



OUR SERVICE CONCEPT
FULL SERVICE – FOR THE ENTIRE LIFE



GREATER LONG-TERM SUCCESS

We are your partners for planning and implementing high-quality, modern robot systems as complete turnkey systems or integrable individual systems. We put all our energies into devising a solution which is not only customised to your needs today but also to your needs tomorrow and thus which will put you firmly on track for greater long-term success. And to see that this success is guaranteed, we will provide you with every help and support even after your system has been installed and commissioned - with our comprehensive service concept.

YOUR ADVANTAGES:

- all-inclusive service from one source with hardly any input needed from you
- sustained high performance thanks to regularly well-maintained system
- our skilled service staff can carry out numerous optimisations at the very first service - a further visit is then often unnecessary
- servicing of third-party and special machinery and equipment
- solutions swiftly found thanks to short reaction times
- you can concentrate on your core competencies
- different needs as regards the service provided are simply no problem - thanks to our modular service concept

WELL THOUGHT-OUT: THE KOCH SERVICE CONCEPT

Grasping more, moving more - around the clock and around the world! Just one system delivering high performance for its entire lifecycle will make sure that you remain competitive and can concentrate on your core business. That's why our service concept uncompromisingly focuses on not allowing problems and system downtimes to arise in the first place. The basis for this is a regularly well-maintained system.

EVERYTHING FROM ONE SOURCE

Our specially trained service staff are equipped with the know-how needed to service your robots and systems, and to inspect the safety of the installations. What this means for you is less work yet at the same time a consistently high-quality service! Right at the very first service our member of staff specially assigned to you carries out numerous optimisations, which frequently makes

it unnecessary to arrange a further visit. That's how we manage to increase the availability of your system even more and to reduce your costs as well. If you require more extensive optimisations, we also have programming, mechanical and electrical specialists who will be happy to quickly provide the services you need. And if you would like us to carry out maintenance work on third-party and special machinery and equipment, we will gladly do that as well.

ACTING SWIFTLY IS THE KEY

We get moving. In fact we jump to it as soon as we hear of your problem and start working on finding a solution to ensure your production processes are running like clockwork again as soon as possible.



YOUR PERSONAL SERVICE CONCEPT

The types of after-sales service required can vary widely depending on the particular situation. This is why we have devised a modular service concept which enables us to gear the scope of work and services provided to any requirements. It also means you can be flexible in terms of time: whether one, two or five years - you choose the duration of the contract. Simply talk to us and find out for yourself what the strengths of the KOCH service concept are.



MAINTENANCE WORK

We regularly carry out maintenance work on robots and systems so as to minimise breakdowns and malfunctions. What's more, we will also inspect the safety equipment and devices to make sure your employees are properly protected at all times.



REPAIRS

Even if your system should need repairing, we've got the solution. We will carry out the repair work at your premises so that your production processes can be restored to customary full operability as quickly as possible. Our service team can even carry out program modifications if an error has been detected.



MODIFICATIONS / ADD-ONS

Your system is precisely customised to your present needs. To make sure it stays that way once it has been installed and commissioned, there is a high degree of flexibility built into the design. Should you have any product extensions or company-specific requirements at a later point in time, we will gladly provide you with every support and devise a plan of action for their implementation.



TROUBLE-SHOOTING

In the event of any sudden system malfunctions or failures we can provide technical support on the telephone or by means of remote maintenance. If it is not possible to completely solve the problem, we will plan the further steps to be taken with you and if needs be send our team to carry out repair and maintenance work on-site.



TRAINING

We train your personnel - from the system operator to the maintenance technician. The individual training sessions we offer can be held either at your premises or in our company in Dernbach. With your staff properly trained, your system will run even more smoothly!



SYSTEM SAFETY

We will also continue to support you after your system is up and running to make sure that your company meets all the requirements for maintaining a high level of safety. That's why we carry out both the first and the repeat inspection for you in accordance with the Operational Safety Code. Additionally, we can review in detail and give you comprehensive advice on any modifications planned to existing installations.



SERVICE-HOTLINE

You need help or support? Then simply call us! Our service hotline is open to all our customers generally for a full eight hours from Monday to Friday. If you have a service contract with us, you can even reach us around the clock - seven days a week, in fact.

KOCH service number:

+49 2689 9451-999

Mon.-Thu.: 8.00 a.m. - 4.00 p.m.,

Fri.: 8.00 a.m. - 3.30 p.m.



COMPANY HEADQUARTERS

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