

▶ Pilz Care – individual support for maximum machine availability

Pilz Care

Pilz Care offers high-quality technical support for all Pilz products across your plant and machinery. Components of the Pilz Care packages include a rapid response in the event of technical questions about applications, remote and on-site support or fast repair and express spare part delivery, for example. Our subsidiaries guarantee maximum machine availability around the world with these individual support services. With a support contract tailored to your specific requirements, you can increase the productivity of your plant and machinery and, with our support, ensure the safety of your employees.

Pilz Care comprises three support modules and a number of individual additional services. All services can be individually combined and we will make you an offer that lines up precisely with your requirements. You receive a complete support package.



Your benefits at a glance

- ▶ You can count on maximum machine availability thanks to agreed upon reaction times, e.g. for on-site service or spare part delivery.
- ▶ Our around-the-clock support guarantees minimal downtimes.
- ▶ Cost optimization and reliable cost planning thanks to framework contracts individually tailored to your requirements. You only pay for the services that you actually need. No need to stockpile large quantities of spare parts thanks to our express delivery. You save storage costs and only pay for the devices when you actually use them.
- ▶ Reduction of your fixed personnel costs. We take on the support activities that you are not capable of performing internally or that you wish to transfer to us for economical reasons.
- ▶ Our experienced automation specialists ensure regular and professional maintenance and machine and device updates.
- ▶ Our subsidiaries provide uniform support services around the world. Identical ranges of services, and therefore the same safety standards, are thereby guaranteed – no matter where your machinery is located around the world.



Pilz Care support modules

Support Pure	Support Premium	Support All-in
<ul style="list-style-type: none"> ▶ Technical hotline ▶ On-site support ▶ Repair and spare part service 	<ul style="list-style-type: none"> ▶ Technical hotline ▶ Premium on-site support ▶ Express repair and spare part service 	<ul style="list-style-type: none"> ▶ Technical hotline 24/7 ▶ Premium on-site support ▶ Express repair and spare part service ▶ Remote support

Technical hotline

- ▶ **Product support:** Consultation on functionality, properties, application and replacement of products. Fault localization and troubleshooting with intended use
- ▶ **System support:** Consultation about the collective application of different Pilz products, consultation on topics such as safety, communication, control technology etc.
- ▶ **Application support:** Commissioning of products, system integration and consultation for individual customer solutions
- ▶ During office hours (or **around the clock with the All-in module**)

(Premium) on-site support

- ▶ **Repair service:** Fault analysis for Pilz products on-site, immediate replacement of products
- ▶ **Implementation:** Individual support during the installation, assembly and commissioning of devices/components in machinery
- ▶ **Application support:** Individual consultation on-site / transfer of knowledge
- ▶ Contract-based reaction time for meeting your individual needs with **Premium and All-in module**

(Express) repair and spare part service

- ▶ All-round customer care through our internal repair center
- ▶ Fault analysis and troubleshooting for Pilz devices
- ▶ Repair or replacement of faulty products
- ▶ Express repair and shipment with **Premium and All-in module**

Remote support

- ▶ Uncomplicated troubleshooting through remote maintenance
- ▶ Support with all application questions (commissioning of devices, system integration)
- ▶ Remote support for individual application questions

The support modules are supplemented with a number of **additional services** (e.g. inspection of safeguards) that we tailor specifically to your needs. We are happy to provide a tailor-made quotation.

It's so easy:



Select a support module for your requirements.



Add the necessary number of additional services.



We put together and carry out your individual Pilz Care package.

Would you like an individual offer? Just send an e-mail to support@pilz.com and we will get in touch with you.

We are represented internationally. Please refer to our homepage www.pilz.com for further details or contact our headquarters.

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