



First-class service  
for first-class  
products

KEBA Customer Service  
for Industrial Automation products

**KEBA**<sup>®</sup>

Automation by innovation.

# Comprehensive service and support options for maximum productivity

## The KEBA service idea

When you choose KEBA, you choose products that are superior to many other solutions because of fully-developed technology and innovative ideas. To ensure that you are continuously satisfied with your KEBA products, the KEBA Customer Service also provides superior quality: for maximum efficiency and availability.

## More than just service

Customer satisfaction is always the primary focus of all our efforts. And to ensure this continuously, we stand by our customers during the entire life cycle with comprehensive, high-quality support and service matched to your individual needs.

- KEBA-own service employees with many years of experience and development know-how
- Around-the-clock hotline manned by technicians for immediate advice
- Purposeful solution proposals for complex problems within four hours

- Long-standing replacement part availability
- Professional, practice-related customer service training
- Short repair cycles





## Choose the right product for you

	Basic ★ ★ ★	Standard ★ ★ ★ ★	Premium ★ ★ ★ ★ ★
Telephone support / monthly allocation	5 hours	10 hours	30 hours
Support enhancement: 24/5 and 24/7	—	optional	optional
Email support:	✓	✓	✓
Remote maintenance	—	✓	✓
Dedicated support technician	—	—	✓
Discount for replacement parts	—	optional	optional
Express service	optional	optional	✓
Start of the on-site services	by arrangement	by arrangement	within 24 hours

## Help desk and support service



Outstandingly trained employees of the KEBA Support Hotline will help you with solving your problem and support your technicians or service partners on-site.

If desired, our employees can link to the KEBA products anywhere in the world per remote service. The close cooperation with support and development ensures an efficient and competent support and care of all KEBA products.

## Replacement part and repair processing



Rapid and long-term supply of replacement parts ensures a high availability of KEBA products. Any possible repairs are performed in our repair center, quickly and competently.

An optimal repair quality is always achieved thanks to the intensive cooperation of the customer service with in-house departments and the most modern equipment.

## Customer service training



KEBA offers customized training to familiarize your technicians with the user-friendly and comprehensive diagnostic options.

With a professional training program, proven practical examples and exercises, we put you in a position to be able to rapidly diagnose and rectify malfunctioning KEBA products.

Training takes place either at the KEBA training centre or at your location on-site.

## On-site service



If needed, KEBA can make a team of experienced and competent technicians available for the on-site service.

Thus, your technicians receive support with the diagnosis and rectification of malfunctions. And the team also performs the update of KEBA products. The realisation of simple customer-specific adaptations and enhancements as well as training directly at your system round out this service.

# The technology experts for optimized branch solutions

**KEBA AG is a successful international player in the electronics field, which in line with its credo, “Automation by innovation.”, develops and produces innovative, top quality automation solutions for the industrial, banking and service as well as the energy automation branches.**

Leading international mechanical engineering groups, robot manufacturers and service suppliers all build on KEBA's automation solutions.

In the Industrial Automation business area, the technology experts for optimized branch solutions focus on the automation of robots and injection molding machines by means of the KeMotion and KePlast systems. In addition, KeSystems provides individual automation solutions for the general mechanical engineering sector, while robust, top quality KeTop handheld terminals cover the mobile automation sector.

With this extensive product range, KEBA offers complete, one-stop shopping solutions.



# We are here for you!

KEBA Customer Service ensures rapid and competent support and care of all KEBA devices worldwide.

You can reach us Monday to Thursday 7:00 am to 5:00 pm and Friday 07:00 am to 16:00 pm. Additional times, such as a 24-hour hotline can be agreed via service and support contracts. If you have questions or problems, please contact:

## **KEBA Support Hotline**

Telephone: +43 732 7090-23222

Email: [support-a@keba.com](mailto:support-a@keba.com)

You can find more information about the KEBA services on the Internet at [www.keba.com](http://www.keba.com).

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## **KEBA Group worldwide**

Austria • China • Czech Republic • Germany • Italy  
Japan • Netherlands • Romania • South Korea  
Taiwan • Turkey • USA

The logo consists of the letters 'KEBA' in a bold, sans-serif font. The 'K' and 'A' are green, while the 'E' and 'B' are dark blue. A registered trademark symbol (®) is located at the top right of the 'A'.

Automation by innovation.