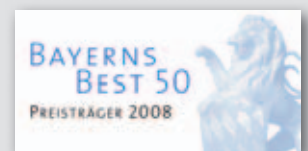


## MAINTENANCE AND INSPECTION BY CUSTOMER SERVICE AND SUPPORT

Service solutions to support and  
improve customer benefits.



Customized services –  
Always ready for you



# SSI SCHAEFER Automation: “Think Global – Act Local”

SSI SCHAEFER’s automation division is the world leader for planning, design and implementation of efficient intra-logistics systems. With an extensive, market oriented product range we generate individually tailored logistics solutions based on standard components.



## SSI SCHAEFER CSS – Your service partner around the clock!

Logistics are always in transition, with accelerating trends and challenges. SSI SCHAEFER’s “Customer Service & Support” Division acts as the “Solution Provider” and provides its customers with a holistic services package to suit their ever changing needs. Our customers benefit from the strength and the global industry know-how of the SSI SCHAEFER group. High availability of all our systems and short service reaction times are important factors to successfully operate a complex logistics system.

With customer specific service and maintenance models in place, innovative spare parts concepts, individual support and training courses as well as managing the entire technical system operations, the service team assures minimal downtimes, highest level of operational reliability and maximum customer satisfaction.

The SSI SCHAEFER Support Network is available 24 hours a day 7 days a week and offers accessible and competent professional support around the clock.

## SSI SCHAEFER - Service Team Germany



# Maintenance

At SSI SCHAEFER you can freely choose between the different maintenance models:

- preventive control with defined fixed prices
- periodic checks
- maintenance on request, complete or partial

We guarantee all suitable aspects of conveyor systems from the racks to the storage and retrieval machines, even when these have not been produced by SSI SCHAEFER

Maintenance is carried out by SSI SCHAEFER's team of technicians who guarantee qualified storage inspection. Additionally, the SSI SCHAEFER professionals offer visual and auditory inspection of your system regardless if it is mechanically, electrically or electronically built.

An integral part of the maintenance service framework is to eliminate possible malfunctions and inconsistencies and carry out the necessary adjustments and UVV checks. Accordingly, we take advantage of all possibilities on-site and are therefore able to effectively improve and optimize the entire performance of your system.



## Regular maintenance and inspection:

- Minimal downtime
- Maintaining the value of existing systems
- Ensuring operational reliability
- Operational safety

# Inspection

The inspection regulations help to identify and assess the actual state of a particular system. SSI SCHAEFER carries out system assessments with a team of experienced service technicians. SSI SCHÄEFER places great value on the visual and acoustic condition of any system. Therefore, detailed and precise understanding of the methods and techniques used and implemented by our service technicians ensures the accuracy of installations.

## Advantages for our customer:

- Visual and acoustic control of systems including operational reliability
- Knowledge of the actual state of installations based on inspection reports
- Regular inspection by qualified personnel at fixed prices
- Improvement of system availability by early recognition of defects
- On demand we offer short term solutions according to the inspection reports

**Trust in the experience of one of the world-wide leading contractors in the intra-logistics sector.**



## Our satisfied customers:

Customer	Location	Country	Maintenance customer since	Components
<b>Brandenburger Urstromquelle</b>	Baruth	Germany	2008	13 SRM, Conveyors, Monorails
<b>Zott</b>	Mertingen	Germany	2001	18 SRM
<b>Würth</b>	Bad Mergentheim	Germany	2008	7 SCS
<b>Vollmar</b>	Rheinbach	Germany	2002	5 SRM, Conveyors
<b>Braun</b>	Marktheidenfeld	Germany	2000	9 SRM
<b>Witt</b>	Weiden	Germany	2008	25 SCS
<b>DHL</b>	Greven	Germany	2007	4 SRM
<b>Ikea</b>	Piacenza	Italy	2008	30 SRM, Conveyors
<b>Felix Schoeller</b>	Weissenborn	Germany	2005	SRM, Conveyors
<b>Fuchs Schmierstoffe</b>	Mannheim	Germany	2002	9 SRM, Conveyors
<b>Ford</b>	Koeln	Germany	2008	1 SRM, Conveyors
<b>Fiege Bosch</b>	Worms	Germany	2004	11 SRM, Conveyors
<b>QVC</b>	Liverpool	United Kingdom	2009	7 SRM, Conveyors
<b>Ikea</b>	Marseille	France	2010	11 SRM, Conveyors
<b>Spanolux</b>	Vielsalm	Belgium	2007	3 SRM, Conveyors
<b>SKF</b>	Berlin	Germany	1996	4 SRM, Conveyors



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