



SHL Customer Support

A plus in service



“WHICHEVER SERVICE PACKAGE YOU CHOOSE, WE WILL ALWAYS DEAL PERSONALLY WITH YOUR ISSUES.”


Holger Merkt
Head of Customer Support

SERVICE HELP DESK (exclusively for our service package customers)

Tel.: +49 7429 9304243

Monday to Thursday 08:00 hrs until 16:00 hrs Friday 08:00 hrs until 12:00 hrs

HOTLINE

Tel.: +49 7429 930455

Monday to Friday
07:00-17:00 hrs
Without German public holidays including bridging days

with our **Premium Service Package:**
around the clock 24/7
Except: 24 to 26 December, 31 December/1 January, 1 May



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CUSTOMER SUPPORT AT SHL – we increase your performance

As a solutions provider for automated surface treatments, we combine products and services. Because we know that your production processes never stop. And certainly not because they have to. Our Hotline is free for you. If you wish, you can also book our Service Package and Premium Service Package free of charge to extend our 24/7 availability.

New: Premium Service for highly sensitive processes

We developed our new Premium Service Package for you in order to provide sensitive processes with more than 100% safety. But whichever service package you choose, we will always deal personally with your issues. Our customers belong to us, and not to a call centre somewhere. Friendliness, appreciation and trust are what make ServicePlus different.

And now it does so around the clock, seven days a week!

Our services for your performance:

- Maintenance agreements
- Spare parts service & packages
- Training at our college and externally
- Process simulations of enquiries or existing plant
- Offline programming
- Optimisation and extension of your system
- Cycle time and quality optimisation
- Improvement of availability and service life
- Production support
- New workpiece carriers and grippers for additional processes
- Conversion and relocation
- Retrofitting

WHAT WE OFFER OUR CUSTOMERS:

Lots of experienced technicians with years of experience in grinding, polishing and deburring on our service helpdesk will support you with any questions you may have. An above-average resolution rate is a given for us at this point.

Our technicians make sure their emergency kits are ready and waiting day and night so they can be on-site with you as quickly as possible to solve your problems.

Just 1 night if you order your spare parts by 2 p.m. – and then you'll be your way.

WHAT ALSO MAKES OUR SERVICE AS A SOLUTIONS PROVIDER SO DIFFERENT:

We share our knowledge with you and train your staff at our training centre at the company's head office in Böttingen.

We also have a mobile training cell so we can send a robot off on its travels, and we qualify your specialists with or without it, on-site with you on your premises.

This means that solving your service issues with you is an "Aah!" rather than an "Oh, dear" experience.

SERVICE:

You take care of what is really important – and just take out a service agreement with us.

We'll then get in touch with you in plenty of time for your service. And the subject of system availability takes on a whole new quality!

STANDARD SERVICE PACKAGE:

- **Service Helpdesk¹:**
 - Monday -Thursday 08:00-16:00 hrs
 - Friday 08:00-12:00 hrs
- Response time <1 day
- Service calls for repairing our systems all over the world
- Original spare parts on demand
- Customer-specific spare parts packages
- Maintenance of our systems
- Including service packages

PREMIUM SERVICE PACKAGE:

- **Service helpdesk and hotline** around the clock: 24/7²
- Response time less than 4 hours
- Remote maintenance via MB Connect
- Service calls for repairing our systems all over the world
- Original spare parts on demand
- Customer-specific spare parts packages
- Maintenance of our systems
- Including service packages

¹Not including German public holidays including bridging days

²Except: 24 to 26 December, 31 December/1 January, 1 May

