that their training and instructions have a direct impact on daily performance.

Excellent Remote Support

We've got you covered: The Kardex expert helpdesk team offers fast and professional support 24/7. With our cloud-based Remote Support service platform we can securely connect to your machines whilst conducting remote fixes when required.

We are also ready to help you with future planning and forward thinking. Perhaps relocating is in the pipeline or your inventory and business demands have changed? The customer care team can help with modifications, adapt systems to keep up with changing business needs, and integrate newly available technologies.

In short, Kardex Remstar is always nearby when you need us!



Meet your Local Service Specialist

How can Kardex Remstar ensure your systems flawlessly run day and night throughout the entire service life of your installation? Find out more about periodic and preventive maintenance and the modular customer care service packages we offer.