



## Life Cycle Service

Increased Safety – Greater Efficiency –  
Higher Productivity

# Maximum Reliability

## Modular services to support your system's entire life cycle



Smooth-functioning intralogistics processes are essential for efficient and competitive production. In an increasingly dynamic market environment, unanticipated faults and downtime can often have serious consequences. If new goods cannot be stored and stored goods cannot be picked, the resulting delays in production and delivery can be very costly.

To ensure that this does not happen to you, Kardex Remstar's Life Cycle Service provides a holistic, modular solution that guarantees the effective operation of your logistics and warehousing operations – from installation, commissioning and maintenance to safety inspections, repair, future expansion and plant optimization.

Certified service technicians are on site quickly to meet your service needs. If you have any questions or technical problems, our knowledgeable and experienced HelpDesk staff will support you over the phone, around the clock. Alternatively, our remote support service constantly monitors your storage and retrieval systems and carries out repairs quickly and remotely, whenever data indicate a system fault.

From essential provision to our comprehensive care-free package, the Kardex Remstar Life Cycle Service puts you in control of your support services. Simply customize the contract to suit your individual needs.

### **Service makes the difference**

Customer satisfaction is very important to us. Kardex Remstar conducted a customer survey with the independent market research institute Kantar TNS to get the most objective possible opinion on service quality. More than 3,000 customers from 22 countries participated in the study, evaluated our service and shared their experiences with us.

The result: 90% of respondents are satisfied or very satisfied with our service; 94% would recommend Kardex Remstar. The topic "avoiding downtime" is currently more important than ever. The need for preventive services such as our Remote Support is increasing. More than half of the customers plan to increase their use of our services for the coming year.



## Kardex Remstar Service: Keeping your operations on the move



"24 hours a day, 7 days a week, in over 25 countries throughout the world. That's my responsibility and that's the responsibility of my colleagues."

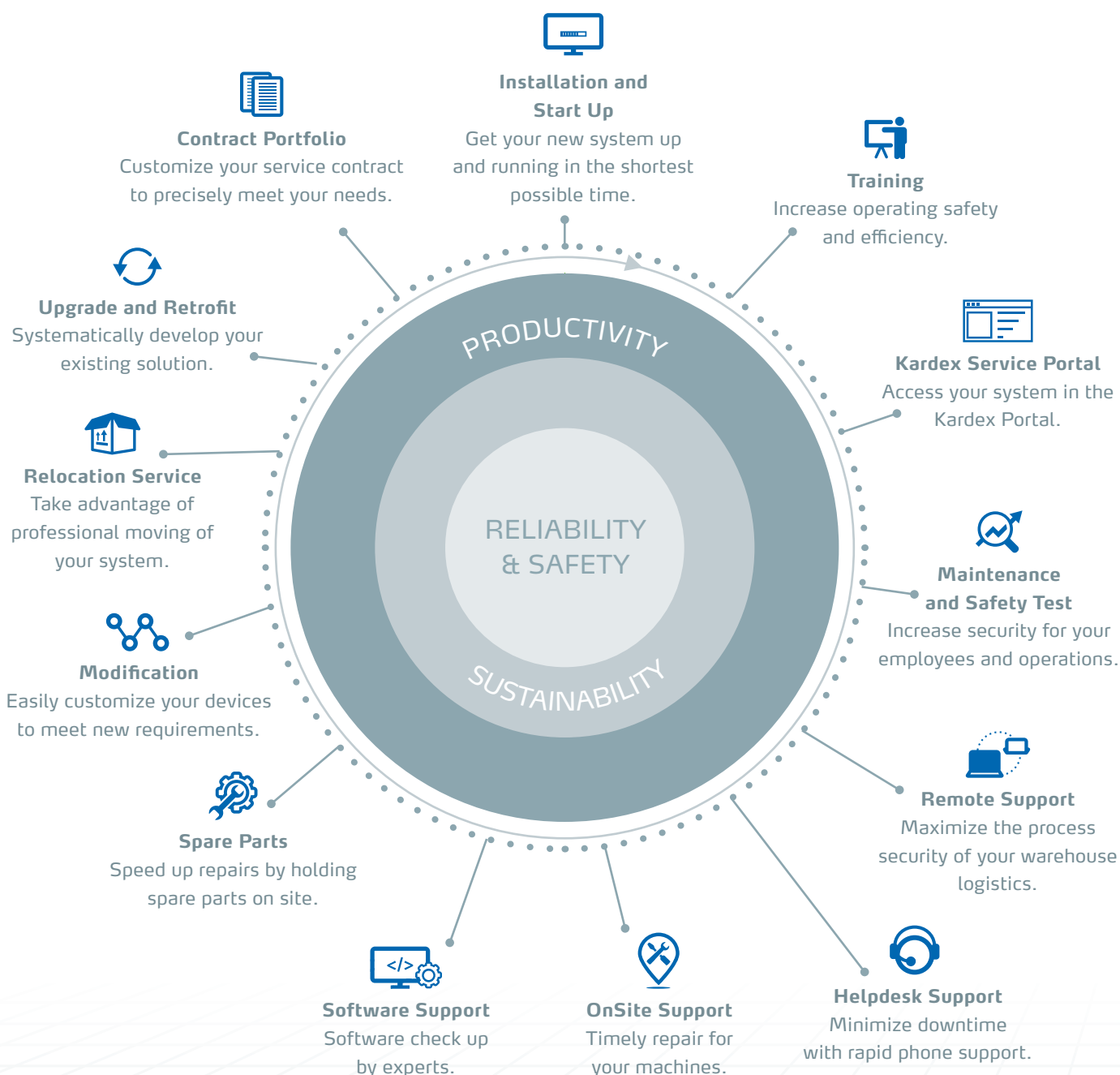
Further Information:  
[www.kardexremstar.com](http://www.kardexremstar.com)



# Individually combinable services

## Find the best service package for your requirements

The following range of support services provide everything your business needs to make the most of your Kardex solution.





Start quickly und safely

## Installation and Start Up

Don't waste a moment. Skilled technicians will install the system you bought and train your personnel. This ensures a smooth handover from project completion to implementation into your daily logistics operation.



Quickly access your system information

## Kardex Service Portal

Access your system information quickly. Once your system is installed and available in the portal, you can easily access all relevant data.



Recognize errors early

## Remote Support

Get expert help immediately. Continuous remote monitoring prevents downtime, troubleshoots performance and lets your business run smoothly 24/7.



Minimize downtime

## OnSite Support

Receive personal assistance. A nationwide network of service technicians provides a rapid response whenever you need on-site help.



Speed up the repair process

## Spare Parts

Speed up repairs. An easily accessible supply of original parts guarantees rapid repairs, whenever they are needed.



Ensure a smooth move

## Relocation Service

Ensure a smooth process. Experienced technicians disassemble, transport, reassemble and test your warehouse system to make your move as seamless as possible.



Increase your productivity

## Training

Empower your staff. Experienced instructors provide tailor-made training so that users can operate their equipment safely and efficiently.



Achieve longer service life

## Maintenance and Safety Test

Maximize safety and effectiveness. Regular system check-ups keep your system functioning at top levels of performance and personal safety.



Solve problems on the phone

## Helpdesk Support

Speak to a specialist. Skilled technicians are available around the clock to answer your questions.



Continuously improving your software

## Software Support

Continuously improve your software. Our technicians respond quickly to your problems and provide periodic reviews to identify weaknesses in the system.



Customize your storage solution

## Modification

Adapt to changing needs. Modify your storage solution to ensure that it is always configured to meet your business's strategic objectives.



Always stay up-to-date

## Upgrade and Retrofit

Improve your system. Bring your system up-to-date with the latest technology, ensuring that it always provides the maximum possible benefits.

# Different contract models for different requirements

## Choose your personalized service contract



When you have decided which services you require, choose the service package that best suits your needs: BASE Care, FLEX Care or FULL Care. Our Life Cycle Service team will gladly work with you to develop a package that is precisely tailored to your system.

### **BASE Care**

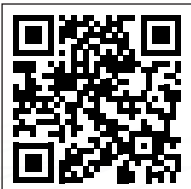
The basic protection package for automated storage solutions from Kardex Remstar. Certified technicians guarantee reliable testing according to legal requirements. In the event of faults or questions, our service team will be pleased to help you during normal working hours.

### **FLEX Care**

Adjust the contract details exactly to your personal needs. Decide how much support you need from us and whether you require our Remote Support Module to reduce the risk of equipment failure. FLEX Care is our most popular contract package for companies with their own maintenance staff.

### **FULL Care**

Enjoy maximum service protection at predictable costs. Our FULL Care package offers you a series of tangible benefits. At the same time, all service requirements are already included in the package. This means that there are no additional costs for the repair or maintenance of your storage systems. FULL Care is for companies that do not have their own in-house maintenance provision.



Discover more about our services and maintenance plans on our website.

[www.kardexremstar.com/us/storage-systems-maintenance](http://www.kardexremstar.com/us/storage-systems-maintenance)



## Choose your optimal service package:



	<p>"I need reliable and dependable systems."</p> <p><b>BASE Care</b></p>	<p>"I need guaranteed rapid response in case of malfunction."</p> <p><b>FLEX Care</b></p>	<p>"I need maximum availability at predictable costs."</p> <p><b>FULL Care</b></p>
Annual maintenance and inspection	✓	✓	✓
Priority OnSite & Helpdesk Support	✓	✓	✓
16h OnSite reaction time*		✓	✓
2h Helpdesk guaranteed reaction time		✓	✓
Helpdesk unlimited calls		✓	✓
OnSite Repairs & Spare Parts			✓
Travel Cost for Repairs **			✓
Remote Assistance & Analytics		optional	optional
Multiple maintenance cycles per year	optional	optional	optional
Up to 24/7 OnSite & Helpdesk support *		optional	optional
Up to 2h OnSite reaction time *		optional	optional
Up to 1h Helpdesk reaction time *		optional	optional

\* Support hours and reaction time subject to local availability.

\*\* Travel costs included, depending on country.

# Kardex Remstar:

## Always close to you – Worldwide

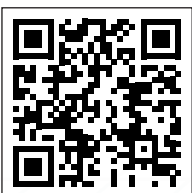


Australia  
Austria  
Belgium  
Brazil  
Canada  
Chile  
China  
Colombia

Cyprus  
Czech Republic  
Denmark  
Finland  
France  
Germany  
Great Britain  
Hungary

India  
Italy  
Malaysia  
Mexico  
Netherlands  
Norway  
Poland  
Romania

Portugal  
Russia  
South Africa  
Spain  
Sweden  
Switzerland  
Turkey  
USA



### Find out more

If you have any questions about how our Life Cycle Service can help you optimize maintenance and maximize uptime, we'd be delighted to hear from you.

Find your local Kardex representative here:



[www.kardexremstar.com](http://www.kardexremstar.com)