

KUKA

KUKA Systems Teleservice

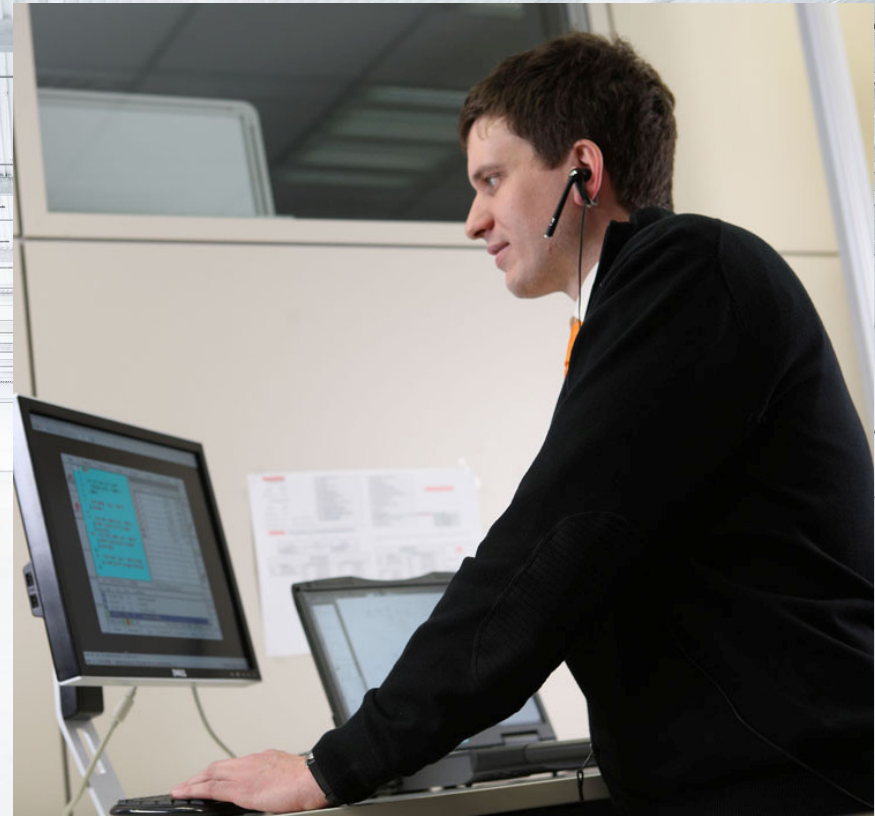
- Overview
- How you benefit
- Offers
- Technical requirements
- Basic equipment
- Contact



KUKA Systems Teleservice



Problem analysis during maintenance work



KUKA expert provides online support

Customer problem

Teleservice

Fast solution
from KUKA experts



KUKA Systems Teleservice – Overview

■ What is teleservice?

Secure online support for your system for:

- Fault detection
- Fault elimination
- Maintenance support

■ How is the connection established?

Secure connection via:

- Analog telephone network
- ISDN
- Internet (VPN tunnel)

Teleservice equipment

Our state-of-the-art equipment uses fast Internet and data network connections.



KUKA Systems Teleservice – How you benefit

- You are assigned your own personal contact
 - Highly-qualified KUKA service technicians provide targeted support
 - Short wait times due to priority treatment
 - Fixed number of hours of technical support for your system covered by contract
 - Involvement of all technical departments (e.g. Design, Commissioning, Assembly etc.)
 - Reduced downtime through fast assistance
 - Connection test every six months
 - Localization and elimination of faults through global online diagnosis
 - Reduction of repair costs
- Avoidance of time and information loss
- Teleservice is therefore an instrument for ensuring the availability of your systems

**The experts don't have to travel to the machine –
the machine comes to the KUKA experts online!**



KUKA Systems Teleservice – Offers

	BASIC	PROFESSIONAL	PREMIUM
KUKA recommendation	Low to medium utilization	Medium to high utilization	High-availability utilization
Hours/year in contract	10 hours	20 hours	20 hours
Response time	1 working day	6 hours	3 hours
Price/year	998 euro	1,998 euro	3,580 euro

Details of our teleservice variants:

- Basic equipment must already be installed and set up
- Response time refers to the teleservice times
- Connection test every 6 months included
- Priority treatment included
- Teleservice label included (shown on right)

Service-Label KUKA Systems Teleservice **KUKA**

Contract number: _____ valid from _____ till _____

KUKA Contact:

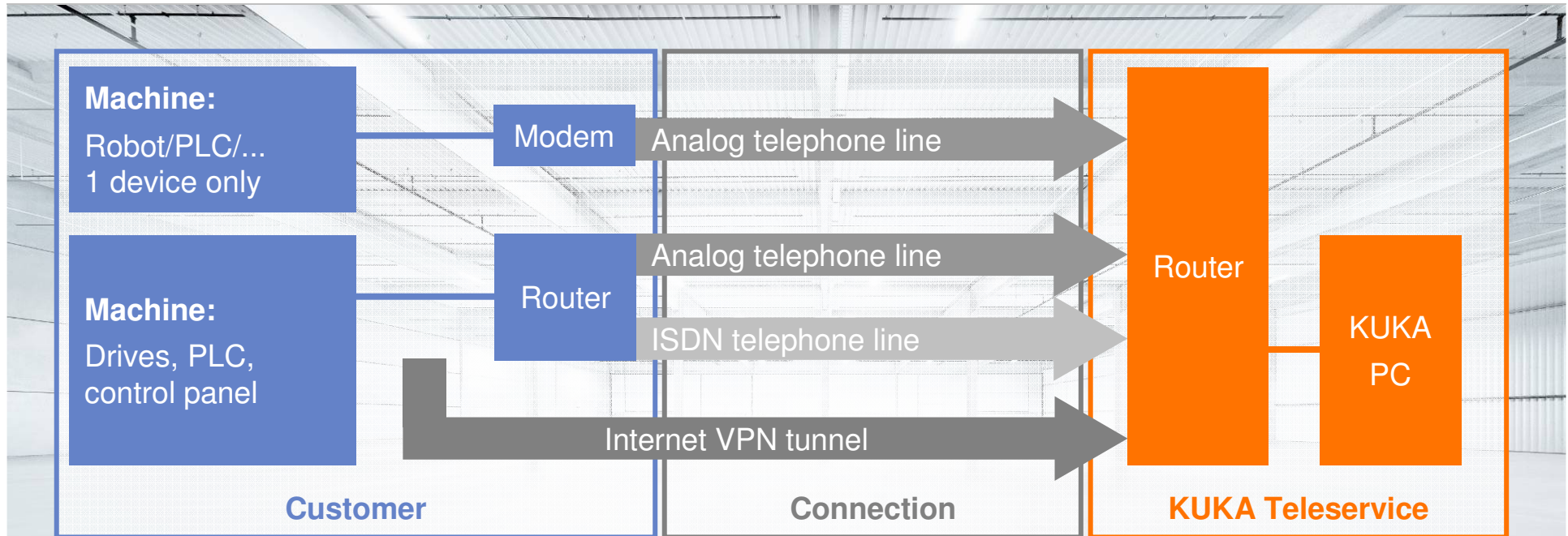
<p>Responsible: Service Hotline</p> <p>Phone: +49 821 797-2002 Fax: +49 821 797-1543 E-mail: service@kuka.de</p> <p><small>Availability: Monday - Friday 7.00 am - 5.00 pm (CET)</small></p>	<p>Responsible: Administration</p> <p>Name: Stefan Ampenberger Phone: +49 821 797-3205 Fax: +49 821 797-1543 E-mail: stefan.ampenberger@kuka.de</p>
---	---

Customer Contact:

<p>Responsible: Maintenance</p> <p>Name: _____ Phone: _____ Mobile: _____ Fax: _____ E-mail: _____</p>	<p>Responsible: IT</p> <p>Name: _____ Phone: _____ Mobile: _____ Fax: _____ E-mail: _____</p>
---	--



KUKA Systems Teleservice – Technical requirements



Connection variants		
Analog modem	Analog/ISDN router	VPN tunnel
<ul style="list-style-type: none"> One device Wide availability Stable connection 	<ul style="list-style-type: none"> Multiple devices possible Access to all network-capable components 	<ul style="list-style-type: none"> Multiple devices possible Access to all network-capable components DSL6000



KUKA Systems Teleservice – Basic equipment

Prerequisite for teleservice: the basic equipment has been installed and set up.

	Analog modem	Analog/ISDN router	VPN tunnel
Basic set-up by KUKA	665 euro	1.820 euro	3.990 euro
Software for teleservice capability per robot		490 euro	
Set-up of up to 3 devices		Included	
Set-up of additional devices (per component)		50 euro	

- Prices exclude travel costs
- Not including in-house cabling or connection to the company network
- Data access is provided by the customer



KUKA Systems Teleservice – Contact

- **For further information about teleservicing, please contact:**

Stefan Ampenberger

Tel. +49 821 797 3205

Fax +49 821 797 1543

email stefan.ampenberger@kuka.de

- **Service times**

Monday – Friday

7 a.m. – 5 p.m. (CET)

