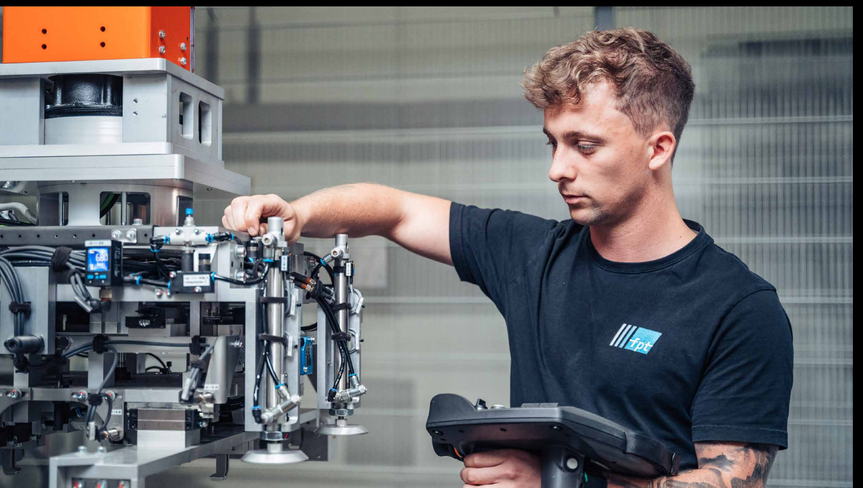
We’re here for you - across the entire asset lifecycle

Uptime starts with the right service. Whether it’s rapid support in the event of a fault, preventative maintenance or targeted asset optimisation, we ensure that your assets remain reliable and efficient – now and in the future. For maximum uptime, sustainable efficiency and production you can rely on every day.

- Tailored service solutions
- Production support
- Warranty and complaints management
- Training and professional development
- Inspection and maintenance
- Spare parts service
- Helpline
- IT-Security
- Optimisation
- Modernisation
- Plant relocation



Industrial automation is the future.

fpt robotics makes it accessible.

As automation experts and a robotics manufacturer, we create solutions that enable you to achieve your goals in a future-proof way. Drawing on 45 years of experience, we cover the entire spectrum of process automation: from production, through intralogistics, to product finishing using digital printing.

fpt robotics is a brand of the FPT Robotik GmbH & Co. KG, FPT Project GmbH and the FPT Systems GmbH | Schattbucher Straße 10, 88279 Amtzell | ***www.fpt-robotics.de***



Customer Service & Support

future-proofed technology

fptrobotics

Maximum uptime through exceptional service

With our individual service packages, you get exactly what your system needs: maximum performance and a long service life. You retain a clear overview – ensuring reliable planning and long-term cost certainty. In our training courses, we also provide you with the knowledge you need, ranging from an introduction to system operation right through to the basics of programming.

Because uptime is priceless.



Customer Service & Support is just like a team sport: it requires people who know their role, take responsibility and are there when it matters most. For us, the seamless collaboration between our specialists forms the basis of a long-term and trust-based customer relationship. The benefit for you is that you receive the expertise required to tackle your specific challenge – quickly, personally and with a focus on solutions. Your satisfaction is not just our aim, but our driving force.

Christian Nägele
Head of Customer Service & Support

3500
PRODUCED ASSETS

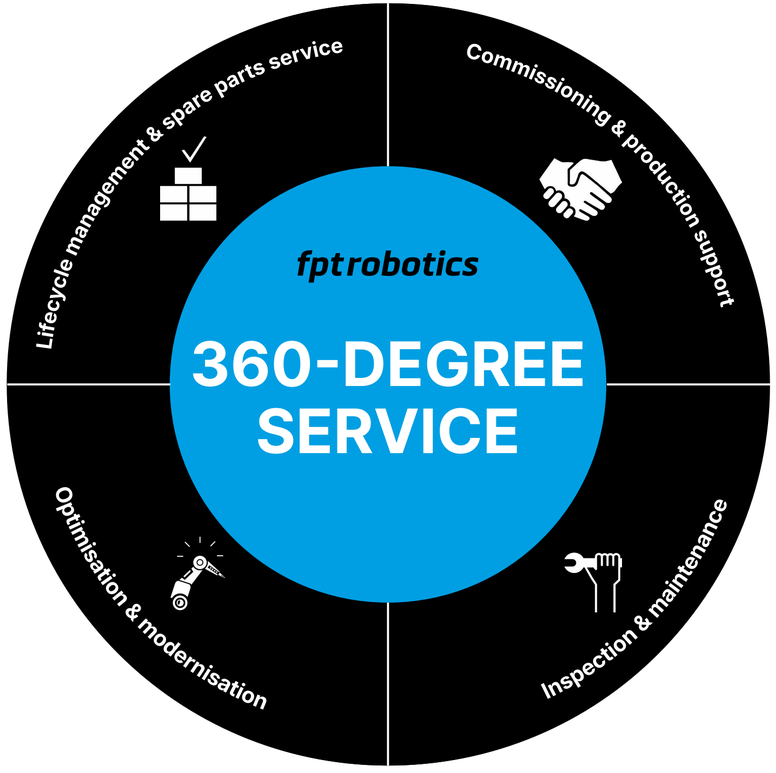
45
YEARS USING ROBOTS

29
COUNTRIES SERVED WORLDWIDE

24
HOUR SUPPORT

20
EXPERTS

1
GOAL: YOUR SATISFACTION



Commissioning & Production Support

Practical, hands-on support quickly turns your operating staff into true experts. Whether it's the simple operation of your systems or an introduction to programming systems. We're here for you.

- Training courses tailored to the needs of your operating staff
- On-Side guidance and support when its needed most
- Theory + practice for long-term skills development
- Your team will be trained to ensure safe and reliable operations

Inspection & Maintenance

A one-stop global inspection and maintenance service: With your bespoke maintenance plan, we know the project-specific details and all requirements for keeping your plant in optimum condition.

- Project-specific maintenance plans and logos
- Central coordination of all maintenance operations (including with systems suppliers)
- Regular basic inspections of robot cells, systems and components

Optimisation & Modernisation

Through retrofit and modernisation solutions, we extend the service life of your systems, increase productivity and lay the technical foundations for future requirements.

- Retrofitting of control systems, robots and hardware
- Adaptation and optimisation of existing systems to meet new production requirements
- Modernisation of safety, operator interface and software concepts
- CE-compliant and future-proof modernisation in line with current regulatory requirements

Lifecycle-Management & Spare Parts

Through structured lifecycle and spare parts management, we coordinate the supply of spare and wear parts, preventative maintenance and rapid response measures in the event of unplanned incidents.

- Planning, procurement and provision of spare and wear parts, as well as replacement assemblies
- Lifecycle-management: long-term support for robot cells and automation systems
- System and future-proofing: backup, data and IT security concepts, as well as strategies for component end-of-life situations

Downtime? Not an option.

When technical problems or system downtime occur, every second counts. Our experts are available to assist you 24/7 via various helpline options.