Life-Cycle Management

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

"Your service begins with me. Together, my colleagues and I, are ready to assist you around 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 Products:
Active management for the complete life-cycle of Kardex Remstar logistic solutions

Software Support
Assistance for installed Kardex Remstar software, including phone support, remote diagnostics and software updates.

Spare Part Packages
Minimise down time through the onsite availability of spare parts for your specific equipment. Each package will be designed specifically for your needs.

Training
Kardex Remstar training gives your operators a better understanding of how your system functions and teaches them to avoid costly mistakes, which can contribute significantly to reduced uptime.

Modifications
Whether lowering or extending height of your units, retrofitting or software upgrades for new or older Kardex Remstar and Megamat products, Kardex Remstar’s modification service is the ideal answer to match your capacity to current demands.

Repairs
Certified and factory trained service technicians perform the repairs. All our personnel comply with current 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. Current Kardex Remstar service agreements are not affected following a move by Kardex Remstar.

Further Information:
www.kardex-remstar.com
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 can include priority telephone support with up to 24/7 availability 365 days of the year.

EXTRA Are you looking for something more? If so, the EXTRA Service package is the answer. Including active maintenance management, training, high efficiency management of spare parts and regular software support combine to make this service package fully comprehensive.

Installation and Start Up
Kardex Remstar perform the installation giving great care to comply with the manufacturer’s instructions and safety considerations.

Safety Inspection
Performed and compliant with factory recommendations

Standby Service
Tailor-made concepts with bespoke reaction times and around the clock support ensure the uptime availability of your system.

Phone Support
Prioritised repair by our trained specialists via the phone.

Maintenance
Proactive 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 also offers conversion and retrofit kits.

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.
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."
Kardex Remstar Service:
Service is the key to reliable production and stock management. Service – We will 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 40 years plus 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 factory specified equipment. Besides raising the safety of your employees and reliability of your operations, this ensures the continued profitability of your operations.

Friendly, experienced and qualified

Phone 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 are ready to assist you around 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 proactive 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. Are you 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 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. Plus, 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.

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 post, your orders will be processed expediently by friendly and helpful personnel.

Quick and uncomplicated

Repairs

In the event your machine should breakdown Kardex Remstar Service is there to assist you, if required, around 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.

Ready availability paired with greater durability:

Kardex Remstar quality

Spare Part Packages

Secure the advantage of uptime. 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.

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

With polite and friendly staff, Kardex Remstar will explain its service to you. We abide by a transparent and ethical code of conduct.

**ESSENTIAL**

*legal requirement-compliant*

**Safety Inspection**
- Compliant with legal requirements (e.g. BGR 234, BGV A3, EN 15095, etc.)
- Regular inspection performed with the specified regularity and using factory recommended equipment

**PLUS**

*corrective action*

**Maintenance**
- Performed according to manufacturer’s instructions and with service check list
- Scheduled inspections
- Preservation of investment value

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

**Phone Support**
- With priority
- Trained, qualified personnel
- High fix-rate success of problems via phone
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.

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

**EXTRA pro-active and preventative**

**Maintenance**
- Performed according to manufacturer’s instructions and with service check list
- Scheduled inspections
- Preservation of investment value

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

**Spare Parts**
- Reduction in downtime due to availability of spare parts
- Suggested for contracts with reaction time
- Availability of specially priced machine-specific packages

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

Further Information:
[www.kardex-remstar.com](http://www.kardex-remstar.com)