

# SERVICE

Maximum availability – minimal downtime

**With our exclusive service agreements, we guarantee the highest availability, extended service readiness, and maximum value retention for your storage systems.**

Our services are specifically designed to allow you worry-free and efficient warehousing and production. They offer solutions for every requirement profile – from remote diagnostics, through extended service readiness, to regular on-site maintenance. Choose between services without a service agreement and the SERVICE PACKAGES BASIC or CLASSIC. Benefit from our selection of service packages perfectly tailored to your needs, as well as from top-notch consultation and attractive price advantages.

## **STOPA Services without a Service Agreement**

With STOPA, you opt for quality and reliability. Even without a service agreement, we're by your side. Want more? The BASIC package enhances the efficiency of your system and offers exclusive customer benefits. Or experience comprehensive service with the CLASSIC package, including regular on-site maintenance and the annual technical safety inspection.



### SERVICE PACKAGE BASIC

Boost the performance of your STOPA storage systems and enjoy unbeatable advantages. Basic is the ideal service package for the STOPA ECO PLUS, STOPA MONO, and STOPA FLEX storage systems. Avoid unexpected failures and play it safe with extended service availability from our team of experts. Quality you can rely on.

#### Service Overview

- ▮ Remote diagnostics via remote access (Teleservice).
- ▮ Resolution of operational or adjustment errors via online connection to the system by our experts.
- ▮ No matter how often you use our Teleservice, with the annual flat rate of the BASIC agreement, no additional costs will be incurred.
- ▮ Extended service readiness: You can reach our technical customer service also outside the usual office hours by phone: Monday to Friday: 07:00 AM to 08:00 PM, Saturday: 08:00 AM to 02:00 PM\* (excluding holidays): +49 7841 704 149
- ▮ Direct dial to the service technician with a separate phone number.
- ▮ Helpdesk response time in case of storage downtime  $\leq 2$  h.
- ▮ Helpdesk response time in case of malfunction report  $\leq 3$  h.
- ▮ Priority processing of your concerns.
- ▮ Discounted service hourly rate for repairs after the warranty.

\* Central European Time Zone

### SERVICE PACKAGE CLASSIC

Working within complex structures where entire production lines are automatically connected with multiple machines? A production disruption could mean enormous losses and could not be compensated for in the short term? Perfect your service with STOPA's CLASSIC package! Beyond the BASIC benefits, we offer targeted preventive maintenance. We identify problems before they occur. Ideal for large storage systems like STOPA COMPACT and STOPA UNIVERSAL. With our expertise, you minimize risks and benefit from our comprehensive service offer, which includes exclusive discounts on spare parts and annual safety inspections.

#### Service Overview

Includes all the services of the BASIC package, plus:

- ▮ Preventive maintenance at regular intervals you set, using professionally created checklists.
- ▮ Checking drives and sensors including all settings
- ▮ Annual technical safety inspection.
- ▮ Documentation of manufacturer maintenance.
- ▮ Closing meeting with the system manager.
- ▮ Application of a maintenance sticker with information about the exact condition of your system.
- ▮ 10% special discount on all spare parts after the warranty expires (for orders over €500).

SUPPORT: +49 7841 704 149 – [service@stopa.com](mailto:service@stopa.com)

# SERVICE – SAFETY INSPECTION

Our expertise is your operator safety

**We make sure that your automated storage systems work reliably and safely! We will be happy to carry out the mandatory annual technical safety inspection for you.**

Equipment checks, functional checks, and comprehensive documentation – in short: everything you need for the safe operation of your storage systems.

**The visual and functional inspection includes the following activities:**

- ▮ Inspection of the equipment of the storage systems in accordance with the inspection book.
- ▮ Checking the condition of relevant components and equipment for damage, wear, corrosion or other changes
- ▮ Functional and brake check of all motors.
- ▮ Verification of the completeness of markings and signage.
- ▮ Documentation of the inspection results and the condition of the system.
- ▮ Status report for commissioning or continued operation.
- ▮ Assessment of whether a re-inspection is necessary.
- ▮ Application of an inspection sticker with a note on the next required inspection date.
- ▮ Closing meeting with the system's responsible operator.

Our annual technical safety inspection is your guarantee for operational safety.

