



MODULAR SERVICE AGREEMENTS

THE KEY TO CONTINUOUS PERFORMANCE

SICK LifeTime Services

SICK
Sensor Intelligence.

SICK LifeTime Services – THE RIGHT SERVICE FOR ANYTIME AND EVERYWHERE

With SICK at your side, you will have a service partner that you can rely on – from plant planning to up-grade services, wherever you are.

SICK LifeTime Services provide you with high-quality services all over the world. These services enhance personal safety, increase machine and plant productivity, provide a solid foundation for a sustainable business operation, and protect your investments.

With more than 600 service experts worldwide, SICK offers you:

- A complete service portfolio from a single source
- Service network available worldwide
- Expert product and servicing training
- All-round service to ensure the availability of your plants even outside regular office hours (24/7) – fast and efficient support at any time on site, over the phone, or via remote maintenance



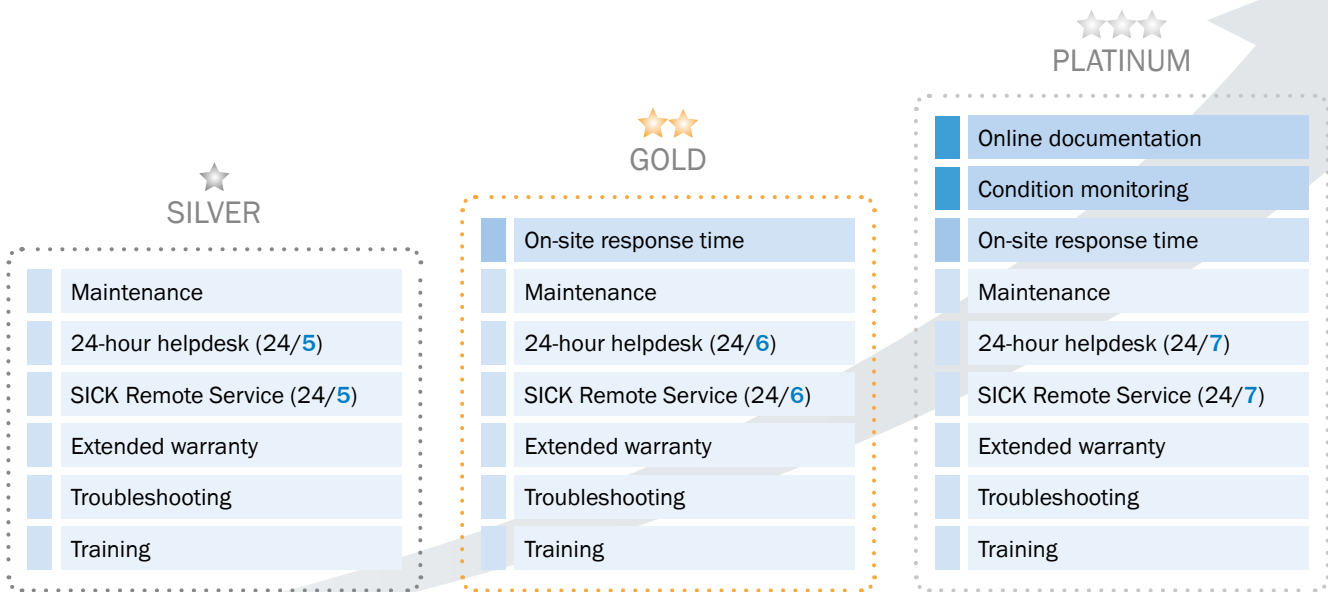
FLEXIBLE SERVICE – AS A PACKAGE OR INDIVIDUALLY DEFINED

The modular concept of the SICK LifeTime Services plays a key role when it comes to addressing the specific requirements of your system. The comprehensive services are so flexible that they can be used individually or combined with each other for perfect results.

With our three preconfigured service packages, each of which builds on the one before, you can ensure your system availability and increase your productivity while also benefiting from a significant advantage in terms of costs.

Of course, you can also create your own individual service agreement from the selection of standardized service modules. This will enable you to get the best possible performance and maximum availability from your plant, while keeping your operating costs under control.

Whether you opt for a practical service package or your own individual combination, the modular service agreements from SICK will extend the service life and increase the availability of your plant – thus boosting your productivity.



Description of the individual service modules → from page 4



INDIVIDUAL SERVICE AGREEMENTS

- Customer-specific combination of all modules
- Individual spare parts management

→ see page 10

BASIC MODULES – LAYING THE FOUNDATION FOR LONG-TERM AVAILABILITY

Maintenance

Planned regular and professional maintenance work as well as regular performance checks on the application solution ensure uniformly high availability of your SICK components or systems and reduce unwanted downtimes. This makes it possible to detect potential performance losses early on and eliminate them immediately if needed.

→ see Smart Services on page 7

24-hour helpdesk

Benefit around the clock: If technical support or an error analysis is required, our service experts will respond within a defined time via phone or Remote Service by dialing directly into the customer system via the Internet – with no expensive travel costs or time delays.

Module	Range of services	Your benefits
Maintenance	<ul style="list-style-type: none"> • Tailored maintenance plan <ul style="list-style-type: none"> – Defined maintenance intervals in line with requirements – Restoration of defined functions • Regular inspection of <ul style="list-style-type: none"> – Ambient conditions, damage, and contamination of the SICK product – Non-calibratable application-specific parameters and their adjustment • Performance checks <ul style="list-style-type: none"> – System recording during production – Extensive tests (read test, function and communication test, test measurements with defined test bodies) – Either on site, at the manufacturer’s works, or with → see SICK Remote Services on page 5 • Long-term documentation <ul style="list-style-type: none"> – Archiving of parameters, performance of acceptance tests, and handover to your employees 	<ul style="list-style-type: none"> + Maximum availability and increase in system performance <ul style="list-style-type: none"> – Early prevention of downtimes, malfunctions, or consequential damages – Consulting and implementation of further measures + Predictable maintenance costs <ul style="list-style-type: none"> – Defined maintenance plan protects investments with transparent costs
24-hour helpdesk	<ul style="list-style-type: none"> • Telephone support <ul style="list-style-type: none"> – During office hours (8/5) – Outside office hours depending on package (Silver 24/5, Gold 24/6, Platinum 24/7) • Contact persons with technical expertise <ul style="list-style-type: none"> – Support during troubleshooting and when replacing components • System documentation <ul style="list-style-type: none"> – Including customer-specific history • Expansion options with → see SICK Remote Services on page 5 	<ul style="list-style-type: none"> + Reliable availability <ul style="list-style-type: none"> – Helpdesk experts from SICK can be reached via an exclusive helpdesk number + Rapid assistance <ul style="list-style-type: none"> – Unexpected system statuses are evaluated as soon as they occur + Structured solution + Efficient communication through project-specific documentation + Each helpdesk agreement is customized for the customer

SICK Remote Service

SICK Remote Service enables our service experts to speed up the troubleshooting process with the aid of highly secure remote diagnostics – not just during commissioning, but in live operation as well. Secure Internet connections enable expert support with just a click. The basis for this service is the data that intelligent sensors from SICK deliver, which can be evaluated, checked, or further processed anywhere in the world. SICK Remote Services are therefore modern, cost-effective, and future-proof in keeping with the Industry 4.0 approach.

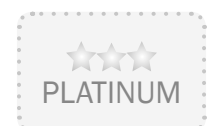
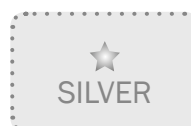
→ see Smart Services on page 7

Extended warranty

To supplement the statutory warranty period, SICK can offer an extended warranty that is valid for up to five years for a calculable lump sum as part of a service agreement. This enables you to profit above and beyond the standard warranty and protect your investment from unexpected repair costs in the long run.

Module	Range of services	Your benefits
SICK Remote Service	<ul style="list-style-type: none"> • Remote access and diagnostics <ul style="list-style-type: none"> – Access by experts via a secure Internet connection (depending on package: Silver 24/5, Gold 24/6, Platinum 24/7) – Expert commissioning and operation support – Remote Service flat rate • Documentation <ul style="list-style-type: none"> – Plant-specific documents available at any time – Transparent, clear plant representation and history • Setup service <ul style="list-style-type: none"> – Installation and setup – Training for your employees 	<ul style="list-style-type: none"> + Lasting productivity <ul style="list-style-type: none"> – Increased plant availability + Improved response and resolution time <ul style="list-style-type: none"> – Rapid support from experts in the event of malfunctions via a secure communication platform with high availability + All-round care <ul style="list-style-type: none"> – Expert assistance from commissioning to operation + Cost-effectiveness <ul style="list-style-type: none"> – Lower, predictable maintenance costs + Simple and flexible integration <ul style="list-style-type: none"> – Integration into existing IT infrastructure (LAN) – 4G mobile option for location independence
Extended warranty	<ul style="list-style-type: none"> • Extended warranty period <ul style="list-style-type: none"> – For defects, can be extended to a total period of three or five years – Services correspond to the scope of the manufacturer warranty • Predictable costs <ul style="list-style-type: none"> – Simple, calculable lump sum 	<ul style="list-style-type: none"> + Cost transparency <ul style="list-style-type: none"> – Protection from unexpected repair costs even after the statutory warranty has expired + Long-term safety <ul style="list-style-type: none"> – Free improvement, repairs, and exchange of the device in the event of a warranty case + Protection of investments <ul style="list-style-type: none"> – Competitive advantage when selling on your plants or systems

These modules are included in the following packages:



BASIC MODULES – LAYING THE FOUNDATION FOR LONG-TERM AVAILABILITY

Troubleshooting

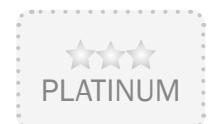
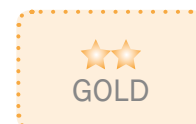
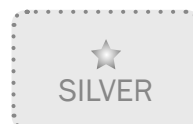
In the event of a fault, SICK will provide quick and easy help even at short notice – you can rely on that. This minimizes downtime and ensures productivity. As a preventive measure, SICK provides customers with detailed service reports and advice about how to avoid problems in future.

Training

To optimize the integration and operation of our products, SICK offers training catered to your requirements and target group – from on-site briefing and product training, all the way up to customer-specific expert training sessions.

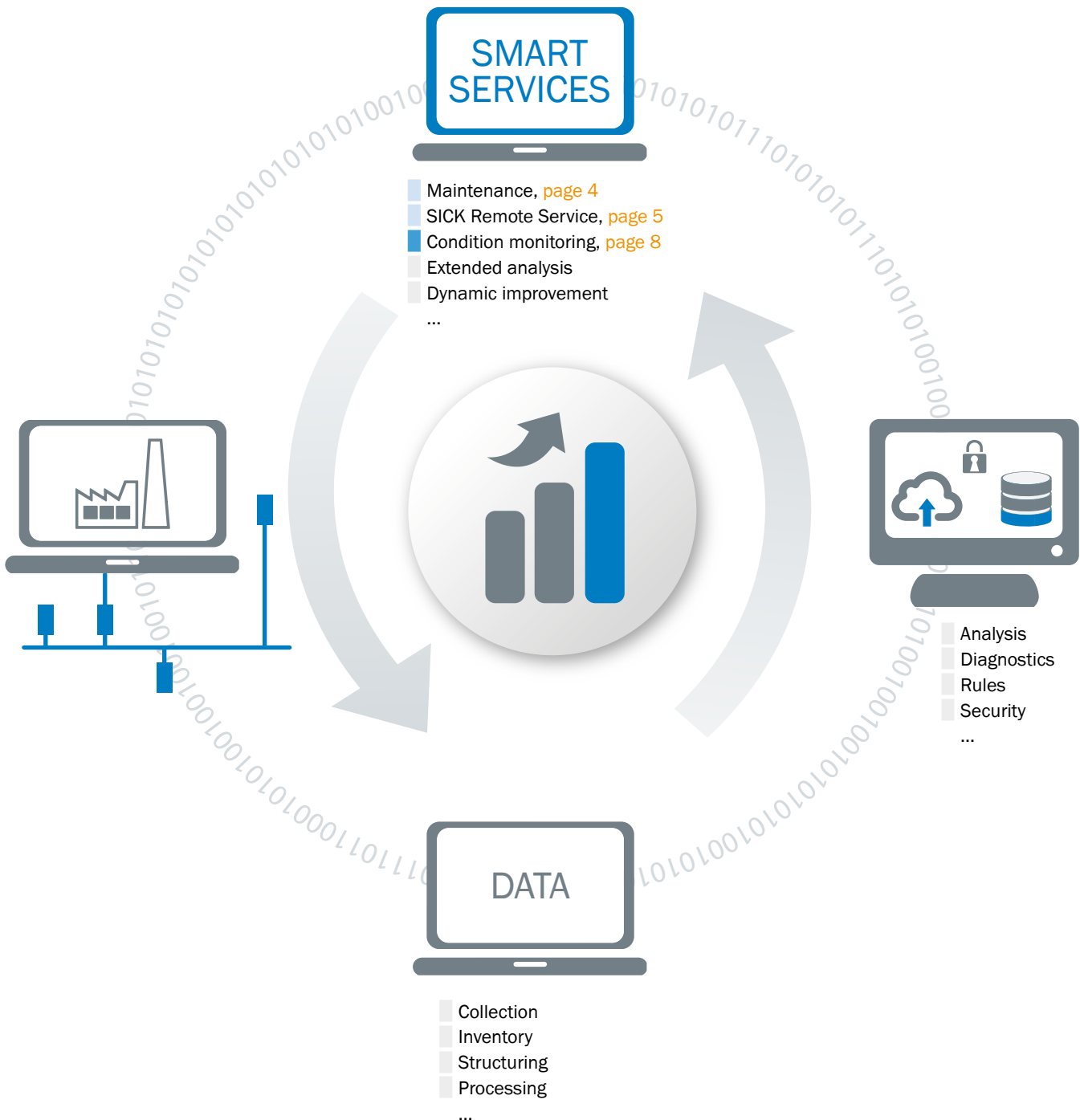
Module	Range of services	Your benefits
Troubleshooting	<ul style="list-style-type: none"> • Rectification of faults on site <ul style="list-style-type: none"> – Quick and reliable troubleshooting by service experts – Repair or replacement of defective components by experienced engineers – Adaptation of components or systems in the event of application problems • Documentation <ul style="list-style-type: none"> – Description of the fault and the repair (service report) 	<ul style="list-style-type: none"> + At short notice <ul style="list-style-type: none"> – Rapid response thanks to global service network + High service quality <ul style="list-style-type: none"> – Capable and experienced SICK service expert team + Long-term solutions <ul style="list-style-type: none"> – Comprehensive advice with recommendations on how to avoid problems in future
Training	<ul style="list-style-type: none"> • Training aimed at specific target groups <ul style="list-style-type: none"> – Flexible training can be tailored to operating or maintenance personnel – Presentation about technical details, operation, and replacing components – Training for technical personnel with practical exercises and tips • Training documents <ul style="list-style-type: none"> – In digital format or printed copies 	<ul style="list-style-type: none"> + Reduced downtime <ul style="list-style-type: none"> – Thanks to employees' expertise in the event of a failure + Improved quality <ul style="list-style-type: none"> – Thanks to trained personnel + Extra knowledge <ul style="list-style-type: none"> – Clarification of technical issues and problems

These modules are included in the following packages:



SMART SERVICES FOR INDUSTRY 4.0

Always one step ahead when it comes to fault diagnosis in the future: With sensor data analyzed via SICK software, we are able to create precise reports, analyses, and forecasts. This means that our service experts can determine in advance whether – and where – restrictions may occur in the production process, and prevent them before they happen. In this way, we can help to improve the performance of your plant on a continual basis.



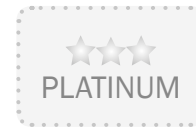
HIGH-PERFORMANCE MODULES FOR ENHANCED PROTECTION

On-site response time

In the event of a fault, SICK provides quick and easy help. Service experts from SICK will be at your site within a previously defined response time and can be relied upon to rectify the fault quickly.

Module	Range of services	Your benefits
On-site response time	<ul style="list-style-type: none"> • Customer-specific protection <ul style="list-style-type: none"> – Desired response times are defined in advance • Error analysis and rectification <ul style="list-style-type: none"> – Service experts will rectify the fault promptly on site 	<ul style="list-style-type: none"> + Rapid support <ul style="list-style-type: none"> – Fast and efficient troubleshooting thanks to the global service network + Simple action planning <ul style="list-style-type: none"> – By phone, e-mail, or fax

This module is included in the following packages:



NO WORRIES – THE FULL RANGE OF SERVICES

Online documentation

Sustainability is based on in-depth documentation. To allow you to track functional settings for your systems quickly and on a long-term basis, along with the causes of any faults and the possible solutions, we provide you with online access to plant-specific documents (e.g., operating instructions, maintenance reports, service reports) via the Remote Service platform – enabling your own maintenance personnel to take rapid remedial action.

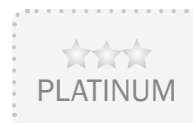
Condition monitoring

In addition to periodic maintenance on site, SICK offers regular, planned inspections of your devices and systems via remote maintenance – before unplanned downtime or faults occur in your plant as a result of wear, harsh ambient conditions, or incorrect operation.

→ see Smart Services on page 7

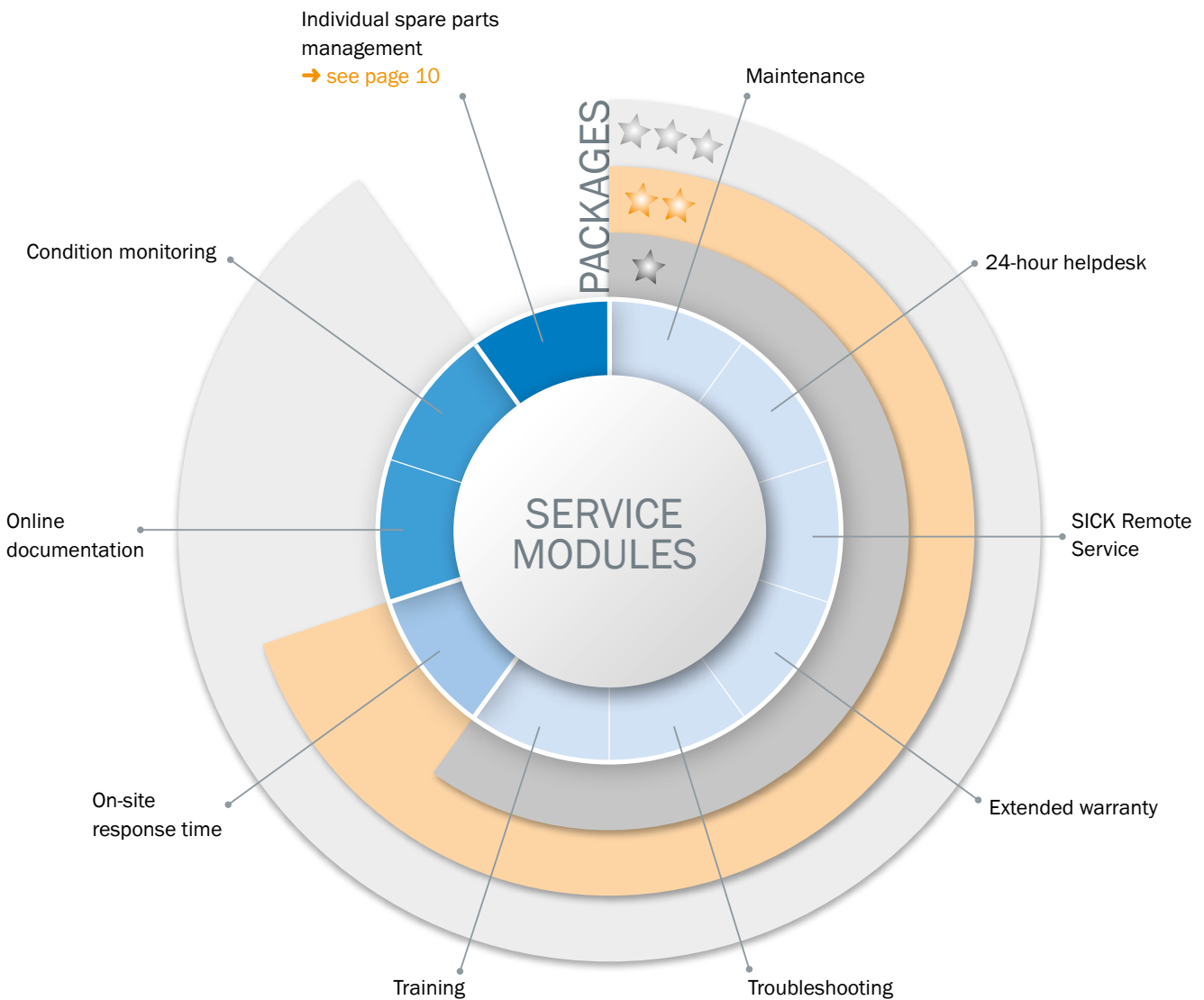
Module	Range of services	Your benefits
Online documentation	<ul style="list-style-type: none"> • Document management <ul style="list-style-type: none"> – Management of all relevant plant-specific documents 	<ul style="list-style-type: none"> + Quick access to relevant information <ul style="list-style-type: none"> – With just a few clicks through online access + Efficient data management <ul style="list-style-type: none"> – Through clearly structured document management
Condition monitoring	<ul style="list-style-type: none"> • Regular status monitoring <ul style="list-style-type: none"> – By application experts via Remote Service • Fault diagnosis <ul style="list-style-type: none"> – Logging of diagnosis results and creation of measures 	<ul style="list-style-type: none"> + Increased efficiency <ul style="list-style-type: none"> – By preventing downtimes, malfunctions, or consequential damages + Need-based planning <ul style="list-style-type: none"> – Planned downtime instead of unplanned + Reduced costs <ul style="list-style-type: none"> – By extending the service life of critical components

These modules are included in the following packages:



ALL-ROUND PROTECTION FOR THE PERFORMANCE OF YOUR PLANT

The modular design of the SICK LifeTime Services is a well-rounded concept. All of the service modules are perfectly coordinated with each other and, when cleverly combined, will ensure the continuous performance and productivity of your plant.





INDIVIDUAL, CUSTOMER-SPECIFIC OPTIONS FOR OPTIMUM AVAILABILITY

The modular service concept allows for flexible and specific adaptation to your requirements. For example, if you wish, you can add individual service modules to one of the preconfigured service packages.

Or you can create your own individual agreement by combining the different modules – to ensure the best possible performance and maximum availability while only paying for what you actually need. For example, you can also incorporate spare parts management into your agreement if you wish.

Individual spare parts management

To minimize plant downtime, spare parts must be available as soon as possible.

We will work with you to create an optimal spare parts strategy for your plant using a very simple and flexible process.

Module	Range of services	Your benefits
Individual spare parts management	<ul style="list-style-type: none"> • Consultation <ul style="list-style-type: none"> – On plant-specific spare parts packages as well as individual spare parts • Availability of spare parts <ul style="list-style-type: none"> – Even in emergencies • Assistance <ul style="list-style-type: none"> – With the efficient design of your spare parts warehouse – With safety-relevant characteristics 	<ul style="list-style-type: none"> + Reduced downtime <ul style="list-style-type: none"> – As systems and components are available again quickly + Cost savings <ul style="list-style-type: none"> – Due to efficiently designed spare parts management



NOW IT'S YOUR TURN!

Fill out your contact details and select your service package or the desired service module components. We will prepare a no-obligation quote for your individual service agreement.

Sender information

<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	Street/house number	E-mail address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Department	ZIP/city	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact	Country	Fax number

★ SILVER

Maintenance, 24-hour helpdesk (24/5), SICK Remote Service (24/5), extended warranty, troubleshooting, training

★★ GOLD

Maintenance, 24-hour helpdesk (24/6), SICK Remote Service (24/6), extended warranty, troubleshooting, training

On-site response time

★★★ PLATINUM

Maintenance, 24-hour helpdesk (24/7), SICK Remote Service (24/7), extended warranty, troubleshooting, training

On-site response time

Online documentation, condition monitoring

◆ INDIVIDUAL SERVICE AGREEMENT/INDIVIDUAL SERVICE MODULES (CAN BE ADDED SEPARATELY)

<input type="checkbox"/>	Maintenance	<input type="checkbox"/>
<input type="checkbox"/>	24-hour helpdesk	Support hours options 24/5 <input type="checkbox"/> 24/6 <input type="checkbox"/> 24/7 <input type="checkbox"/>
<input type="checkbox"/>	SICK Remote Service	Support hours options 24/5 <input type="checkbox"/> 24/6 <input type="checkbox"/> 24/7 <input type="checkbox"/>
<input type="checkbox"/>	Extended warranty	Period 3 years <input type="checkbox"/> 5 years <input type="checkbox"/>
<input type="checkbox"/>	Troubleshooting	<input type="checkbox"/>
<input type="checkbox"/>	Training	<input type="checkbox"/>
<input type="checkbox"/>	On-site response time	<input type="checkbox"/>
<input type="checkbox"/>	Online documentation	<input type="checkbox"/>
<input type="checkbox"/>	Condition monitoring	<input type="checkbox"/>
<input type="checkbox"/>	Individual spare parts management	<input type="checkbox"/>

SICK AT A GLANCE

SICK is a leading manufacturer of intelligent sensors and sensor solutions for industrial applications. With more than 8,800 employees and over 50 subsidiaries and equity investments as well as numerous agencies worldwide, SICK is always close to its customers. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents, and preventing damage to the environment.

SICK has extensive experience in various industries and understands their processes and requirements. With intelligent sensors, SICK delivers exactly what the customers need. In application centers in Europe, Asia, and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes SICK a reliable supplier and development partner.

Comprehensive services round out the offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

That is “Sensor Intelligence.”

Worldwide presence:

Australia, Austria, Belgium, Brazil, Canada, Chile, China, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Hungary, Hong Kong, India, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, USA, Vietnam.

Detailed addresses and further locations → www.sick.com