



# SERVICE

**OUR MISSION: BEING  
COMPREHENSIVE, FAST  
AND CUSTOMER-FOCUSED**



# OUR SERVICES AT A GLANCE

Automating your warehouse logistics may greatly expand your options for sourcing, production, and distribution. For your warehouse system to support your corporate goals effectively, it needs to remain reliable and high-performing. We can ensure that it does, with the appropriate service package and continuous support of your system.

We offer comprehensive solutions for the maintenance of electromechanics, control systems and IT infrastructures, as well as for software updates, 24/7 support, training, safety checks and rack inspections. We take a thorough, expert look at your system to give you a service that can ensure a long life of your automated warehouse system and maximum availability.

We keep you informed about the current status of your system so you will know what to do in case you need to recover full functionality.

We offer comprehensive maintenance packages for

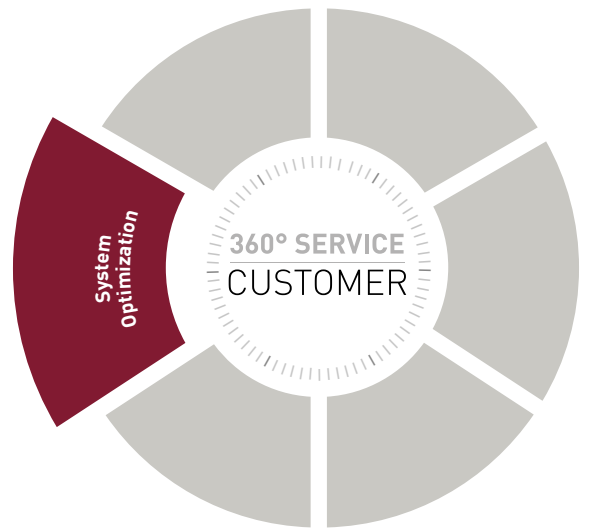
- > Semi-automated storage systems
- > Fully automated storage systems
- > Proprietary and third-party systems

FAIR CONSULTATION

FAST RESPONSE TIME

SKILLED SERVICE





# SYSTEM OPTIMIZATION

Meeting your needs is our most important concern. To achieve this, we focus on customer proximity, sustainability and continuity. Next to planning and implementing new installations, our customer support is the most important pillar of our company. Because in the medium term, complex logistics and storage systems are only as good as the quality of their maintenance.

We always have an eye on your system and keep you up-to-date with status reports on its condition. We build on personal customer support. This includes being in touch at all times and transparently communicating our technical expertise. Delivering continuous system optimization, we maintain the performance of your automated storage and logistics system and consistently and reliably develop its service life for decades to come.

Our customer support is based on trust, transparency, diligence, qualified problem solvers both on the phone and on site, and fast

response times. You can rely on a particularly strong support and service team of over 30 field technicians and an equally expert in-house service. Our hotline team, field service planning and customer relations staff will answer your queries as quickly as possible. This is how we can minimize downtimes considerably or avoid them altogether. More than 500 customers worldwide rely on our support, some have been doing so for decades.

Technologies and especially the software sector are developing rapidly. As time passes, there will be potential for improvement, which we can point out to you in good time and back up with a customized offer. We analyze your automation and modernization options so that your intralogistics ultimately meet your business objectives. Whether building an entirely new installation or modernizing your installation and software through component replacement, retrofit, conversion or expansion, our goal is the long-term, safe and economical operation of your storage system.

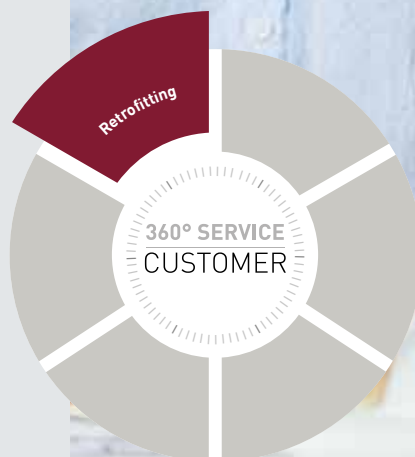
PERSONAL

TRANSPARENT

RELIABLE

## RETROFITTING

Logistics automation along the supply chain creates growth potential and attracts new customers. Is it worthwhile to invest in a new installation right away? Or does your existing system have unused potential? We assess this, modernize, and modify your automated conveyor and storage systems in terms of the electromechanics and software for a long-term, safe and economical operation with a view to the future. In addition to retrofitting and component replacement, this also includes expansion or conversion for more capacity, higher throughput, greater economic efficiency and safety.





ANY TIME

FAST

QUALIFIED

**An emergency?** We are there for you!



+49 5425 808-808

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# 24/7 SUPPORT



Our experts can be reached personally via our hotline 24 hours a day, 365 days a year with proven services that meet your needs exactly. You can quickly reach competent contact persons who know your system the best by calling our hotline on +49 5425 808-808.

Our experts are often able to analyze and remedy a problem by remote access. Your requests will be entered in our ticket system, categorized, and forwarded to the appropriate support level. Teams of qualified IT experts, PLC control engineers and experienced service technicians are on standby to travel to your plant as needed to quickly solve the problem. This helps protect your investments and your production process.

Our IT specialists answer your calls in IT support, diagnose the cause of the fault in your warehouse management system online, and initiate further measures if necessary. Our control engineers in PLC support trace any malfunctions and plant conditions that affect automation technology and handle them professionally.

Our direct service team takes care of any electrical or mechanical issues. If these issues cannot be solved together with the customer on the phone, our trained service technicians from electromechanical support will come to your location with their service vehicles. We provide you with competent specialists for every requirement.

CERTIFIED

CONSISTENT

POWERFUL





Microsoft  
Partner

Silver Application Development



## IT/PLC SERVICE

As a certified Microsoft partner we ensure the long-term stability, functionality and security of your system – and thus your investment. As part of the service packages, our Savanna.NET® expert teams look after your warehouse management and material flow control software, including permanent release updates.

Benefit from all the advantages of our service packages. The backup of your system ensures the security of your production and investment. Continuous testing ensures the functionality, performance and troubleshooting of your intralogistics IT. Thanks to release updates and version upgrades, the performance and functional scope of your software grow with your intralogistics. Our certified experts train the operators of your Savanna.NET® Warehouse Execution System and make the introduction to the new intuitive user interface easier. Detailed training documents are included.

Our IT support is available 24/7 to diagnose your system, assist your operators and take further action, if required. With remote preventative IT inspections, our IT specialists inspect, log, and check system status, review your

customized Savanna® and database methods, and analyze pain points. By initiating the right measures, they achieve performance improvements.

During an annual on-site inspection, they check the client/server infrastructure, data consistency, the security and failure recovery plan, and implement up-to-date Windows and SQL service packs. In addition, from Savanna® Version 2.15 and higher, we offer continuous release management for improvements in the source code, bug fixes and functional updates.

Together with Westfalia Terra Automation, we also have the construction, programming, support and modernization expertise for all your PLC control systems under one roof. We use high-quality assemblies, develop, manufacture, program and install control systems specifically for all plant layouts and seamless processes with our or third-party software.

# INSPECTION & MAINTENANCE

We will arrange fixed intervals for the electromechanical inspection of your plant with you annually in advance, depending on usage. Our experts will give you early warning of any critical components, wear and tear, and repair requirements in your system. They will carry out inspections based on product-specific check lists, produce the resulting test reports, and give you a proposal for the actions we recommend.

If you commission us to do this, we will agree with you on the date and time schedules for our service activities. The schedules will always be in tune with your operations to avoid or minimize disruption.

Service is a core competency of our company. Manufacturing, testing and programming proprietary key technologies such as SRMs and conveyor systems, including PLC control systems, we generally take a look at the entire system during our inspections.

That means: all electrical and mechanical components including the control systems. As an operation that manufactures key components in-house, we can also specifically manufacture certain spare parts for our systems and deliver them within just a few hours.



PREVENTATIVE

COMPREHENSIVE

OPERATIONAL





PREVENTION

SECURITY

UP-TO-DATENESS

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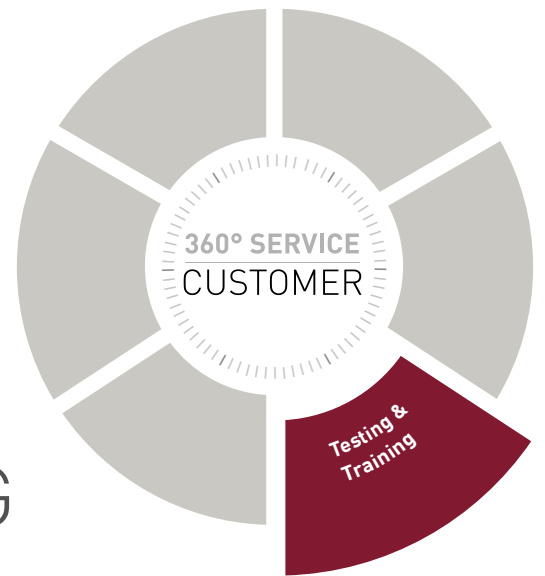
**CONSULTATION ON WORK-AT-PPE AND PLANT SAFETY ACCORDING TO THE GERMAN ORDINANCE ON INDUSTRIAL SAFETY AND HEALTH (BETRSICHV)**

Make sure to use the appropriate PPE against fall from a height for your high-bay warehouse. To check that this is the case we will carefully inspect the on-site conditions at your premises. We will be pleased to provide you with comprehensive advice and information on the topic of PPE against fall from a height in the high-bay warehouse.

**Our tip:** Safety deficiencies should be remedied in accordance with the state of the art. As you will know, there is no right of continuance; therefore, all plants must continually be inspected in accordance with the latest industrial safety regulations to prevent safety deficiencies. We support you in assessing and upgrading your installation to the latest safety standards.







# TESTING & TRAINING

Your protective equipment, safety devices, safety technology and non-continuous conveyors must ensure the safety of your employees and must function flawlessly during a rescue operation. For that reason, regular testing and maintenance of such equipment is legally required. We can take care of regular testing on your behalf and will be pleased to advise you on this matter.

We are authorized by the height safety specialist Skylotec and supervise and maintain the Skylotec Milan height rescue device in accordance with standard EN 365:2004. Equipment is tested annually; revisions take place every five years.

In accordance with the trade association and DGUV (German Social Accident Insurance) Regulation 112-198, personal protective equipment (PPE) against falls from a height must be tested at least once a year by a qualified person. Our employees are qualified and authorized under DGUV rule 312-906 to test your work-at-height PPE.

Under the applicable EU directives, the annual safety inspection of non-continuous conveyors is mandatory for your storage system.

We check the functionality and safety of the SRMs including ladders, conveyor technology including vertical conveyors and transfer cars.

Safe handling of storage and conveyor systems and protective and rescue equipment is absolutely essential. We provide training in accordance with Section 4 of DGUV Regulation 1 on the theory and practice of potential hazards in your systems, the use of personal protective equipment (PPE), height rescue and the use of special rescue equipment. By successfully participating in the training courses, you will meet the requirements of DGUV Rules 112-198 and 112-199, as well as the prevention principles contained in DGUV Regulation 1. The courses must be repeated annually and documented. We also check your work-at-height personal protective equipment, guided-type fall arresters and ladders before each training course.

Be on the safe side with us for the benefit of your employees and the successful operation of your automated storage systems.

# SPARE PARTS SERVICE

Our spare parts service, part of our system support offering, helps ensure that your automated storage system remains reliable and productive even decades after commissioning.

We can take the pressure off you with our recommendations. We explain in detail which spare parts you should keep to hand. We store or equip your warehouse with the most in demand spare parts. We keep our own stock of standard spare parts such as common drive wheels, guide rollers, support rollers, chains and pneumatic parts.

Spare parts sourced from suppliers, such as drive components, motors and gears, are procured as quickly as possible in accordance with the prevailing market environment. Thanks to years of cooperation and a good network we know which purchasing channels are the most effective.



Since we are a manufacturing company of SRMs and conveyor systems including PLCs, specific components for our own systems are manufactured in-house – a particular advantage of choosing Westfalia. This means that we can produce and deliver within hours items such as a Satellite® cable for our patented warehouse technology with Satellite®.

We will prepare a quotation for the spare parts required, for installation and repair of the storage system or for repairing any defects we find during inspection or while providing support. If you wish, we carry out replacement and installation: our more than 30 field service technicians and our office staff will quickly handle your service call. In short, send us your defective spare part and we will take care of the rest.

ANTICIPATORY

CONNECTED

ALL-ROUND SERVICE



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