

## SERVICE AND SUPPORT

Reliable 24-hour service support you can count on with expert service technicians and knowledgeable training programs. Advanced support utilizing Ethernet cameras to provide video history of an event and remote machine access 24-hours a day, 7 days a week, 365 days a year.

### Support Products:

- Preventative maintenance program
- System audits, equipment rebuilds and upgrade support
- Non-proprietary spare/replacement parts
- FANUC robot support and maintenance
- Camera(Eye in the Sky)with VPN remote access
- System safety upgrade for existing equipment
- 24/7 emergency support-419-878-9727

### Preventative Maintenance Program:

- Annual or semi-annual system reviews
- Discount on labor rates and parts
  - 15% off labor rates
  - Annual audit 10% off parts
  - Semi-annual audits 15% off parts
  - Pre-scheduled dates
- Audit
  - Full review of system equipment
  - Generate list of recommended service and replacement parts
  - Complete scheduled maintenance items
- Additional Training/Education
  - Literature available for various set-up processes
  - Required maintenance is reviewed with maintenance personnel

### Eye in the Sky Package:

- Allows immediate response to down-time
- Records your system as it runs
- Video review identifies cause of down-time or sequence of events
- VPN remote access allows remote resolution
- Travel expenses can be avoided
- Weaved Safety Net- State of the art technology and support
- Comprehensive on-site training
- KES Eye in the Sky Package Includes:
  - AXIS PTZ-214 Ethernet video camera with pan tilt, ZoomAXIS camera
  - Station monitoring software(client and server)
  - Industrial PC for archives and communications
  - Fanuc software(for robot applications)
  - Windows 7 operating system software
  - Computer set-up and testing

### TECHNICAL SUPPORT

Monday - Friday  
 8 a.m. - 4:30p.m. Eastern  
 Phone: 419-878-9727 ext. 200

### AFTER HOURS SUPPORT

(voicemail)  
 24/7 Emergency Support  
 Phone: 419-878-9727 ext. 300

### Steve Landrum

Service Manager  
 Phone: 419-878-9727 ext. 210  
 Steve.Landrum@kaufmanengsys.com

### Ed Burgess

Customer Service/Parts Sales  
 Phone: 419-878-9727 ext. 101  
 Ed.Burgess@kaufmanengsys.com



Ver. May 2015