

# Customer Support Solutions

OPTIMISING THE LONG-TERM PERFORMANCE OF YOUR SYSTEM



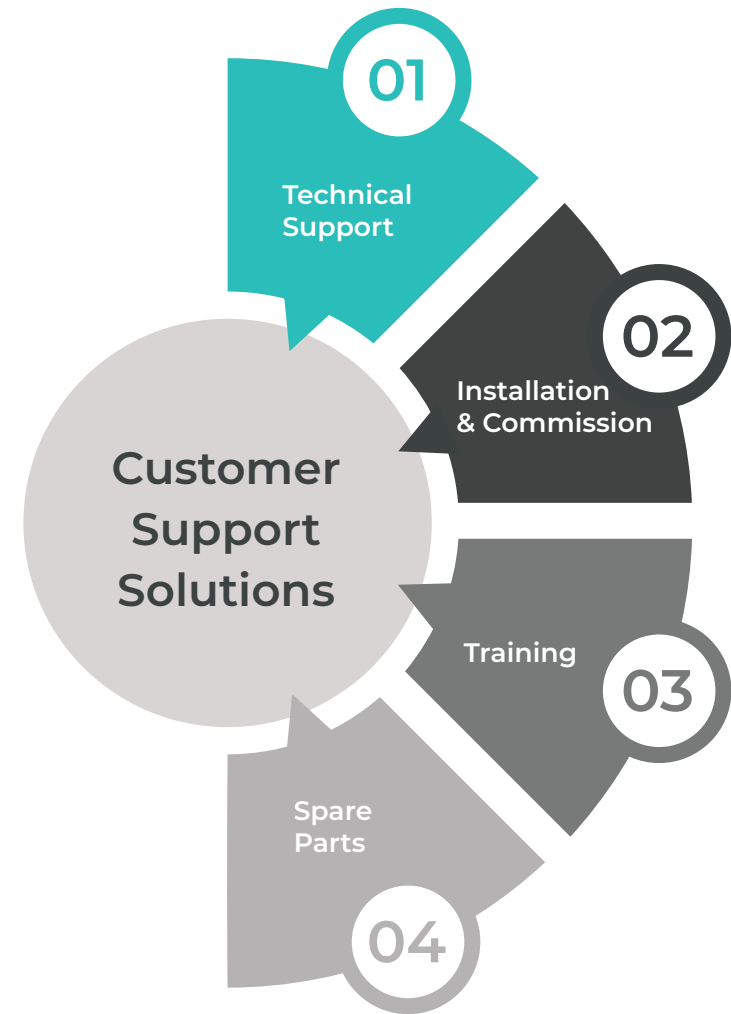
# A solid support framework that strives to minimise the risk of production downtime and maximise reliability.

At Fabtech Robotics the strength of our customer support offering lies in our broad knowledge of the mechanical and electrical workings of every system we build. This is achieved through detailed planning, strong project management and by placing the utmost importance on communication with our customer.

Through insights we gain via a series of on-site visits, one-on-one meetings and regular conference calls, we can give our clients the reassurance that our team have a clear understanding of their goals and expectations.

Our support solutions comprise of the following offerings, these can be accessed as individual options or as a complete package:

- ▶ **TECHNICAL SUPPORT**
  - Remote/On-site
  - Preventative Maintenance
- ▶ **INSTALLATION & COMMISSIONING**
- ▶ **TRAINING**
- ▶ **SPARE PARTS**





# TECHNICAL SUPPORT

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## Our Unique Approach

Technical support is a key offering in our customer support portfolio and we constantly strive to discover innovative ways to solve your problems. Through a combination of advanced technology and customer oriented services we can deliver a solution specific to your requirements.

The relationship we develop with your operations team during a project is an integral part of our after-care service. By involving them at key phases of a system build we can ensure that they develop an in-depth knowledge of the inner workings of your equipment.

For large projects, we also incorporate your operations team into our 'Knowledge Transfer Week'. This is an identified week towards the end of the debug phase where we invite your maintenance operator to our facility (accommodation provided) to shadow our team

through the final run through of the machine debug. Our 'Knowledge Transfer Week' has been a huge success with our customers due to the self sufficiency it provides.

- ▶ Full involvement of your maintenance team in project debug & installation phase.
- ▶ Reduces costs, saves time and eliminates unnecessary travel.
- ▶ Maintenance reports & backup data stored online (or in client designated platform).
- ▶ Participation of your maintenance staff in our unique 'Knowledge Transfer Week'.

## >> REMOTE/ON-SITE SUPPORT

Many equipment issues can be dealt with efficiently over the phone, via remote support login or by utilising the latest in advanced support technology. Our engineers can communicate in real-time with your on-site team making informed decisions to resolve issues faster, significantly reducing downtime.

If a situation requires a more on-hands approach a dedicated engineer will be assigned to your enquiry and an on-site visit will be arranged.

- ▶ Increase in first-time fix rates.
- ▶ Safe, efficient & faster.
- ▶ Eliminates travel costs.
- ▶ Implements effortlessly with on-site platforms, such as Microsoft Teams.

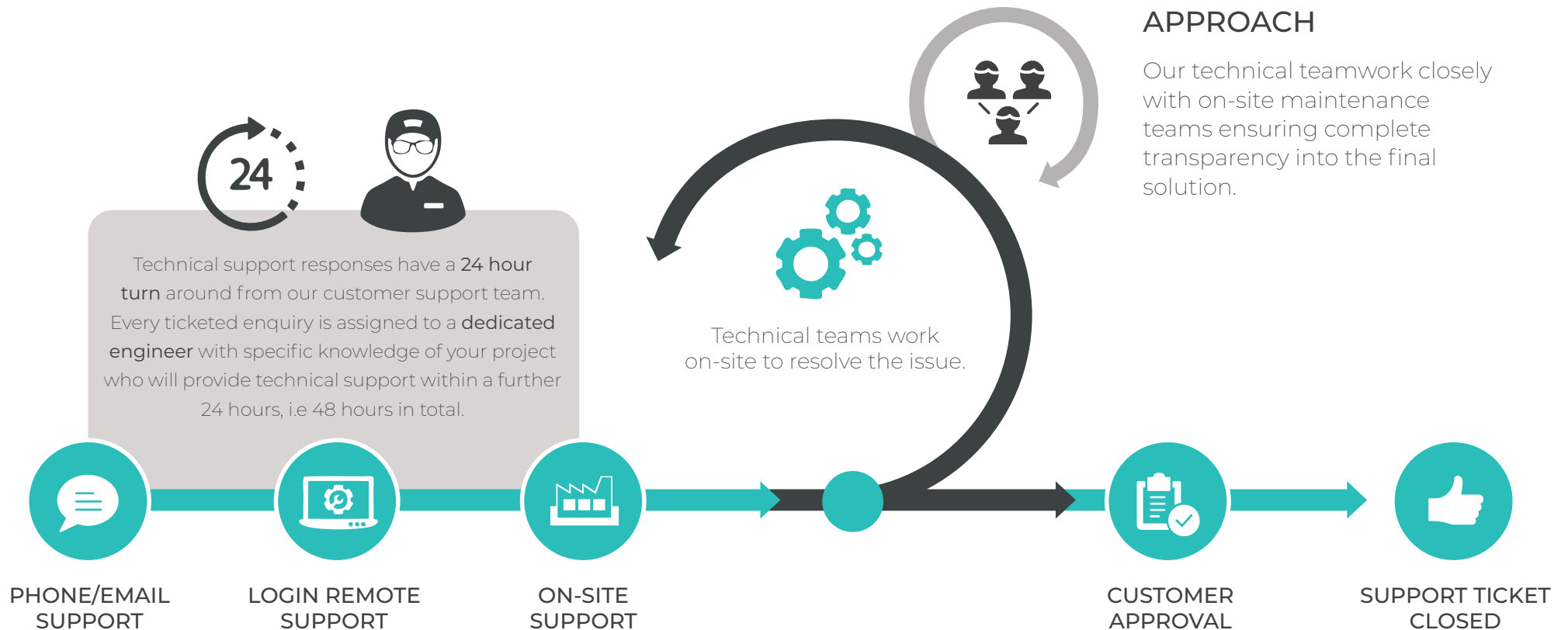
## >> PREVENTATIVE MAINTENANCE

Choosing to rely on a reactive maintenance strategy may feel like you are saving money in the short term but often results in more costly fixes down the line. By implementing long term maintenance tasks, line managers and operators can shift their focus to improving quality and production output rather than having to deal with preventable emergency situations.

We offer standard service agreement plans aimed at helping you to continually maximise the efficiency of your equipment.

- ▶ Comprehensive annual visits.
- ▶ Operational inspections.
- ▶ Maintenance reports and data backup.

# OUR TECHNICAL SUPPORT PROCESS



*The above support is provided between the business hours of 9am - 5pm.*



02

# INSTALLATION & COMMISSIONING

Engaging our team in the installation and commissioning of your project will mean you will have the assurance that your system is being installed by industry experts. They will have the knowledge and resource to have your system running at its optimal performance.

- ▶ Detailed structured plan of works put in place prior to installation & commissioning date to ensure best possible outcome with minimal disruption to other works on site.
- ▶ Carried out by the engineers who built & de-bugged your system, ensuring all knowledge captured over the build arrives on-site.



## 03

# TRAINING

Key to facilitating the smooth transition of your new system into your production process is the education of your operators and maintenance teams.

We deliver structured training programmes to give a clear understanding of the mechanical, electrical and pneumatic workings of your machine. This level of training allows your team to be self-sufficient in every area of the machine's maintenance utilising its full performance.

Training courses are customised to your specific system and can be delivered at our Limerick facility or on-site at your own facility.

- ▶ In-house experts on-site to troubleshoot effectively.
- ▶ Tailor made training courses especially dedicated to your Operators/Maintenance Teams to ensure best possible knowledge of system going forward.

## 04

# SPARE PARTS

We build our equipment to be maintenance friendly adhering to ergonomics whilst maintaining practicality. We do this through the standardisation of assembled components/stations making the availability of replacements parts more obtainable to our clients.

- ▶ Reliable supply of spare parts.
- ▶ Produced to the highest quality standard.







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