

Prime Care

Experience and competence from a single source



Our 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 racks and pinions, linear guideways, gearboxes, right through to linear axis and gantry robots. Güdel assembles its products into systems with a high degree of control intelligence and complete plant installations, which can be used in the automotive, tire, metal, rail, intralogi-

stics, pharmaceutical, renewable energy, wood and aerospace industries. Güdel's technology is characterized by innovation, quality and modularity. The Güdel Group has a workforce of approximately 1,000 employees worldwide in over 20 locations. The Group has been owned by the same family since it was founded over 65 years ago. The Güdel Group has its headquarters in Switzerland.

Güdel Prime Care

We believe that constant close contact with you as our customer is essential over the entire service life of our products. You are our top priority. Tell us about your wishes and concerns regarding all services – we take care – Prime Care!

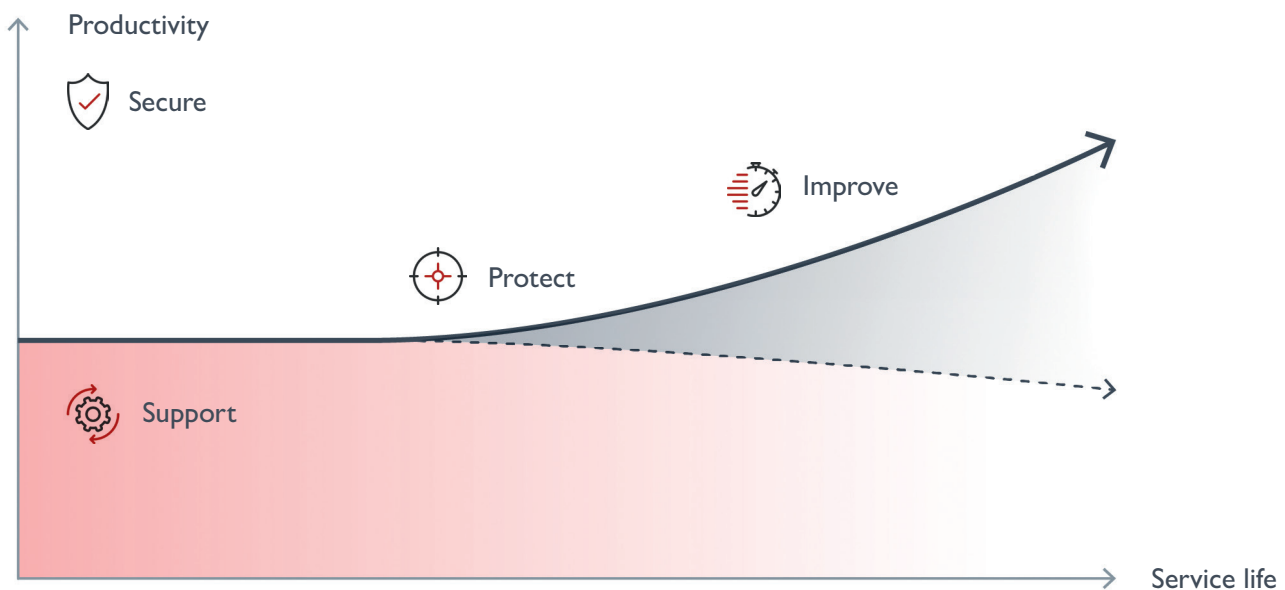
Our promise

We offer you as our customers a comprehensive, proactive and value-enhancing service, and this is exactly what we focus our services on. For us, Prime Care means bundling your various requirements into a suitable complete package. Thanks to our modular system, you will always receive Prime Care services that are tailor-made for you.



Our Prime Care model

Rising productivity and top availability of systems and machinery are only possible with prudent service. With our Prime Care concept, we will support, protect and improve your system, thereby ensuring smooth production processes. At the highest level, you secure the necessary services with a clear performance mandate by establishing an agreement with us.





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 around the clock, will identify faults via remote maintenance and bring the system quickly back into operation.



Protect

- Value-preserving measures
- Analysis of the system's condition

We maintain your system, replace wear parts, and plan maintenance work. Regular inspections reveal weak spots before disruptions occur.



Improve

- Achieve appreciation and create added value
- Increase productivity and efficiency
- Training courses for professional operation

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



Secure

- Contractual protection
- Secure benefits
- Comprehensive service

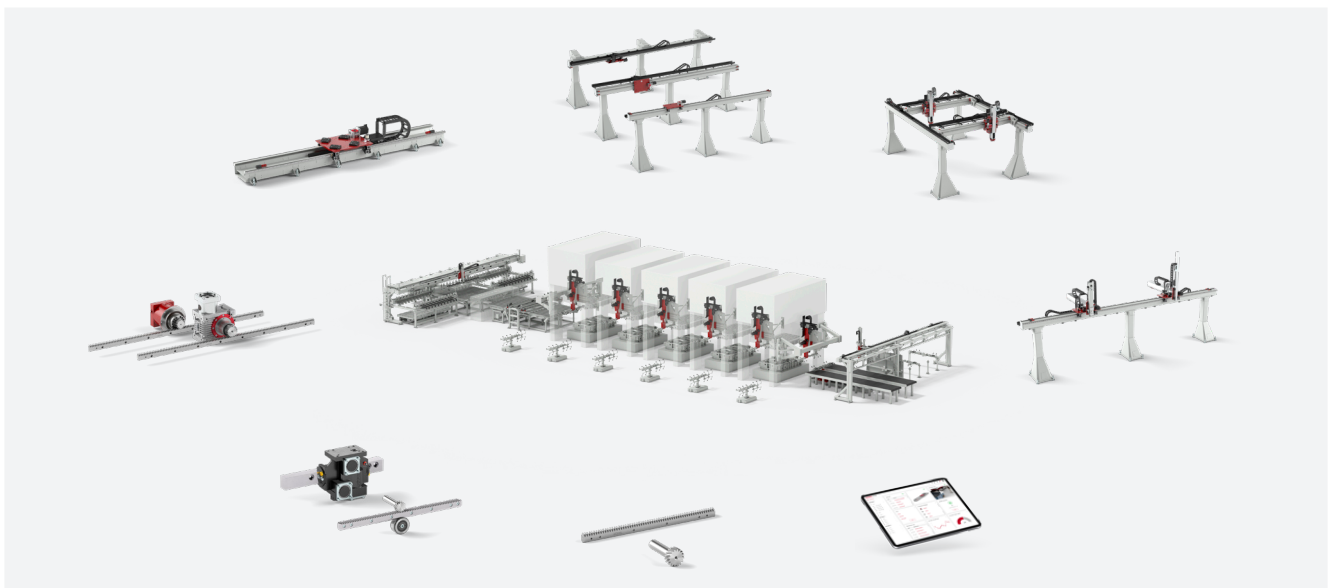
We work with you to identify your requirements and put together a suitable group of Prime Care products. As a result, you can plan all maintenance and support activities for the immediate and long term. Our specialists examine the system during regular inspections and maintenance visits and recommend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

The benefits to you with a joint Prime Care agreement

An agreement tailored to your needs provides you with comprehensive coverage and guarantees services at custom times. This includes, for example, preferred time slots on weekends, at night, or during public holidays. You define your Prime Care modules individually. You can plan and budget transparently for support and maintenance costs in the medium and long term. This will minimize the risk of

stoppages and you can benefit from regular maintenance by our specialists. A checklist and the maintenance record provide you with important information for preserving and enhancing the value of your system. As a contract customer, you also benefit from special conditions for inspections and maintenance, i.e. the best possible support and thus the highest production output.

From component to turnkey automation solution



Our Prime Care modules

For optimal usage of your system



Support



Protect



Spare parts

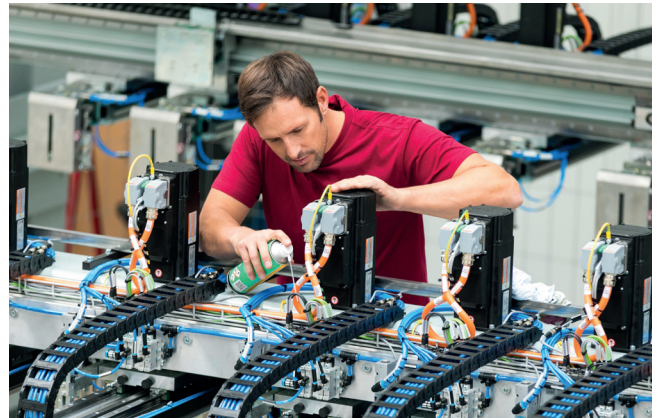
We reliably supply spare parts all over the world. As support, we offer advice on optimum local warehousing, and recommend the spare parts and wear parts package best suited to your system.

Repair

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

Component preparation

With our high degree of in-house production, we have mastered the functionality of each component. This expertise enables us to professionally overhaul assemblies (e.g. gearboxes) so they can be used longer and more efficiently.



Maintenance

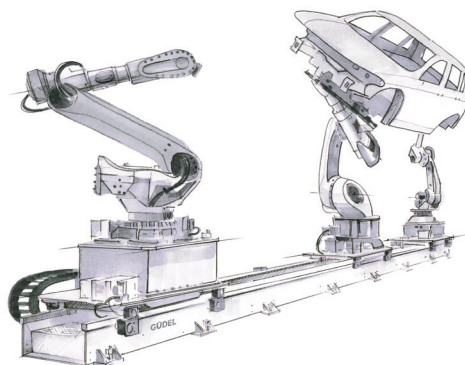
With regular preventive maintenance, we can ensure uninterrupted operation of your system.

Inspection

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

Wear part packages

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



We understand the importance of high availability and a long service life for the total benefit of ownership (TBO) of your system. That is why we provide you, our customer, not just with perfect products but also with a comprehensive, individual Prime Care service.



Improve



Secure



Retrofit

We would like to help you get the best out of your system.

We analyze your processes, advise you, and work with you to define measures for achieving the best out of your system and increasing performance and availability.

We offer you

- Modernization
- Extension
- Optimization

Training

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

Production support

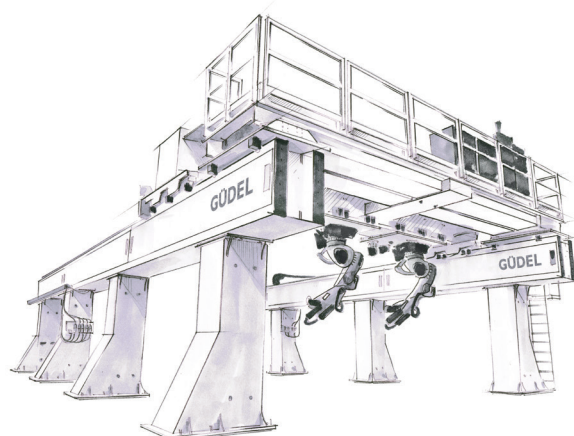
After commissioning and the start of production, we provide support with operating your system to ensure a smooth production process.

Prime Care agreement

With the tailored Prime Care package, you will receive contractually defined elements.

- Regular technical inspection
- Comprehensive maintenance
- Helpline Plus* with remote maintenance access
- Wear item packages customized to your needs

* Technical support with contractually defined availabilities and response times



Manufacturing expertise

Everything from a single source



From its beginnings right up to the present day, Güdel has always boasted an exceptional degree of manufacturing depth. Thanks to our proximity to customers, we learn from every system operation and incorporate our findings into research and

development to create new Güdel products and continuously improve existing ones. Our product management team supports this process efficiently to achieve the best result for you.

Benefit from our expertise for example in

Spare parts



Installing original spare parts

- Reliable
- Tailor-made
- Constantly upgradeable
- Improve durability
- Direct from the manufacturer

Maintenance



Competently maintaining systems

- Extend service life
- Maintain system's value
- Set maintenance intervals
- Replace wear parts
- Create maintenance records
- Affordable predictability
- Ensure quality

Retrofit



Retrofitting and modernizing systems

- Minimize downtimes
- Modernize system
- Retrofit during production
- Competent for complete systems and system solutions

Worldwide yet local Prime Care network



Güdel has a global Prime Care network – we take care of your system on site

Güdel near you

Our customers' satisfaction is our mission and motivation at the same time. To keep response times short and increase availability, our service engineers are in action all over the world.

You can find the Güdel Prime Care companies at:
[gudel.com](https://www.gudel.com)

Get ready for the future

Industry 4.0, Internet of Things, Maintenance 4.0 and condition monitoring are important developments for the future. We are working on smartServices solutions on these topics. As our customer, you will be the first to benefit from new technologies and applications.



Smart glasses for repair services

Do you know that feeling? Everything's running without a hitch. You have a smooth workflow. And you're even producing excellent results. This is what we call „Flow“.

Güdel brings flow to industrial automation by delivering intelligent motion solutions. For less disruptions and inefficiencies. For more performance in less time. For really fluid production processes. Work in FlowMotion.

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We are at your service. Worldwide.

