

MODULAR SERVICE CONTRACTS THE SERVICE STRATEGY FOR PROCESS AUTOMATION



SICK LifeTime Services



SICK LIFETIME SERVICES – THE RIGHT SERVICE FOR ANYTIME AND EVERYWHERE

With SICK at your side, you will have a service partner that you can rely on. During all phases of the product life cycle – and always in your neighborhood.

Every process automation system is different, and places differing requirements on the support services required. Thanks to our modular service concept, you can create your own individualized service contract, and also have flexibility in setting the contract period. This way you can ensure that the support services are tailored to your specific needs, and that you will only incur those costs that are absolutely necessary.



With more than 600 service technicians worldwide, SICK offers you ...

- · A complete service portfolio from a single source
- Globally available service network on the mainland or off the coast
- · Competent product and servicing training for users
- Assistance and advice with official inspections
- Maximum peace of mind, even outside regular office hours (24 hours per day, 7 days a week), via remote maintenance
- Round-the-clock service to guarantee the availability of your measuring devices

FLEXIBILITY AND INDIVIDUALIZED SERVICE CONCEPTS

An important aspect of SICK LifeTime Services is the modular service concept, which enables every company to put together its own individualized service contract from a selection of standardized service modules. SICK's primary concern is always to ensure the optimal performance and best possible availability of your measurement systems.

Three building blocks make up the foundation of every service contract from SICK: prevention, availability and quality assurance. These are individually constructed from suitable service modules based on your service strategy. Every tailored-made contract assembled by this means can also be supplemented and expanded with optional components.



Your benefits

- · Maximum system availability and measurement accuracy
- Full control of your operating costs
- Reliable measurement results through regular checks and continuous improvement of the measurement systems
- Qualified support with fault analysis and troubleshooting on-site, via remote maintenance, or over the phone

 fast and efficient at all times
- Compliance with official requirements

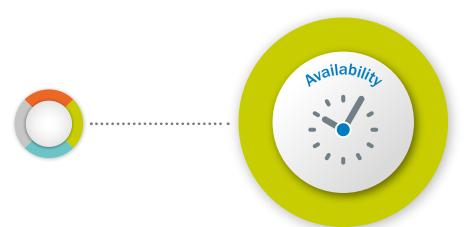
OPTIMUM SUPPORT FOR YOUR MEASUREMENT SYSTEM TO MAINTAIN MAXIMUM AVAILABILITY



Prevention

Preventive maintenance	The service modules for predictive maintenance are tailored to your plant	Optimization of operating expenses, budgetable maintenance costs, and reduced failures
Training	 Training aimed at specific target groups Flexible training can be tailored to operating or maintenance personnel Presentation about technical details, operation, and replacing components Training for technical personnel with practical exercises and tips Training documents In digital format or printed copies 	 Reduced downtime Thanks to employees' expertise in the event of a failure Improved quality Thanks to trained personnel Extra knowledge Clarification of technical issues and problems
SICK Remote Service	SICK experts speed up the troubleshooting process using highly secure remote diagnostics	 Optimization of service and maintenance deployments, increased system availability

FOR FAST RESTORATION OF OPERATIONAL STATUS IN THE EVENT OF A FAULT



Availability

24-hour helpdesk	Benefit around the clock – in the event of a fault, the service team from SICK will respond within a guaranteed time via phone and remote service	Reduced downtimes, guaranteed contactability
Factory repairs	Factory repairs under laboratory conditions and as an express service with defined turnaround times (optionally with extended warranty)	Reduced operating expenses, fast maintenance
Condition monitoring	 Regular status monitoring By application experts via Remote Service Fault diagnosis Logging of diagnosis results and creation of measures 	 Increased efficiency By preventing downtimes, malfunctions, or consequential damages Need-based planning Planned downtime instead of unplanned Reduced costs By extending the service life of critical components
Individual spare parts management (Spare parts packages)	Consultation – On plant-specific spare parts packages as well as individual spare parts	 Reduced downtime As systems and components are available again quickly Cost savings Due to efficiently designed spare parts management
Replacement devices	SICK will provide suitable replacement devices during downtimes of your measuring devices	Reduced inventory costs and investment expenditure

TO ENSURE CORRECT MEASUREMENT RESULTS



Log Quality assurance

QAL2 support	SICK will support you in carrying out drift and functional tests	Compliance with official requirements
Functional testing (AST)	SICK will support you in carrying out functional tests in accordance with EN 14181	Compliance with official requirements
Calibration	SICK can provide calibration and recalibration services for your measuring equipment under laboratory conditions	Compliance with official requirements

TO FURTHER INCREASE THE OPERATIONAL PHASE OF YOUR PLANT

Options	Options	
Availability	SICK will guarantee the availability of your measuring equipment under certain conditions	Reduced operating expenses, reliability
Extended warranty	SICK offers contract customers tailored extend- ed warranties whereby it will bear the cost of any parts that unexpectedly need replacing or any additional services required	Long-term protection against unexpected costs even after expiry of the warranty period

MEET THE STATUTORY REQUIREMENTS ON EMISSION MEASURE-MENT SYSTEMS – WITH SICK'S QUALITY ASSURANCE SERVICES

Many countries have laws and regulations relating to continuously reducing pollutant emissions. The European standard EN 14181 specifies procedures for establishing quality assurance levels (QAL) for automated measuring systems (AMS) installed on industrial plants for the determination of flue gas components.

On the safe side with SICK

To fully comply with the EN 14181 standard, various measures must to be taken into consideration. That makes it all the more important to partner with SICK, who knows the requirements of each of the quality assurance levels (QAL1 to QAL3) in detail and, for the tailored solution approaches derived from them, can ensure a problem-free implementation of all relevant measures.

From the provision of certificates of suitability for the measurement equipment, through to adjustment and calibration of the AMS and determination of measurement uncertainty, right through to ongoing quality assurance during operation, annual surveillance tests (AST) for the AMS, or drift tests: SICK will support you in the implementation of a suitable service concept.



OPTIMUM AVAILABILITY AND TROUBLE-FREE OPERATION – WITH THE DIGITAL REMOTE SERVICES FROM SICK

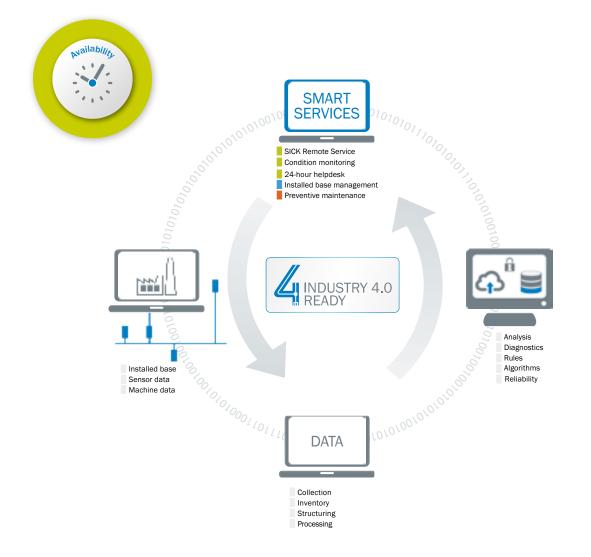
Quick, qualified, and comprehensive advice and troubleshooting by competent experts delivered online – fast access without travel expenses: This is SICK's comprehensive online service offering for individualized sensor or system support.

On the path to Industry 4.0 with SICK

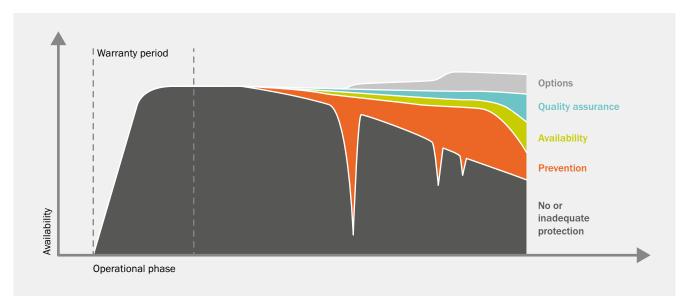
The 24-hour helpdesk, remote service, and condition monitoring service modules combine to form a strong team: they enable an efficient and seamless support of your machines and systems.

The basis for this is the data that the intelligent sensors from SICK deliver, which can be evaluated, checked or further processed anywhere in the world. The connection to the web-based SICK Remote Service service platform is established exclusively by customers, and is always made via highly encrypted data channels and using the HTTPS and SSH authentication standards. The digital remote services from SICK are therefore modern, cost-effective and future-proof in keeping with the Industry 4.0 approach.

The economic value-add of digital remote services can be quickly recognized financially: with just a single click, remote maintenance can be initiated independent of time and location, and faults evaluated immediately after they arise. This saves no end of time and money. High plant availability, improved first time fix rate, and reduced unplanned maintenance work will maintain your productivity at the highest levels.



EFFECT OF A SERVICE CONTRACT ON PLANT AVAILABILITY



Without reliable support services, harsh ambient conditions, and wear-and-tear and aging of the components used can quickly lead to failure of your plant. The modular service contracts from SICK will extend the service life and increase the availability of your plant well beyond the warranty period.

YOUR INDIVIDUALIZED SERVICE CONTRACT

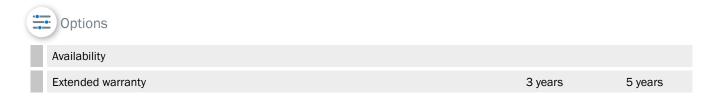
Complete your contact details and select the desired service module components. SICK will prepare a no-obligation quote for your individualized service contract.

Inquirer's details

Company	Street/house number	E	-mail address	
Department	ZIP/city	F	Phone number	
Contact	Country	F	ax number	
Prevention				
Preventive maintenance				
Training				
Remote service	Support hours options	24/5	24/6	24/7
Availability				
24-h helpdesk	Support hours options	24/5	24/6	24/7
Factory repairs				
Condition monitoring				
Individual spare parts management (S	pare parts packages)			
Replacement devices			On-site	On request

Quality assurance

QAL2 support	
Functional testing (AST)	
Calibration	



SICK AT A GLANCE

SICK is a leading manufacturer of intelligent sensors and sensor solutions for industrial applications. With more than 10,000 employees and over 50 subsidiaries and equity investments as well as numerous agencies worldwide, SICK is always close to its customers. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents, and preventing damage to the environment.

SICK has extensive experience in various industries and understands their processes and requirements. With intelligent sensors, SICK delivers exactly what the customers need. In application centers in Europe, Asia, and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes SICK a reliable supplier and development partner.

Comprehensive services round out the offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

That is "Sensor Intelligence."

Worldwide presence:

Australia, Austria, Belgium, Brazil, Canada, Chile, China, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Hungary, Hong Kong, India, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, USA, Vietnam.

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