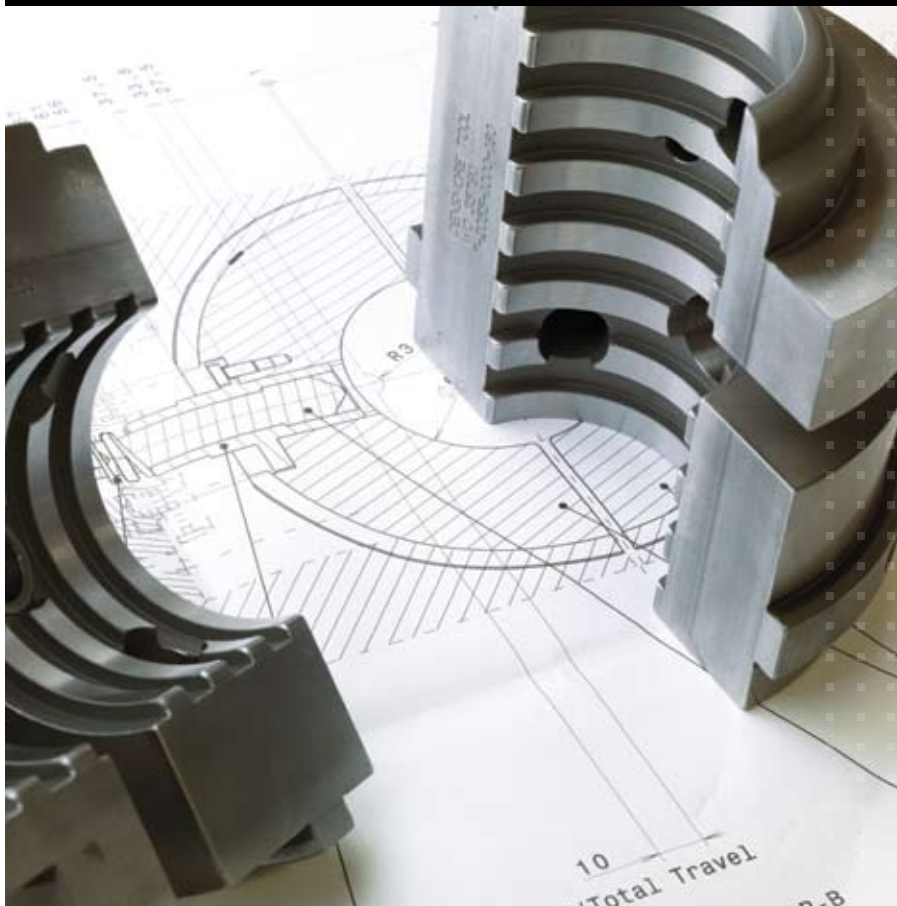
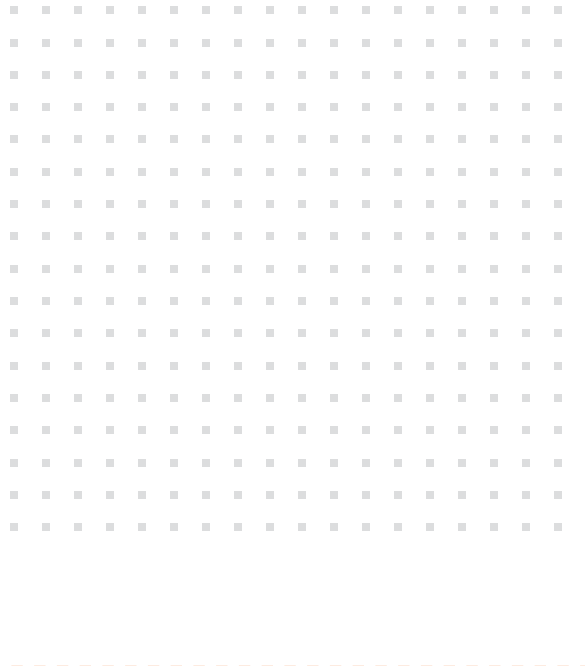


# KUKA

KUKA Support Services

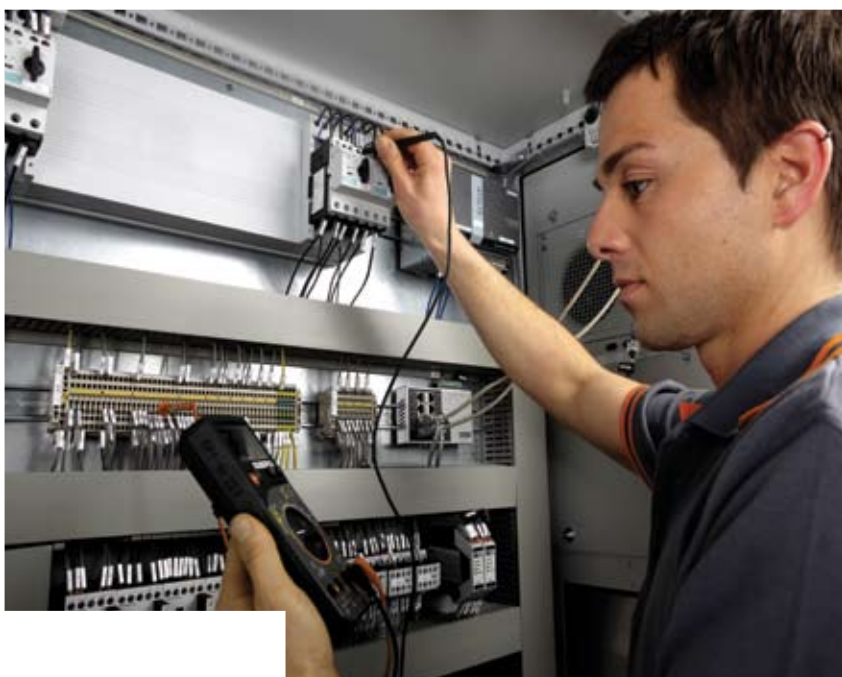
**COMPETENT. FLEXIBLE.  
ALWAYS THERE FOR YOU.**





## INTERNATIONALLY RENOWNED KUKA SERVICE

KUKA Systems has a worldwide reputation as a reliable and innovative partner for automated manufacturing processes. A reputation we live up to every day. Just as our lines and production systems are flexible and custom-tailored, so is the range of services we offer.



HOTLINE SUPPORT  
**1**

TELESERVICE  
**2**

MAINTENANCE  
**3**

SPARE PARTS  
**4**

INSTRUCTION,  
TRAINING  
**5**

PROCESS AND  
SEQUENCE  
SUPPORT,  
RETOOLING,  
PRODUCTION  
SUPPORT  
**6**

## ■ HOTLINE SUPPORT



One telephone number for all inquiries – with a personal contact at your service. Highly-qualified service technicians from KUKA Systems give you focused support with fault analysis. This ensures that the required availability of your machines and systems is maintained, together with consistently high quality.

HOTLINE
Phone: +49 821 797 2002
Fax: +49 821 797 1543
e-mail: <a href="mailto:service@kuka.de">service@kuka.de</a>

HOTLINE HOURS
Mon - Fri: 7 a.m. - 10 p.m.
Saturday: 7 a.m. - 2 p.m.

### YOUR ADVANTAGES AS A CONTRACT CUSTOMER

- Priority treatment
- 20 hours per year covered by the contract
- High level of competence due to involvement of technical departments
- Problem inquiries are dealt with on a non-manufacturer-specific basis

## ■ TELESERVICE



Complex machines lead to new service requirements. Teleservice is the optimal tool for online analysis of machines and process data in the event of a fault. This service prevents loss of time and information during troubleshooting. The costs of long repair times cannot be recouped. Teleservice is an instrument for boosting the availability of your systems.



### TELESERVICE EQUIPMENT

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

### YOUR ADVANTAGES AS A CONTRACT CUSTOMER

- Online fault analysis, short wait times
- 20 hours per year covered by the contract
- Connection test every six months
- Reduced machine downtime
- Increased system availability

## ■ MAINTENANCE

Regular maintenance of your machines and systems by qualified and experienced KUKA technicians maximizes the service life of your equipment and ensures consistently high quality of your end product. To ensure that the required maintenance level is met, KUKA Systems first draws up a suitable system concept and then tailors the support concept to it. Checks are carried out using integrated sensors and measurement of wear. These are used to derive setpoint/actual values for the components, enabling prompt responses.



### YOUR ADVANTAGES AS A CONTRACT CUSTOMER

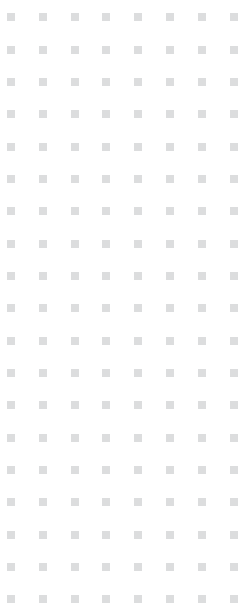
- Reduction of unplanned downtimes
- Long-term planning of maintenance costs and times
- State-of-the-art maintenance by highly-qualified technicians
- Maintenance records
- Use of qualified testing devices

### CLASSIC MAINTENANCE

- Mechanical maintenance
- Electrical maintenance
- Hydraulic and pneumatic maintenance

### ★PREMIUM★ MAINTENANCE

- Full scope of services provided under "Classic Maintenance"
- Documentation of the state of all quality-relevant components
- Documented measurement of wear of the static and moving components





## CONTACT

Phone: +49 821 797-1001

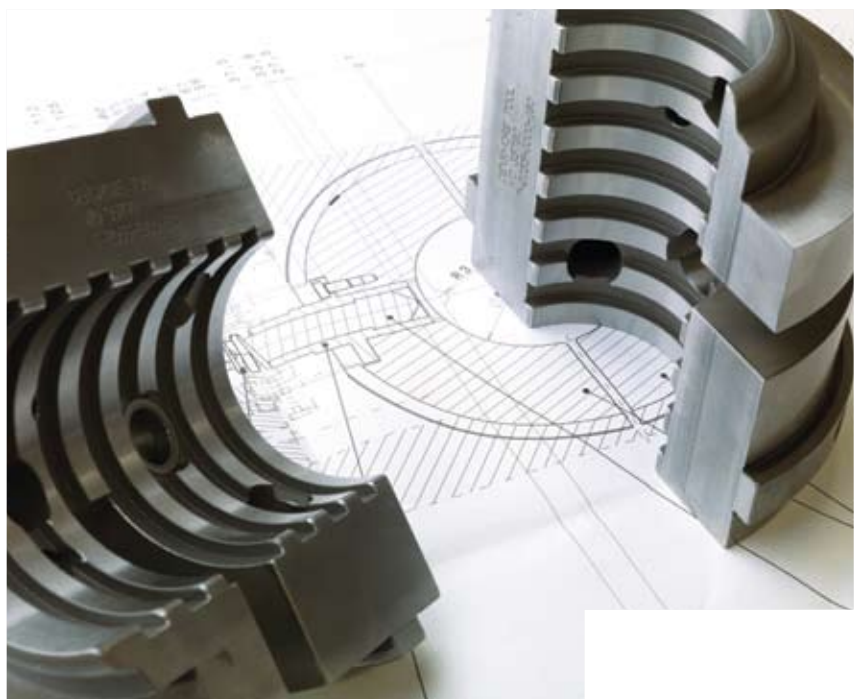
Fax: +49 821 797-1543

e-Mail: [spareparts@kuka.de](mailto:spareparts@kuka.de)



## ■ SPARE PARTS

Spare parts from KUKA Systems are perfectly tailored to your machine or system. Only original spare parts are offered. If, in the event of a fault, or when stocking up on spare parts, you are not sure which parts you require, our team will help you quickly and systematically, even with the most difficult tasks. Our machine and system documentation is kept up to date; follow-on models are agreed upon and provided in advance.



## ■ INSTRUCTION AND TRAINING

Competently operated and professionally maintained machines and systems save time and money. Work sequences are optimized and downtime is minimized. Our training courses enable your employees to do precisely that. We draw up training concepts tailored to your requirements for projects of any size, from individual small cells to robot gardens and complete production lines. We organize training projects and use our know-how to ensure that your instruction and training run smoothly.



### THE ADVANTAGES OF INVOLVING KUKA

- Competent instructors
- Accompanying training documentation
- Optimally tailored training concepts
- Smooth running of training





## ■ PROCESS AND SEQUENCE SUPPORT, RETOOLING AND PRODUCTION SUPPORT

In order to respond flexibly to the demands of the market, the requirements and tasks assigned to the KUKA product vary throughout its lifecycle. Our highly qualified technical departments are at your service to support you through the necessary changes.

### THE ADVANTAGES OF INVOLVING KUKA

- Feasibility analyses by the manufacturer
- Process support by application-specific process technicians
- Sequence modification with RobCad analysis and KUKA start-up experts
- Continuous documentation

# KUKA

## KUKA Systems – International

BELGIUM  
BRAZIL  
CHINA  
CZECH REPUBLIC  
FRANCE  
GERMANY  
INDIA  
MEXICO  
NORWAY  
RUSSIA  
SLOVAKIA  
SOUTH KOREA  
SWEDEN  
UK  
USA



WOULD YOU LIKE MORE INFORMATION ABOUT OUR SUPPORT SERVICES?  
JUST GIVE US A CALL AT **PHONE +49 821 797 2002** OR SEND AN E-MAIL TO  
**SERVICE@KUKA.DE**. WE ARE THERE FOR YOU WHENEVER YOU NEED US.

**KUKA Systems GmbH**

Bluecherstrasse 144 | 86165 Augsburg | Germany | Phone +49 821 797-0 | Fax +49 821 797-1991 | info@kuka.de | www.kuka.com