



KUKA on-site system service
_available worldwide and at any time



With our global network and by using state-of-the-art means of communication, we can offer you the outstanding service of a world market leader.

Take advantage of our comprehensive range of services in the field of systems engineering: from commissioning and repair work to maintenance, servicing and system expansion.

KUKA Systems provides support for the supplied system **over its entire life cycle**. We are also happy to take care of your existing systems and fixtures.

We place particular importance on our **customer service**. Specially coordinated inspection and maintenance agreements guarantee high availability of your system by means of prevention.

From process optimization to **conversion and expansion** of your systems, and from setup and support services to our comprehensive **spare parts service**, we provide you with on-site support directly at your plant.

And if something should still go wrong, our hotline offers **“first aid”**, while our KUKA RemoteService enables quick analysis and resolution of the problem.

Make use of our comprehensive system service – from planning and commissioning to your own KUKA spare parts warehouse on site. With the maximum availability of your cells and systems in mind, we offer suitable packages for service and maintenance tailored to your requirements. Benefit from our worldwide service – we will be happy to provide you with a customized concept.

Your direct contact to our on-site system service



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www.kuka.com

Our range of services

Warranty

- Full processing of warranty cases
- Standardized process
- Lessons learned for the customer with the specialist departments
- Updating of documentation

Spare parts management

- Advice directly from the system manufacturer
- Tailoring of spare parts packages
- Short delivery time due to in-house production
- 100 % inspection of all spare parts

Hotline 24/7

- Availability by telephone around the clock
- Different service levels – adapted to your needs
- Guaranteed contractual start time
- Remote Service

Production support

- Support during the start-up phase to safeguard output
- Learning by doing for your system operators

Standards / components

- Various transport systems
- Index units / workpiece carriers
- Rack changers
- Absolutely accurate 7 axes

Maintenance / servicing

- System inspection including report
- Support for troubleshooting and analysis
- Maintenance agreements
- Training, including customer training courses
- BGVA3 inspection
- Stopping distance measurement

Optimizations

- Analysis of machine data by means of VCS including subsequent implementation
- Improvement of availability by means of VCS
- Consultation regarding possible automation

Processes

- Material matcher (press shop)
- Optimization of welding processes
- Services for assembly, production, and manufacturing processes
- Process training courses
- 3D calibration

System conversion and expansion

- Batch size expansion
- Setup for new types
- Additional processes, fixtures, and stations
- Small systems
- Upgrade instead of new procurement
- Robustness packages
- Efficiency improvement projects
- Consultation regarding discontinued components
- Control technology upgrade
- Relocations including CE procedure

Advantages of KUKA maintenance and servicing

- Optimized and reliable **system productivity**
- Avoidance of unscheduled system downtime
- Concentration on core business: **optimal and plannable workload** of in-house maintenance personnel with increased **flexibility**
- **Comprehensive documentation** of preventive maintenance work as a prerequisite for quality audits

Our KUKA specialists can be reached at any time in more than 30 countries – and thanks to our on-site service program, they can quickly attend to your cell or system.

