

## Customer Service

# Meet Güdel Service

## Experience and competence from a single source

### Our promise

We offer our customers comprehensive, proactive, and value-based service. For us, customer service means bundling your various requirements into a valuable overall package. Thanks to our modular system, you will always receive services that are tailor-made for you. We offer each of our customers individual, first-class customer service.



### Support



- Care and support for the system during its entire life cycle
- Spare parts from a single source

In the event of malfunctions, we can be reached by phone 24/7.

### Spare parts

We supply spare parts all over the world. As support, we recommend the spare parts and wear parts package best suited to your system.

### Repair

Smooth production processes based on fast and reliable repair. Our specialists access the system data and perform quick service. We get to the bottom of malfunctions, perform analysis, to target and fix errors for the long term.

### Component refurbishment

Because of our vertical integration expertise we understand the functionality of each component. This allows us to overhaul assemblies, so that it can be used more efficiently for the long term.



### Protect



- Value-preserving
- Analysis of system conditions

We maintain your system, replace wear parts, and plan maintenance work. Regular inspections reveal areas of concern before disruptions occur.

### Maintenance

With preventive maintenance, we are able to provide an uninterrupted operation of your plant.

### Inspection

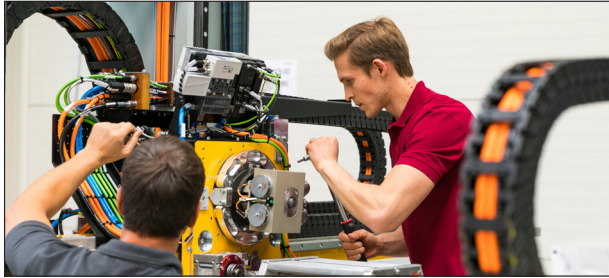
During a general inspection, we analyze the condition of your system. In the process, we identify defects and weak spots early on, and can define necessary measures.

### Wear part packages

Wear parts that need to be replaced regularly are grouped together for you into custom packages according to your needs.



## Improve



- Provide added value
- Increase productivity and efficiency
- Training courses for professional operation

We optimize the system's processes and workflows. We can use extension and modern solutions to convert systems for new requirements.

### Retrofit

We will help you get the best out of your system. We analyze your processes, make recommendations, and work with you to define a process that allows you to get the best out of your system and increase performance and availability.

### Training

To help you operate and care for your system as efficiently as possible, we run individual, on-site training sessions, or at Güdel upon request.

### Production support

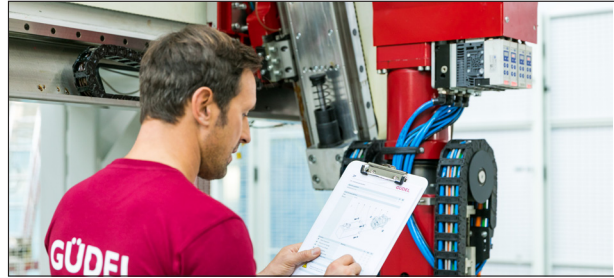
After commissioning and the start of production, we provide support with operating your system to ensure a smooth production process.

### Güdel US company profile

Güdel Inc. is the US subsidiary of Güdel Group, a global manufacturer of robotic automation products, systems and services. Güdel supplies linear motion modules, robot track motion units, gantry robots and components to OEM's, systems integrators and machine builders serving the automotive, aerospace, logistics, heavy industrial and power generation industries.



## Secure



- Contractual protection
- Secure benefits
- Comprehensive service

We work with you to identify your requirements and put together a suitable group of service products. As a result, you can plan all maintenance and support activities for the immediate and long term. Our specialists examine the system during regular inspections and maintenance visits and recommend preventive measures.

### Güdel US

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