



Ordering information

Type	Part no.
Bronze Service Agreement for Systems	1616164

Additional services → www.sick.com/Service_agreements

Product description

The service agreements provide complete service to ensure product and system availability. The modular concept helps you react to specific application requirements. SICK actively plans and executes the agreed services throughout the entire product life cycle. On request, the services can be combined flexibly and specifically to fit the customer requirements to form individual service agreements.

Your benefits

- Reliable budget planning and transparent cost management
- Total operating costs minimized thanks to fewer unplanned service activities
- System availability maximized thanks to fast response times on the phone and on site
- Concentration on core business possible, as SICK does all service work
- Extension of system and product life cycle through regular service
- Flexible and needs-based design thanks to individualized selection of service elements

Detailed technical data

Features

Product segment	SICK LifeTime Services
Product family group	Managed Services
Product area	Robot guidance systems Track and trace systems Driver assistance systems Object detection systems Profiling systems Gateway systems Quality control systems
Prerequisites	Commissioning and regular maintenance of the system by SICK. Maintenance can also take place at the beginning of the agreement.
Preliminary work	Inventory of the systems installed on-site in the SICK online data management system (SICK AssetHub). Set-up of the required remote infrastructure.
Range of services	Maintenance Troubleshooting Warranty extensions 8/5 remote support 8/5 help desk
Fee	Annual fee
Response time	Best possible within the agreed time specified in the service agreement
Availability	Mon-Fri, 9:00 am to 5:00 pm Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).
Duration	Duration is arranged individually with the customer and defined in the contract
Procedure	SICK Service contacts the customer and arranges a maintenance appointment. Maintenance is done in line with a standardized checklist. In the event of faults, the customer receives exclusive access to the SICK technician network. Telephone support is available during agreed-upon hours (8/5). During the remote support session, a service technician will connect to the system and check the system status if possible; other measures are taken if necessary.
Note	Restoration of parameters according to the acceptance protocol. Additional adjustments to and extensions of the application are not included and can be offered separately.

SICK AT A GLANCE

SICK is one of the leading manufacturers of intelligent sensors and sensor solutions for industrial applications. 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.

We have extensive experience in a wide range of industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our 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 us a reliable supplier and development partner.

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

For us, that is “Sensor Intelligence.”

WORLDWIDE PRESENCE:

Contacts and other locations –www.sick.com