

Customer Service

Service agreements

Smooth production flow and production security



Secure

The modular service model from Güdel

Increasing productivity and an extended service life for systems and machinery are only possible with a reliable service concept. Our services will support, protect, and improve your systems, thereby ensuring smooth production processes.

Why should I have a service agreement?

Thanks to a variety of contract options, we can customize the agreement to your needs and wishes. Regular care and support from Güdel reduces downtimes and increase productivity.

A service agreement will secure a range of valuable benefits for you

- Prioritization of time slots for maintenance and servicing, e.g. on preferred days such as weekends, holidays and plant shutdown
- Special conditions for wear part packages
- Expanded support options with Helpline Plus
- Prioritization during machine downtimes
- Fixed price set over a specified period of time, resulting in predictable budgeting

With a Güdel service agreement you increase the service life and productivity of your system.



Support



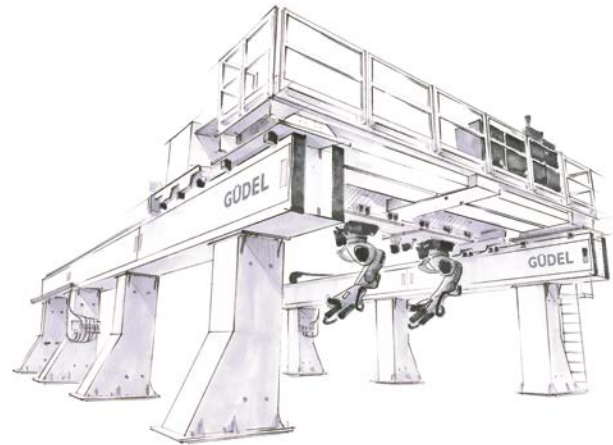
Inspection



Maintenance

Valuable features of Güdel services

- Service by the manufacturer with profound expertise in components and systems
- High degree of manufacturing experience: from the components through to the system integration from a single source
- Modular service agreements tailored to the needs of the customers' systems
- A global service network provides specialists on-site
- Always up to date with the latest developments in technology through continuous training for our service team



Range of services and options for your added value

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|-------------------------------|---|
| Helpline Basic | 24/7 accessibility Availability during office hours No guaranteed response times |
| Helpline Plus | 24/7 accessibility Predefined availability (tech support) Guaranteed response times |
| Remote service | Efficient trouble shooting through remote access to the supplied control systems |
| Inspection | Visual inspection of mechanical/electrical equipment and control system Documentation with report and recommended actions Backlash and direct wear measurements |
| Preventive Maintenance | Replenishing, or replacing service products or consumables Adjusting, lubricating, and replacing wear parts Thorough clean and check |
| Wear parts | Demand-driven wear part packages |

Güdel company profile

The Güdel Group is a manufacturer of high-precision machine components and provider of sophisticated automation solutions. Its spectrum of products ranges from linear guideways, racks, pinions, and gearboxes right through to linear axles and gantry robots. Güdel assembles its products into systems with a high degree of control intelligence and com-

plete plant installations, which can be used in the automotive, tire, metal, rail, intra-logistics, pharmaceutical, renewable energy, wood and aerospace industries. The Güdel Group has a workforce of approximately 1,200 employees worldwide in over 30 locations. The Güdel Group has its headquarters in Switzerland.