

Customer Service

The competent partner for your systems

When smooth production is important - Support, maintenance and value-added services from a single source.

Our services are based on decades of experience in the construction, operation and maintenance of process and robotic systems in a wide range of industries.

Benefit from our versatile service portfolio, customized to your needs and systems.

We are here for you.

Support

- » 24/7 Support-Hotline
- » Rapid troubleshooting and restoration of system functionality - whether automation, robotics or plant engineering

Maintenance work

- » Predictive and preventive maintenance: Avoiding unplanned downtime
- » Spare parts management: Always the right parts at the right time

Value-added services

- » Extend service life
- » Maximize ROI
- » Increase satisfaction



We are here for you

Our on-call organization 24/7

Our service for you

We ensure that faults are rectified quickly and that system functionality is restored – whether in automation, robotics or plant engineering. Our engineers specially trained for your systems are exclusively at your disposal.

They support you in the day-to-day running of your production systems and with the realization of minor adjustments. This service covers the area of automation as well as the mechanical maintenance.

Minimal unplanned interruptions to operations thanks to:

- One contact person for all enquiries:
- 7 x 24h support hotline - available in German, English and French

Standardized processes:

- Fast forwarding of your enquiry to the right specialist

Ticketing System:

- Precise and transparent recording and processing of your support case
- Three on-call levels including escalation management

Remote or on-site troubleshooting:

- Process automation (in-house and third-party systems)
- Robotics
- plant engineering

Our pricing takes into account the complexity and requirements of your system and provides you with a customized offer.

Your advantages:

- Customized service contracts for your specific systems and requirements.
- Contractually agreed performance guarantees (availability, response time, retention of expertise)
- Priority for support cases
- Direct access to our ticket system



Maintenance work

Care for tomorrow –
 Take care today.

Our service for you

Together with you, we define all the desired and necessary maintenance and coordinate it with the interruptions in your production. We order the necessary spare parts for you in advance or recommend which parts are required for maintenance. If further specialized companies are required for your maintenance we will be happy to coordinate them. A valid maintenance contract guarantees you the availability of our employees, tailored to the planned maintenance windows of your production.

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Maintenance

- Maintenance of all JAG products
- Tank maintenance (pressurized or unpressurized)

Calibrations

- PT100 temperature sensor in the reference oven
- Pressure sensors (max. 10 bar) with pressure calibrator
- Speed agitators (e.g. Ekato) with optical speed sensor device
- Level measurement (differential pressure sensor) with flow mass device, 0 - 2,000 kg
- Surface roughness
- We carry out additional calibrations in co-operation with accredited partners and take care of the timely and professional realization.

Inspections

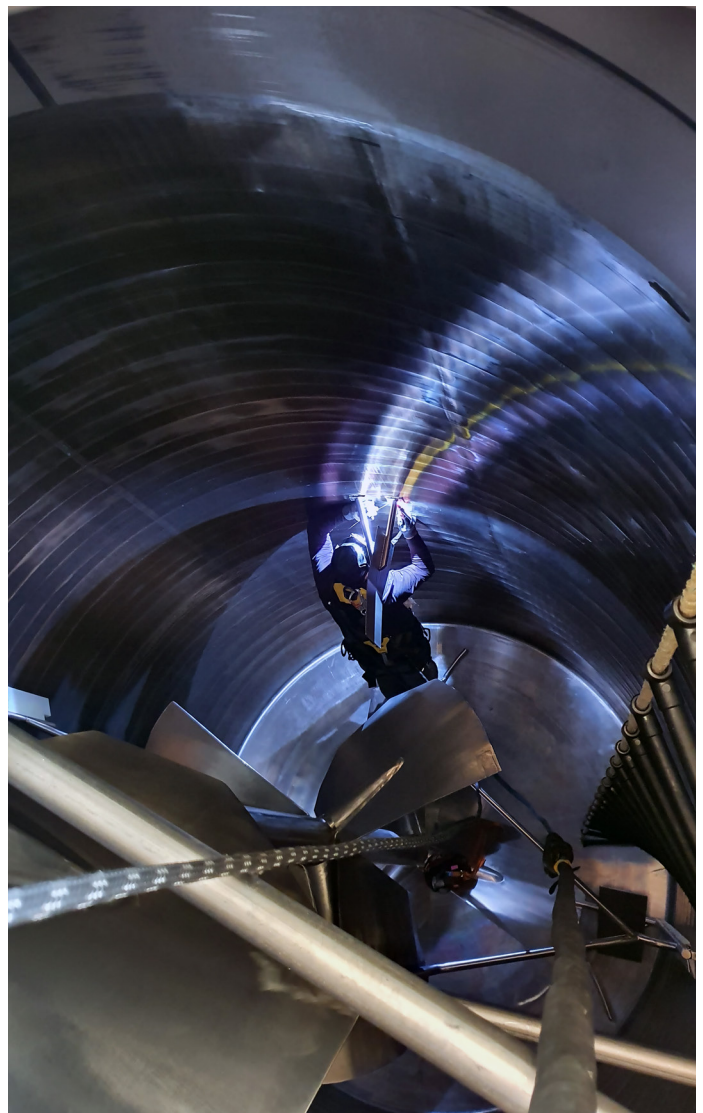
- Tank inspections (Invert Robotics)

Revisions

- Valve overhauls (various providers)
- Pump overhauls (e.g. SAWA)

Spare parts

- We create customized spare parts lists for you, take care of spare parts management and advise you on the selection of suitable components.



Flyer Customer Service

Service with added value

Extending the life of your systems.

Our value-added services get the best out of your investment and make you fit for the future.

Account Management

All our customers have a contact person who looks after them directly if they have any questions. If you have a valid support contract, the account manager will visit you regularly to discuss current problems and requests in detail.

Product Lifecycle Management

Our software and hardware products are subject to product lifecycle management. Once a year, we actively inform our customers about planned adjustments or changes. We also make recommendations on the best way to replace products that are due to be replaced in the near future.

Training (JAG Academy)

- Maintenance training/product training
- Operator training (administrators or operators)
- Follow-up training after staff changes

Consulting

- Process optimization
- Concepts for expanding/upgrading the process plant
- Plant optimization in a qualified environment (GAMP 5)

Engineering projects and feasibility studies

- » **Would you like to increase your productivity and save valuable resources at the same time?**
- » **Would you like to automate processes and know what is possible?**
- » **Would you like to have recurring tasks carried out by robots in the future?**
- » **Do you need a mechanical adjustment to your system to optimize your processes?**

▶ **We offer you the experts and the knowledge for all of this and we can check the feasibility of your requirements as part of a feasibility project, if you wish so. Of course, we will also support you with the practical implementation afterwards.**

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