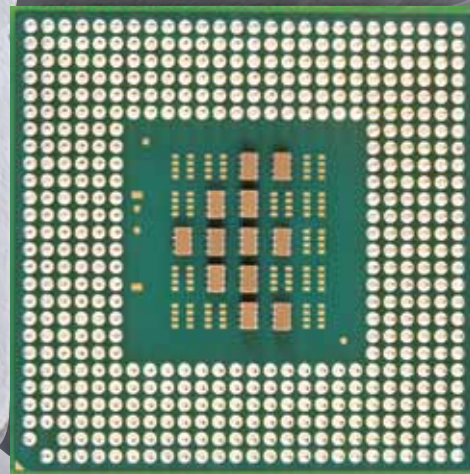


NEW: Life-Cycle-Management

Keep your Kardex Remstar Storage and Retrieval System
at the peak of its performance capability.
Secure the long-term high productivity of your company.



Kardex Remstar Service:
Your service begins with me.
I and my colleagues stand ready to
assist you round the clock.*

*Subject to the specific conditions of your service contract. There is a fee for this offer.



Further Information:
www.kardex-remstar.com



Kardex Remstar Service Principle: 3 graduated packages for your success.

**Active management of the complete life cycles of
Kardex Remstar logistic and stock handling solutions.
The Kardex Remstar Life-Cycle-Management.**

Software Support

Assistance for installed Kardex Remstar software, including telephone support, remote diagnostics and software updates.

Spare Part Packages

Minimise down time through the onsite availability of spare parts for your specific equipment and machinery. Suggested for individual agreements.

Training

Kardex Remstar training gives your operators a better understanding of how your system functions and teaches them to avoid typical mistakes, both of which contribute significantly to reduced idle time.

Modifications

Whether shortening or raising of modules, retrofitting or software upgrade for new or older Kardex Remstar and Megamat products, Kardex Remstar's modification service is the ideal answer to keep your capacity up to current demands.

Repairs

Certified, trained service technicians perform the repairs professionally. The personnel wear protective clothing that complies with the applicable safety guidelines.



Move Management

Kardex Remstar Service will move your machinery for pre-agreed prices, which means you'll have everything from a single source.



Further Information:
www.kardex-remstar.com

**Kardex Remstar
Life-Cycle-Management in
three practical packages.**

Installation and Start Up

Kardex Remstar performs the installation giving great care to comply with the manufacturer's instructions and safety considerations.

Safety Inspection

Performed compliant with legally specified frequency using stipulated measuring instruments.

ESSENTIAL

Kardex Remstar's ESSENTIAL Service provides a secure basis for the long term, efficient operation of your dynamic warehouse system. The service included in this package extends beyond the legally required minimum. Qualified service technicians implement Kardex Remstar's know-how to protect and maintain your machinery and equipment.

PLUS

Service ensures the sustainability and profitability of your stock handling system. Besides maintenance, the key components of this package include priority telephone support with 24/7 availability every day of the year and high-efficiency management of spare parts.

EXTRA

Are you looking for something more? If so, the EXTRA Service package is the answer! Active maintenance management, move management, modification work plus training and regular software support combine to make this service package fully comprehensive.

Would you like to have more service?

No problem, just contact us and our service management will gladly devise an individual service plan together with you to accommodate your specific requirements.

Try it – you'll be pleasantly surprised.

**Kardex Remstar Service is always
there for you – exactly where and
when you need it.**

ESSENTIAL
legal require-
ment-compliant

Standby Service

Tailor-made concepts with specified reaction times and round-the-clock support ensure the reliable availability of your system.

Telephone Support

Prioritised remediation provided by our trained specialists on the phone.

Maintenance

Active management of maintenance preserves the value of your capital investment. The maintenance is performed in strict compliance with the manufacturer's instructions and guidelines.

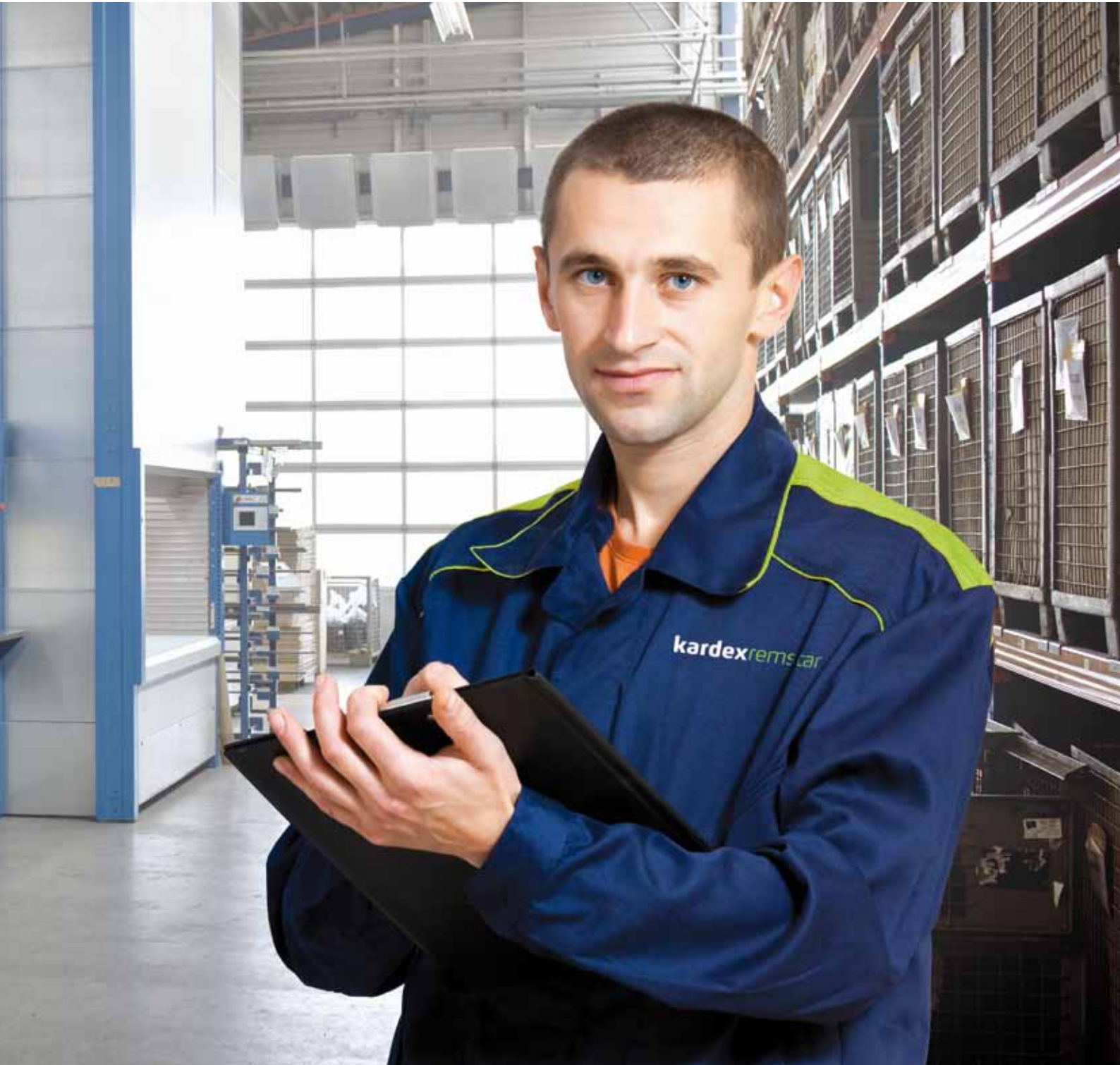
Spare Parts

Besides the reliable, long-term supply of authentic spare parts, Kardex Remstar offers conversion and retrofit kits.

Kardex Remstar Service:

Kardex Remstar keeps your logistics 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.kardex-remstar.com



Kardex Remstar Service: Service is the key to reliable production and stock management. Service – We'll get it done.



A sure start in the storage and production facilities

Installation and Start Up



Kardex Remstar's service technicians will quickly integrate and install your individual, high-performance stock solution and retrieval system. Thanks to Kardex Remstar's over 40 years of manufacturing experience, you can expect the assembly and installation to be performed with utmost professionalism and conscientiousness. Safety is of extreme importance. Kardex Remstar will provide your employees with detailed instructions and an introduction in the use of the products as well as additional personalised training.

Round-the-clock security

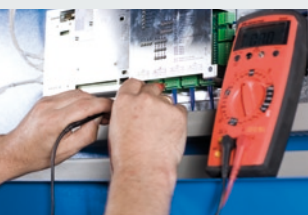
Standby Service



The extensive Kardex Remstar Standby Service network gives you the security that there will be a service technician on site if needed and when needed. A plan that suits your particular requirements with specified reaction times, during the working week or 24 hours a day, ensures your system availability will be restored quickly.

Safety and reliability are doubly important

Safety Inspection



Kardex Remstar takes safety and reliability very seriously. The reliability of the equipment and the safety of your employees are paramount and are regularly reviewed by Kardex Remstar, which checks the products at the intervals specified by law with special measurement devices. Besides raising the safety of your employees and reliability of your operations, this ensures the continued profitability of your operations.

Friendly, experienced and qualified

Telephone Support



Do you need a direct line to Kardex Remstar? Kardex Remstar's individualised service agreements make it possible. Via an in-house assistance desk, you can reach trained and experienced personnel, who, if necessary stand ready to assist you round the clock. With the cooperation of your trained personnel, specifically targeted remote diagnostics can remedy problems more often than not. You won't be disappointed!

Preventive and sure

Maintenance



Kardex Remstar's active maintenance management ensures you of a high degree of machine availability, significantly reducing the rate of unplanned idleness and preserving the value of your investment. Regular maintenance means the signs of wear and tear will be identified and documented and appropriate action can be taken before failure can occur. Kardex Remstar Service executes its maintenance work with the skill and simplicity that you can expect only from the manufacturer. After all, who knows the products better?

A single source offers more advantages

Move Management



Industrial manufacturing and stock management are subject to perpetual change caused by the frequent need to modify, expand or redesign production plants to accommodate new demands as they occur. You're planning the relocation or the reconfiguration of your stock department? Kardex Remstar will move their products with the know-how that comes with many years of rigging experience and the knowledge of their own products. And the added advantage is that Kardex Remstar will be on site to perform the maintenance and service work made necessary by the move. You benefit by having one source perform all the work, reducing your coordination effort, potential bottlenecks, etc. Topping it off, Kardex Remstar will do it all for a fixed price!

New markets – new stock materials

Modifications



Markets are characterised by constant fluctuation. Your company aligns itself with the markets. You manufacture new products; have constantly changing inventory and new customers with growing demands. Suddenly, your Kardex Remstar storage solution needs to be adapted to accommodate the new challenges. Kardex Remstar will show you how to modify your existing systems, how to adjust capacities and how to profitably handle the new challenges. Shortening or raising of equipment, retrofitting, applications and software updates are the most important elements for your success. Request a quote for your specific requirements.

Ready availability paired with greater durability:
Kardex Remstar quality

Spare Part Packages



Secure the advantage of time! The failure of systems or equipment that are vital to your business costs a great deal of money and time. You can avoid the frustration and loss associated with waiting for a replacement part with individually-configured spare part sets. Having them on site minimises downtime. As a result, Kardex Remstar's service technicians don't have to miss a beat and are able to complete the repair smoothly, so that your production can resume quickly without further delay.

For optimum quality and performance

Spare Parts



Kardex Remstar's original spare parts feature superior quality and their design and materials are ideal for your Kardex Remstar systems. Compliant with the highest quality requirements, they ensure maximum machine availability and constant production. Kardex Remstar is distinguished by the reliable, long term availability of its spare parts as well as the suitable conversion or retrofit kits that it offers for all its systems. Whether by fax, e-mail, telephone or postal service, your orders will be processed expediently by friendly and helpful personnel.

Quick and uncomplicated

Repairs



In the event your machine should fail to function, Kardex Remstar Service is there to assist you – if desired – round the clock. Kardex Remstar's highly trained, certified service technicians will quickly find the source of the problem and take immediate action to get the machine back up and running. The technicians' high level of expertise and knowledge about each component, part and module are sure guarantees that the repairs will proceed smoothly.

Knowledge is a distinct advantage

Training



Reliability and productivity are the basis for effective stock management. Proper operation and suitable reaction to system indications, warnings etc. guarantee the consistently high productivity of your Kardex Remstar systems. Kardex Remstar's training provides your personnel with a better overall understanding of how your Kardex Remstar products function, which means they can be more productive. Operator and user training is a key component of Kardex Remstar's service concept and its preferred place of performance is on site with your equipment.

Invisible, yet a key performer

Software Support



One of the key components of your Kardex Remstar system solution is the software – the interface between man and machine. Kardex Remstar's software service assists you with phone support, remote computer diagnostics and on-site presence. Regular software updates are conducted via remote maintenance and ensure your materials are managed with the highest possible efficiency.

ESSENTIAL legal require- ment-compliant



Equipped with the most modern equipment available, Kardex Remstar's service technicians inspect and analyse your systems to ensure the early identification of potential problems and avoid unexpected downtime.

Installation and Start Up

- Know-how only the machine builder can possess
- Consideration of safety aspects

Safety Inspection

- Compliant with legally applicable requirements (e.g. BGR 234, BGV A3, EN 15095, etc.)
- Regular inspection performed with the specified regularity and using special devices

PLUS corrective action



With accustomed friendliness and courteousness, Kardex Remstar explains its service, which is an intricate component of the transparency the company lives in word and deed.

Standby Service

- Pre-arranged to reaction times for on-site service
- Individualised, customer-specific contracts
- From work day to 24-hour assistance

Telephone Support

- With priority
- Trained, qualified personnel
- High rate of success in the remediation of problems via telephone

Maintenance

- Performed according to manufacturer's instructions and with service check list
- Scheduled supervision
- Preservation of investment value

Spare Parts

- Original parts
- Conversion/retrofit kits
- Reliable long term availability



Our factory trained technicians are available around the clock to help you with expert technical solutions and advice.

EXTRA proactive and preventative

Move Management (on-premises or to new premises)

- Performed at a fixed price
- Handling by appropriate Kardex Remstar departments
- One source for all

Repair

- By trained, qualified and certified service technicians
- Service technicians use suitable protective clothing and equipment
- Professional execution

Modifications

- Raising or shortening of modules, equipment, etc.
- Retrofitting/upgrading
- Software updates

Training

- Improved understanding of the machines and how they function
- Avoidance of typical operator mistakes
- Minimised downtime

Spare Part Packages

- Reduction in downtime due to on-site availability of spare parts
- Suggested for contracts with reaction time
- Specially priced machine-specific packages

Software Support

- Supports the installed Kardex Remstar software system
- From telephone support to remote diagnostics and beyond to on-site service
- Efficient troubleshooting



Modern test instruments guarantee the precise and effective maintenance of your equipment. The service technician records the test results along with the other findings in the service report, so that you will have a full overview of all repair and maintenance work for your entire dynamic storage system.



Further Information:
www.kardex-remstar.com

Kardex Remstar: Always close to you. Worldwide.



Australia
Austria
Belgium
China
Cyprus
Czech Republic
Denmark

Finland
France
Germany
Great Britain
Hungary
India
Ireland

Italy
Netherlands
Norway
Poland
Russia
Singapore
Slovakia

Spain
Sweden
Switzerland
Turkey
USA



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