



Increase the life of your material handling system with Egemin's Life Cycle Services

Life Cycle Services provides expert support when and where you need it. We can help keep your system performing at promised levels throughout the product's life in service. This includes basic technical support as well as in-depth problem solving for the most difficult challenges. Egemin Life Cycle Services also provides training, documentation, field service, spare parts program development, remote monitoring and reporting, obsolescence strategies and knowledge development.

The key to any endeavor is the development of **solid strategies** based on **right principles** that are **executed well**. All three of these areas are pursued relentlessly to continuously improve system performance. As a result, your system runs at peak efficiency allowing you to focus on manufacturing and delivering quality product to the customer on time.

Five reasons to choose Egemin Life Cycle Services

- 1. Increase reliability and performance.**
Our Life Cycle Service Engineers have one goal for your system, maximum use at minimum cost. We offer a full range of services to meet these goals.
- 2. Save money.**
Our experts work closely with your maintenance, production, and engineering personnel to ensure your material handling system is operating at peak efficiency. You save money by eliminating manufacturing downtime and lost productivity.
- 3. Focus on your core business.**
Egemin's Life Cycle Service Engineers take care of your material handling system, allowing you to focus on what's important, moving product and maximizing profitability.
- 4. Spare parts management.**
We will help you develop and maintain a comprehensive spare parts program that keeps your operations running smoothly.
- 5. 24/7 call center.**
Day or night, weekend or holiday, Life Cycle Service Engineers are ready to help should you ever need assistance with your Egemin system.



Contact Life Cycle Services
(800) 845-4228

Call Center

Our Call Center gives you access to a professional staff of automated guided vehicle and material handling system experts that will help you identify and resolve your system issue. The Call Center services include:

- » a toll-free hotline (800) 845-4228
- » access to an expert 24/7
- » issue tracking
- » call escalation

Onsite support

Egemin understands the reliability you expect from your material handling system investment. There may be times when you require a Life Cycle Services Engineer to perform maintenance, modifications, or upgrades. Our onsite support experts can provide:

- » preventative maintenance services
- » control system modifications and upgrades
- » hardware modifications and upgrades
- » maintenance training for new employees
- » emergency maintenance services
- » AGV guidepath modifications
- » system optimizations and risk assessments
- » retrofit services

Spare parts

Our Life Cycle Service Engineers have the expertise to help you develop a comprehensive spare parts program that will keep your material handling system in service, moving product, instead of sitting in your maintenance department waiting for replacement parts. Our experts will help you:

- » identify critical spare parts through usage analysis
- » determine optimal stocking levels
- » reduce maintenance costs with off-the-shelf components
- » reduce system downtime

System modifications and upgrades

Life Cycle Services can assist when your business operations require system modifications. Additionally, we will keep you informed about system upgrades that will positively impact the functionality of your material handling system.

System modifications and upgrades can include:

Modifications

- » AGV guidepath routes
- » adding or reducing system interface points
- » new load characteristics
- » modifying existing software features or settings

Upgrades

- » new AGV software releases
- » new control system software releases
- » new AGV hardware components
- » new control system hardware components

System performance monitoring

Egemin can monitor your system remotely through a secure VPN connection. System generated data is compiled and analyzed for operational and performance level deficiencies. Our highly skilled Life Cycle Service Engineers will create statistical reports with recommended strategies to get the maximum value from your material handling system investment.



Scan the code with your smartphone to view additional Life Cycle Services information at www.egeminusa.com



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