

# ActiveShuttle Service

Technical support and on-call service



## 24/7 SERVICE:

If you have any questions regarding our ActiveShuttles or in the event of a fault, you can contact us via our hotline or via e-mail round the clock. If your problem cannot be solved straight away by our 1st Level Support, it will be passed on to our experts in 2nd Level Support. If necessary and if the technical requirements are met, they can connect to your fleet via TeamViewer and rectify the fault. And if you still need them, our qualified service technicians can visit you on your premises.

## Need an upgrade? With our premium package, you can take advantage of extra services!

Since you are registered as a premium package customer, we will have more detailed information regarding your particular application and will be able to deal with your inquiry more quickly. You will also benefit from our extended call-out service. With our premium package, we guarantee an defined commencing time if a problem cannot be solved via remote access.

## Any other questions? Contact our robotics-helpline!<sup>1)</sup>

- ▶ +49 711 40049810
- ▶ support.robotics@boschrexroth.de

Services	Standard	Premium
1st Level Support – 24/7 availability	✓	✓
2nd Level Support – availability from 08:00 a.m. until 04:00 p.m. (Mon-Fri)	✓	✓
Extended availability of 2nd level support in the event of Beet standstills ▶ You can take advantage of an extended 2nd Level Support on-call service from 06:00 until 08:00 a.m. and from 04:00 until 10:00 p.m. (Mon-Fri). ▶ In addition, our 2nd Level Support will be available to you at weekends and on public holidays from 09:00 a.m. until 06:00 p.m.	—	✓
Remote monitoring via TeamViewer (registration required)	✓ <small>Fee applies</small>	✓ <small>Included</small>
Use of customer-speciPc remote maintenance software is possible for a fee and subject to a check	—	✓
Your inquiry can be dealt with more quickly	—	✓
Guaranteed arrival time for call-outs can be agreed	—	✓

1) Valid for Europe. For other regions, please contact your local Rexroth Service.

# ActiveShuttle Service

Repairs with collection and delivery service, battery replacement



## 24/7 SERVICE:

### Take advantage of our collection and delivery service for ActiveShuttle

If repairs need to be carried out on our premises, you can use our collection and delivery service. If a fault is reported and confirmed in good time, your ActiveShuttle can be collected or replaced the following working day. This is possible thanks to our partnership with a qualified forwarder trained by us. Up to four ActiveShuttle can be transported anywhere in Germany<sup>2)</sup> at the same time. Our transport packaging which is specially designed for our ActiveShuttle ensures safe transport. If necessary, we can provide a ready-to-use replacement unit when we collect yours in order to maintain your production capacities.



2) For shipments outside of Germany a separate agreement is necessary

### Is your battery not what it was? We have the solution!

Reduced battery life and frequent recharging are usually clear signs that a rechargeable battery is nearing the end of its service life. If you have any questions relating to rechargeable batteries, our service staff would be happy to help and organize either a replacement or environmentally friendly disposal of your old battery.



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# ActiveShuttle Service

## Check-up and safety check



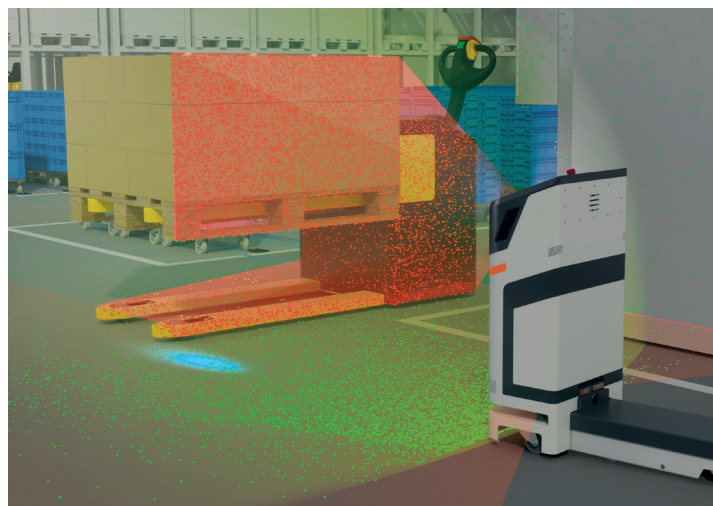
### ACTING INSTEAD OF REACTING

#### Identify problems early on and avoid standstills – the ActiveShuttle check-up

In order to carry out preventative maintenance work in a targeted manner, we offer a check-up for your vehicles. Our qualified service technicians check your Shuttles for damage and wear. You receive not only information regarding the condition of a vehicle but also recommendations regarding expendable parts which need replacing or necessary repairs. We then provide an estimate of the costs of the necessary work and proof that the check-up was carried out. This allows our repair technicians to work more efficiently and carry out your repair work more quickly. Our expert assessment of the condition of your ActiveShuttle gives you planning security and saves you time and money when carrying out maintenance.

#### Safety – our priority for you!

If your Shuttles are due for a safety check in accordance with DIN EN ISO 3691-4, our specially trained service staff are able to carry out this check on your premises or at our main plant. The focus here is on the emergency stop systems, the laser-assisted personal protection system and the holding brake. As proof of the check, you will receive a detailed report which contains all relevant points for documentation purposes. In order to be able to guarantee continued safety, a safety check must be carried out at regular intervals in accordance with the requirements of the norm. Safe working thanks to the ActiveShuttle safety check.



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