



BEUMER
technology in motion



Conveying technology Loading technology Palletising technology Packaging technology Sortation and distribution technology

BEUMER service

Partnership that keeps things running.





BEUMER service
You can rely on us.





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technology in motion

BEUMER – a family business.

The BEUMER family business is a modern, future-oriented and financially healthy company operating on a global scale with a workforce of over 2,000 employees.

We have numerous subsidiaries – including our two manufacturing sites in Beckum, Germany, and Shanghai, China – and are represented by our agencies and holdings in over 70 countries around the world. This ensures BEUMER customers personal advice and service by staff who know all about country-specific requirements.

The owners' active investment policy within the group and the motivation and commitment of the employees are a guarantee for sustainable success and the foundation on which we build target-oriented partnerships with our customers.



BEUMER service: Here's to a successful partnership.

To make sure that we are always there when our customers need us, we have developed and implemented a comprehensive, practice-oriented service concept that adjusts smoothly and flexibly to our customers' individual requirements.

Our worldwide service network ensures fast and reliable assistance on the spot, maximises operational security and reduces downtime to a minimum.

Individual advisory services thanks to our technological specialists, optimised operation of plants and systems, tailored service contracts, long-term optimisation strategies or spares logistics complete the picture and make BEUMER a strong and reliable partner. Dedicated to your success.

BEUMER service: Always there, always nearby.

Our qualified BEUMER service managers are available round the clock – and worldwide. Their service tours ensure high operational capabilities, continuous product optimisation and optimum availability of spares.

All our services are precisely coordinated with our customers, and are tailored to match their individual wishes and needs.



BEUMER service

**Everything begins with design
and construction.**





Specialists – right from the start.

Whether our customers are from the construction industry, the chemical industry, the services segment or the food industry – their demands on modern, innovative plants and systems are constantly growing and extreme.

As one of the leading international manufacturers of intralogistics solutions in the conveying, loading, palletising, packaging, sortation and distribution technology segments, we know your product flows, your goods to be moved and their particular characteristics. We invest this knowledge in the design and construction of all our plants and systems.

We take particular care in making sure our plants and systems are easy to service and maintain. And this is why our specialists are always involved in every new development, every new construction and the manufacture of all our products.

computers) and our BEUMER service managers analyse and evaluate the data with a centralised computer system and are able to inform customers directly about any necessary servicing measures required. In this way, we can ensure our customers' competitive capabilities with a range of measures, for example with machine and system upgrades.

We provide the right replacements. With BEUMER original parts, of course.

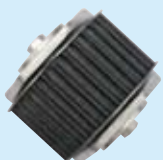
The fast and smooth provision of spares and replacement parts is extremely important for maintaining the efficiency of plants and systems and, in turn, for the commercial success of a business. The



BEUMER service: Looking ahead.

We know our customers' markets. We are proactive, and constantly monitor the behaviour of plants and systems in everyday working situations. For this task, our Service engineers rely on the worldwide network of the BEUMER service system (BSS). Service data is gathered on the spot with the aid of PDAs (hand-held

BEUMER service team supports you, for example, with the necessary spares catalogues, optimised to meet your requirements, and also provides expert advice on the stocking of spares and replacement parts. With BEUMER original parts, of course.





BEUMER service

We put our knowledge to the test every day.





**BEUMER service organisation:
Expertise is our strong point.**

All BEUMER service personnel are excellently trained and qualified – around the world. A specially developed training concept covers all the theoretical and practical aspects. Freshly trained service engineers are always assisted by experienced staff members on their first jobs.

Extended and advanced training courses are focused on the needs of service engineers and the respective key markets. Constant advancement training is a matter of course. In this way, we guarantee that our customers always have highly qualified experts on call to provide not only on-the-spot services, but also take care of installation and commissioning.

Ideal training is already half the way to success.

We offer BEUMER customers an opportunity to find out everything they need to know about BEUMER plants and systems by means of a wide range of courses and service seminars. Because in-depth knowledge is often the key to the prevention of production losses.

Arranged according to employee groups and corresponding subject matter, these courses can be held on the customer's premises, at the BEUMER headquarters or at one of our numerous subsidiaries.



The content of our training and service seminars covers operational aspects, plant operating, maintenance and repairs, hardware and software. You can find an overview of what we offer in the way of training and seminars online at: www.beumer.com.

We of course also hold individual training courses specially designed to meet the requirements of our customers.



BEUMER service

**It's all a matter of communication,
organisation and speed.**





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In case of a breakdown.

When things go wrong, finding the right people on the spot is a decisive factor in solving your problems in the best and fastest way. BEUMER service offers you solutions – and the right answers to questions of fault correction, maintenance and repairs, retrofitting, conversions, functional upgrading or used equipment. And for other manufacturers' products in your systems, too.



We keep our word.

You are always on the safe side with BEUMER service agreements. All agreements are individually matched to the respective needs of our customers. So you can always rest assured that all the necessary steps are carried out quickly, smoothly and with the appropriate expertise. Just ask us to find out more!

BEUMER service agreements comprise:

- **Teleservice agreements**
- **Service agreements**, including
 - Servicing
 - Maintenance
 - Repairs
 - Technical safety assurance testing in line with the regulations of the German Industrial Safety Act (BetrSichV) in accordance with BRG 500 Chapter 2.37
- **Operator agreements/ Operator models**



BEUMER service: we connect.

Thanks to teleservice, BEUMER specialists in Beckum have immediate remote Internet access to customers' plants and systems. In this way, they are able to log on to the customer's system and to perform fast fault diagnosis without the need for extensive travel or long waiting times. The customer benefits are obvious in that downtime is reduced to a minimum.





BEUMER service

Sign a contract with security.





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A worthwhile deal.

Depending on the conditions you choose, **BEUMER teleservice agreements** are a worldwide guarantee for round-the-clock short reaction times seven days a week. Every assignment is precisely documented and customers receive a detailed report. Fault registration is managed directly by qualified system specialists who can offer immediate assistance for the solution of problems online or on the phone. Around 97% of all problems reported can be resolved without having to visit the customer's place of business.

Within the context of **BEUMER operator agreements/models** we assume complete responsibility for the maintenance management of your BEUMER plants as well as for other manufacturers' products. Planning, organisation and the performance of maintenance and repairs as well as reporting are all provided for an agreed fixed charge. For you, this means optimum operational capabilities and clear cost control for a period of between 5 and 15 years. In addition to this, BEUMER operator models also include the operation of your plant.



Depending on customer requests, **BEUMER service agreements** provide services in the fields of servicing, maintenance, repairs and technical safety assurance testing in line with the regulations of the German Industrial Safety Act (BetrSichV) in accordance with BRG 500 Chapter 2.37. At the same time, service schedules and reaction times are also contractually defined. The services offered are not limited to BEUMER plants and systems; we offer them for other manufacturers' products, too.



BEUMER service agreements: Customised solutions for your specific needs.

We design optimised agreements from an extensive range of options in close mutual cooperation with you. Whichever options you select, BEUMER service is always at your side with speed, reliability and expertise. You can find out more online at www.beumer.com, or simply call us or send us an e-mail!



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