



SERVICES

STOPA Anlagenbau GmbH



Always at your side.





ALWAYS AT YOUR SIDE

Higher availability. Extended service readiness. Optimum value retention.

STOPA's flexible, comprehensive service agreements offer you this and much more. We want to give you the peace of mind that comes from efficient, uninterrupted production. For that purpose, we've put together two service packages with options that you can select according to your requirements. You'll optimise your processes and keep everything running smoothly while benefiting from favourable package prices. You'll also get continuous advice and support from our experts. Regular service from the manufacturer increases the service life of your equipment and assures you of continued efficiency.

Service without a service agreement:

The standard package gives you free STOPA customer service during the times listed.



BASIC service package

These extra services increase the availability of your system and include customer support, at reduced rates, that goes beyond what is covered by the warranty.



CLASSIC service package

This package includes all the services of the BASIC package plus regular preventive maintenance on site. Your system is always in good hands. The annual UVV safety inspection required by the German accident prevention regulations (Section 26, BGV D6) is included.



BASIC
You can count on us.

BASIC SERVICE PACKAGE

STOPA's **BASIC** service package guarantees extra services that go beyond the warranty. Maximise the uptime of your STOPA storage facility. Take advantage of the services in the **BASIC** package and cut the costs of on-site maintenance.

To help you choose:

The **BASIC** package is sufficient if you work with smaller, stand-alone TOWER storage systems in the TOWER Eco, TOWER Mono or TOWER Flex class, or if only one machine is connected. A malfunction or breakdown can be temporarily resolved so that production can continue.

Services included in the package:



BASIC service package



Remote diagnostics (teleservice):

Our specialists connect online to your system if it is necessary to remedy operator errors or correct wrong settings. The annual fee for the **BASIC** agreement covers all the costs of this teleservice, no matter how often you use it.

Extended service readiness:

You can also reach our technical service department by phone outside of the usual office hours:

Monday to Friday: 7 a.m. to 8 p.m.¹
Saturday: 8 a.m. to 2 p.m.¹

(except holidays)

In addition, we give priority to your request.

Service at reduced hourly rates:

You pay a lower hourly rate for repairs performed after expiry of the warranty period.

¹ Central European Time Zone



CLASSIC

Comprehensive customer service for smooth operations.

CLASSIC SERVICE PACKAGE

The STOPA **CLASSIC** service agreement provides regular preventive maintenance in addition to the support contained in the **BASIC** agreement. It allows you to minimise your operating costs and detect wear-related faults before they become a problem. The annual UVV safety inspection required by the German accident prevention regulations (Section 26, BGV D6) is included.

To help you choose:

The **CLASSIC** package offers comprehensive service for those who work with standard or large-scale STOPA storage systems, such as STOPA Compact or Universal, in which multiple machines are connected in an automated production line. Here a disruption would cause enormous losses and could not be offset by short-term measures. The **CLASSIC** package offers rapid response times in order to ensure high availability of the system.

Services in the package in addition to those listed on page 5:



CLASSIC service package



Regular preventive maintenance:

We conduct preventive maintenance at regular intervals determined by you. Following a checklist drawn up by an expert, we inspect the drives and sensor systems and make any necessary corrections to the settings.

Maintenance by the manufacturer, "signed and sealed":

In a final meeting with the person in charge of your facility, we give you detailed information on the state of the system and certify the result with a maintenance sticker.

UVV safety inspection according to German accident prevention regulations (Section 26, BGV D6):

This package includes the annual safety inspection required by the German accident prevention regulations.

10% discount on spare parts:

After expiry of the warranty period you receive a 10% discount on spare parts worth €500 or more.



UVV SAFETY INSPECTION

We perform the annual safety check required by the German accident prevention regulations (Section 26, BGV D6) for cranes, control systems and lifting gear. This determines whether your system is safe for work.

The visual inspection and the function test include the following:

- A check whether the system's equipment complies with the inspection book
- Inspection of the components and installations for damage, wear, corrosion or other changes
- Inspection of the safety devices and brakes for completeness and effectiveness
- Functional test and brake test with a load near the maximum permissible carrying capacity
- Check of labels and markings for completeness
- Documentation of the inspection results and a report on the condition of the system
- Assessment pertaining to commissioning or continued operation
- Decision whether a re-inspection is necessary
- Attachment of a sticker showing the month of the next inspection
- Final meeting with the person in charge of the system (operator)





SPARE PARTS SERVICE

Supplying exactly what you need.

SPARE PARTS SERVICE

Disruptions of a storage system are rare, but when they occur, quick, expert help is essential. Describe your problem to us and we'll advise you on how to remedy it. Then we'll put together a package of spare parts to meet your needs.

Customers who have a service package additionally benefit from free support and receive a 10% discount on spare parts worth €500 or more.

Included in the spare parts service:

Stocking of spare parts for 10 years and System control components for 5 years after the commissioning date:

With STOPA you can plan your facility with confidence. Most spare parts remain available even much longer.

Special search if a product is discontinued; free delivery:

If a spare part is withdrawn from our product range, we'll let you know in good time and send it to you free of charge if necessary. Alternatively, we'll look for an equivalent part.

Orders placed by 3:00 p.m. on business days:

If you order spare parts by 3:00 p.m., they'll be delivered to you in Germany by 9:00 a.m. the next day. For international deliveries we'll work out an agreement with you on costs and delivery periods.

Courier in emergencies:

In an emergency we'll send you spare parts by courier, but you must cover the cost.

Creation of a special list of spare parts and wear parts:

On request we will draw up a list of spare parts and wear parts specific to your storage system.

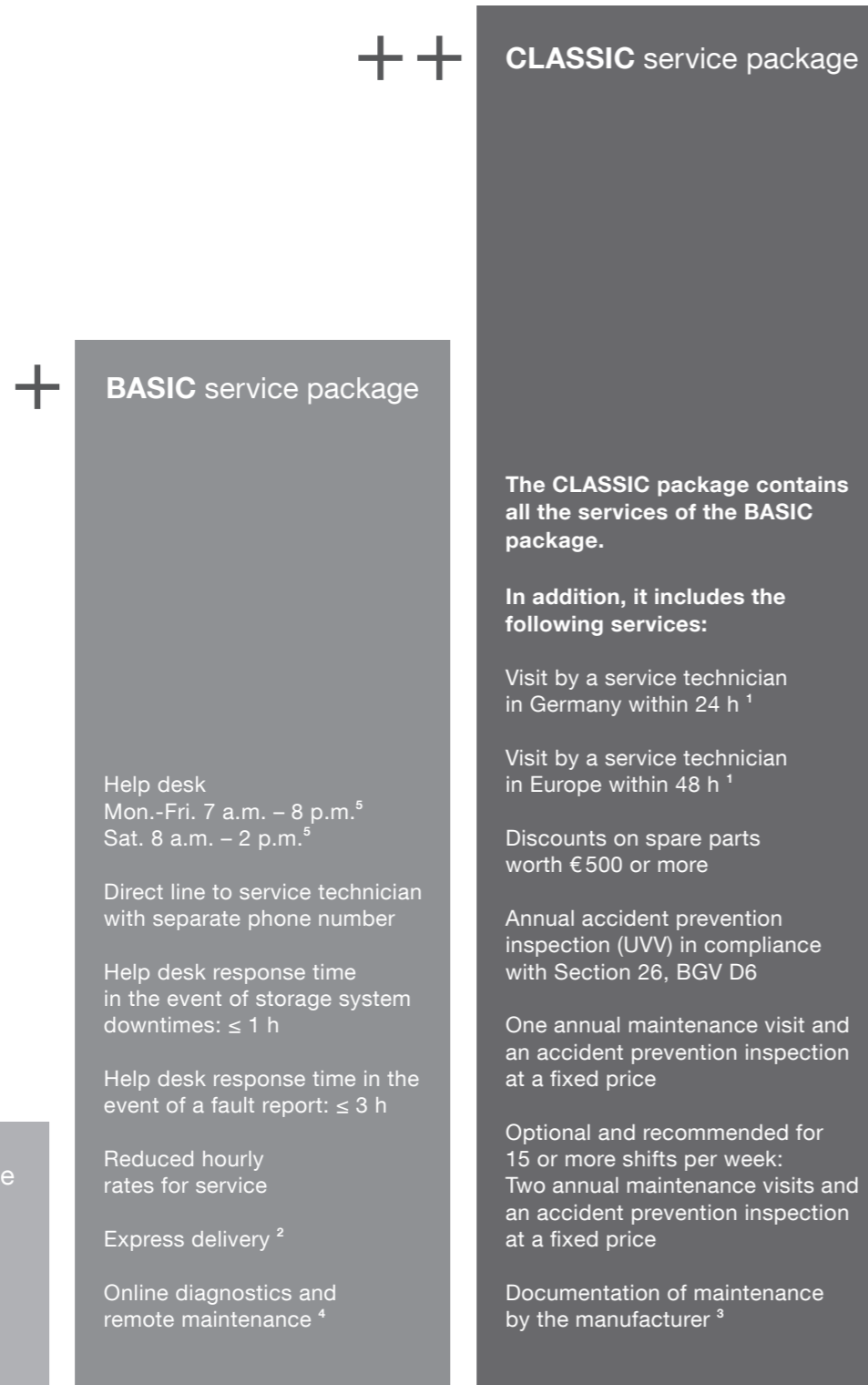
Quality direct from the manufacturer:

All spare parts that you receive are either original STOPA parts or supplied in the same quality by our partner companies.

OUR SERVICE PACKAGES AT A GLANCE

Service matched to your needs

Whether you opt for the **BASIC** or the **CLASSIC** package, with STOPA Service-PLUS agreements you're always on the safe side.



¹ when a machine is down, in consultation with the hotline

² Express delivery means next-day delivery to locations in Germany at the customer's expense; see www.stopa.com

³ Checklist for maintenance and UVV inspection / verification of SRU tests and transfer equipment inspections / checklist in accordance with UVV guidelines

⁴ Prerequisite: activated mGuard

⁵ Central European Time Zone

STOPA



With STOPA storage systems, our customers can enjoy reliable material provisioning with high technical availability and significantly reduced search times, shorter equipping times, lower costs, and lower accident hazard due to ergonomic handling. This achievement is based upon the use of high-quality components and solid design, combined with high availability of spare parts of a manufacturer in the German state of Baden-Württemberg. With our retrofit and after-sales services, we guarantee our customers worldwide a maximum of availability and investment security for decades in the future.

3 REASONS FOR CHOOSING STOPA

1 INDIVIDUAL SOLUTIONS

STOPA solutions are tailored to specific requirements and individual customer wishes. Thanks to our expertise, you are guaranteed a smooth adaptation to your special storage and material provisioning concept. For more planning reliability and future security.

2 INTELLIGENT AUTOMATION

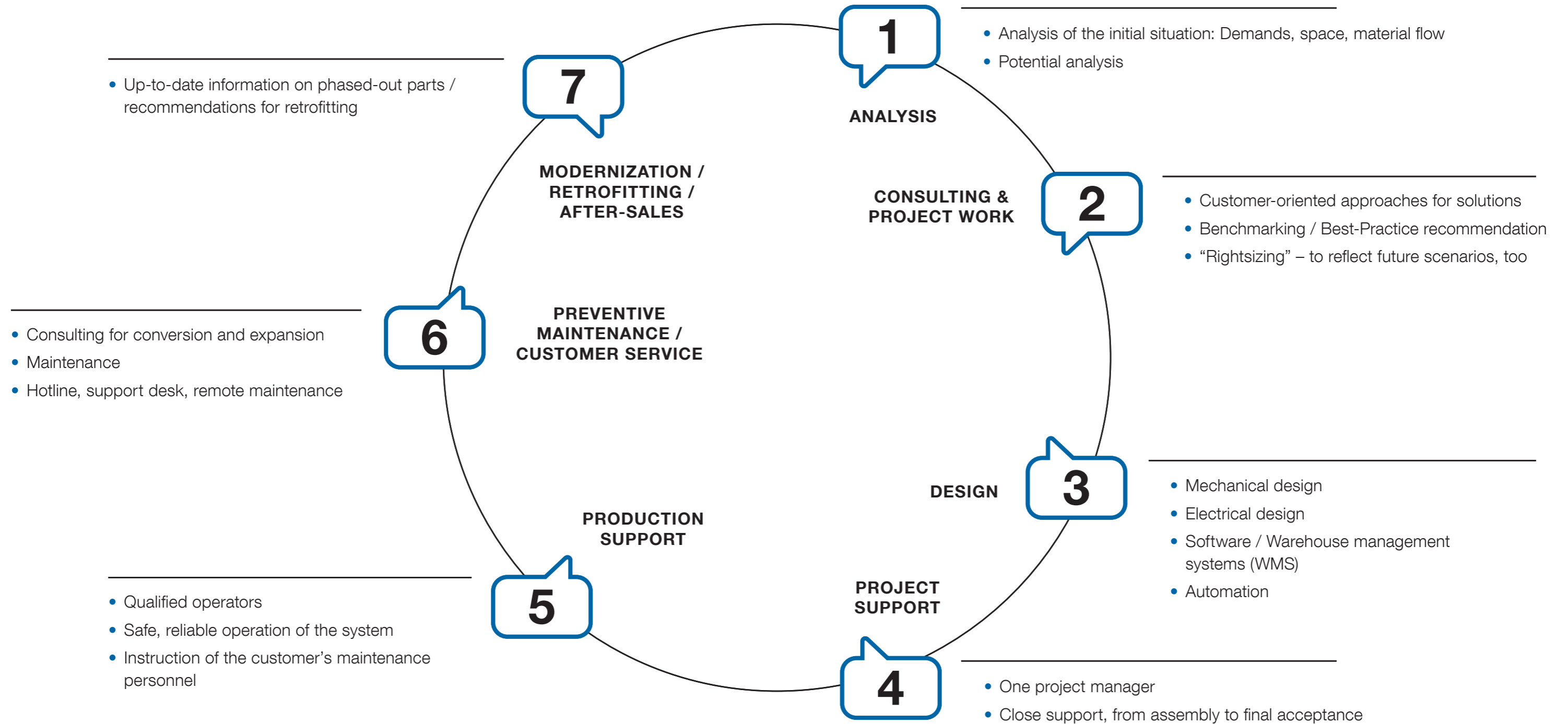
More than 2,000 systems installed worldwide – that's where STOPA gets its unique know-how in the automation of intralogistic processes. A proprietary software platform provides interfaces to machine tools and plants.

3 WE'RE ALWAYS THERE FOR YOU

The STOPA experts are always there at your side. From the analysis of needs, to Best-Practice recommendations, all the way up to going live with the installations, preventive maintenance, and modernization. You thus are assured of having the most-qualified partner there to support you.

RANGE OF STOPA SERVICES

Added value through customer-oriented solutions





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