

# Choose the service agreement that suits you best: for reliable protection and optimized performance

Kistler offers you service solutions with a choice of three levels: select the standards you want for scope of service and response time – and you'll get the solution that matches your needs.



**Maximum support and peak efficiency**  
Your guarantee of maximum possible support from the Kistler service team – backed up with advice, training, regular maintenance and optimization. The key to peak efficiency for your production processes and superlative plant performance.

**Longer service lifetimes, higher precision**  
By undertaking scheduled maintenance, inspections and calibrations, Kistler makes sure that your operation runs smoothly. This service level maximizes your plant's lifespan and precision while minimizing outage risks and downtimes.

**Straightforward troubleshooting**  
Whenever service is needed, Kistler is quickly on the spot to help you resume operation of your plant as soon as possible – so the costs of unscheduled downtime are reduced to the minimum.

	Level 1: Basic	Level 2: Advanced	Level 3: Premium
<b>What we offer</b>			
Scheduling	✓	✓	✓
Contract management	✓	✓	✓
Remote technical support	✓	✓	✓
On-site support	✓	✓	✓
Annual remote training (2 hours)		✓	✓
Download portal		✓	✓
Newsletter on software updates		✓	✓
Support analysis		✓	✓
Response time for on-site support		3 days	1 day
Accreditation On-site calibration <sup>1</sup>	○	○	○
Regular scheduled maintenance	○	○	○
On-site training and instruction	○	○	○
Training for specific processes and applications	○	○	○
Process optimization		○	○
Exclusive 24/7 hotline		○	○
Access to emergency stock		○	○

\* Machine capability analysis  
\*\* Measurement system analysis  
<sup>1</sup> Calibration according to DIN EN ISO 17025  
✓ = included, ○ = optional



For more information, visit: [www.kistler.com/en/solutions](http://www.kistler.com/en/solutions)

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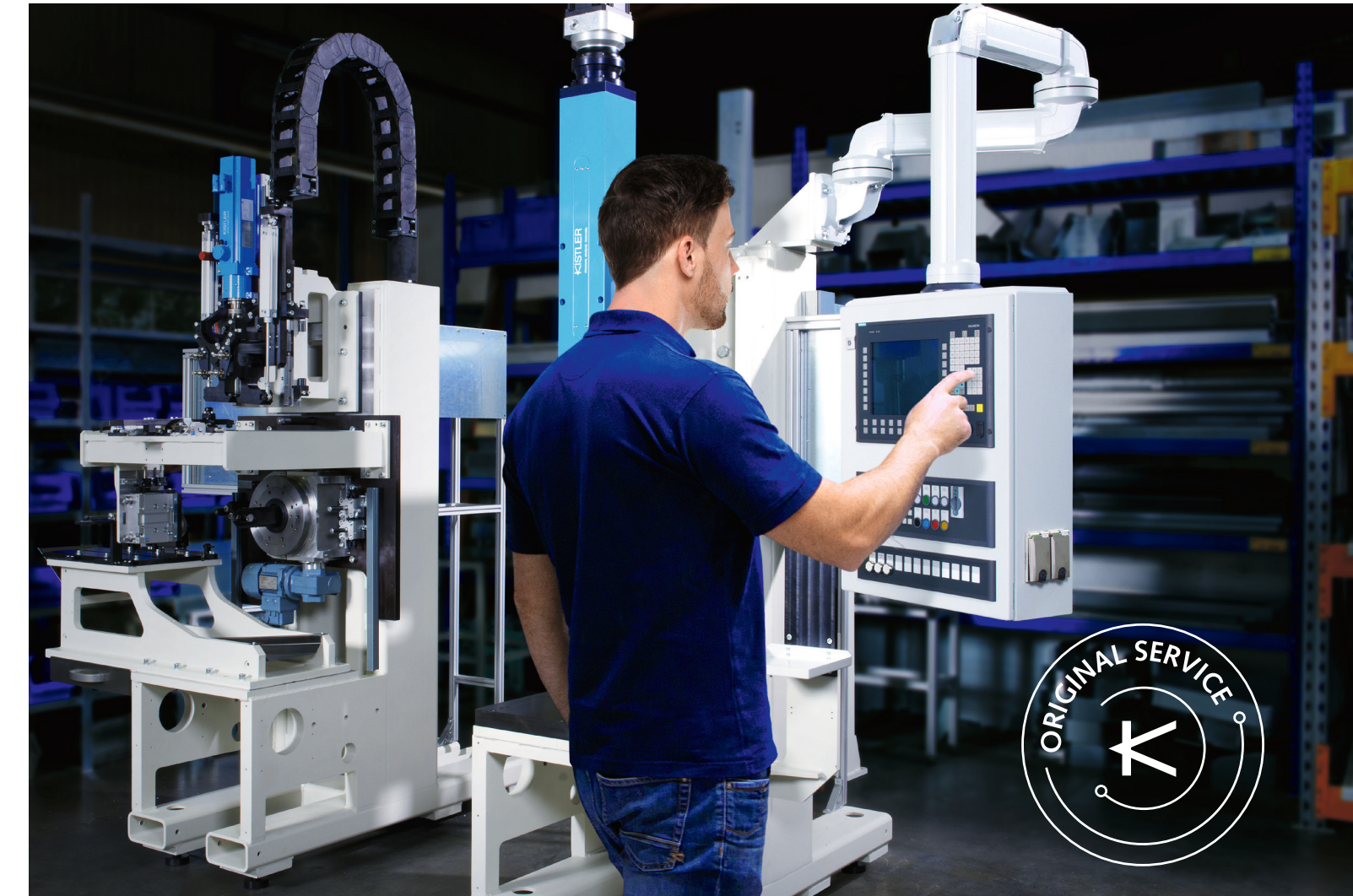
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**Original Service by Kistler**

**Customized service for joining systems**

[www.kistler.com](http://www.kistler.com)



## Original Service by Kistler – service directly from the manufacturer

**Who knows their products better than the manufacturer?**  
Original Service by Kistler is the comprehensive service solution – direct from the global market leader in dynamic measurement technology. We deliver service that matches the quality of our tried-and-tested products and system solutions. What's more, we offer a range of graduated service packages so we can supply the solution that best matches your needs.

**Only the best is good enough**  
Service solutions from Kistler optimize the performance of industrial processes throughout the entire value chain. This is how we help maximize the value of our systems in the long term – with better results and more transparency in every process.

**Creating sustainable value**  
We offer services that boost the performance and extend the lifetimes of machinery and plant – the basis for creating sustainable value. Better service also means better results:

- Full range of services from one single source – from setup and maintenance through to training
- Advice – Kistler can draw on a vast stock of measurement and application know-how
- Protection for investments – thanks to optimized costs and longer lifetimes

### Benefits of Original Service by Kistler

- Reliable**
- Defined scope of service
  - Qualified specialists
  - System backup and documentation

- Professional**
- Advisory support and training by experts
  - Inspection and testing of entire systems
  - Pragmatic, practice-based solutions

- Solution-oriented**
- Fast response times
  - Customized service packages
  - Strong focus on customers and flexible approach

- Added value**
- In-depth application know-how for advisory support
  - Optimized processes and reduced costs
  - Higher productivity and overall plant effectiveness

**Norm Conformity:**  
Our calibrations comply with ISO 17025 standards and meet the requirements, such as those of IATF 16949, as well as other relevant norms and guidelines.

## First-class service – fine-tuned to the lifecycle of your joining systems

Kistler protects the value of your investment in the long term, throughout its entire lifecycle: from commissioning and maintenance through to process optimization.

We offer an extensive range of services for high-precision validation and accurately targeted optimization of joining processes. That's because quality isn't just a matter of sensors and systems: it also depends on service. So – put your trust in Original Service by Kistler!



### The joining process experts: building trust in processes begins in the concept phase

Through its Joining Competence Center (JCC), Kistler offers you the opportunity to optimize and validate your joining processes with tests and sample measurements even before you plan or commission your plant. We advise you on your choice of measurement system – to make sure you use the right equipment to meet your requirements. You can rely on Kistler to determine measurement values, process parameters and cycle times with absolute accuracy. You benefit from in-depth process knowledge and reduced risk – resulting in higher productivity and improved product quality. During the development phase, you can plan more reliably and you have better control of costs – so commissioning is faster and automation of the installation is more efficient.

1



### Installation

Kistler ensures that your solution is ready to operate on site. We support you through the installation process; we make sure that the joining system is optimally configured on commissioning, and we determine the parameters for the maXYmos process monitoring system. Our qualified professionals support you with their know-how so you select the right solution, and they assist you with on-site instruction for technical staff.

- Joining Competence Center
- Installation
- Commissioning

2



### Reactive maintenance

Kistler is excellently equipped and always ready to respond to emergencies and unscheduled plant outages. We offer rapid response times and straightforward solutions for common problems in industrial production processes – and we will assist you on site if need be.

- Rapid response 24/7 (hotline)
- Access to emergency stock
- Unscheduled maintenance

4



### Operation and improvement

When it comes to joining system solutions, our experts have a wealth of technical know-how – so they can support you with optimizing your plant. The machine capability analysis (MCA) of your joining system is the basis for a detailed examination of the measuring chain to boost your plant's performance. To ensure that joining systems are handled reliably, we offer training in the classroom and directly on the machine.

- Training
- Advisory support
- Optimization

3



### Preventive maintenance

Precise measurement solutions are the only guarantee of error-free production. Regular inspections, calibrations and machine capability analyses (MCA) also ensure long-term protection for your investment and a high level of process reliability. Periodic maintenance and lubrication are the reliable way to reduce downtime and error rates to the minimum.

- Inspection
- Accredited Calibration
- Scheduled maintenance

