

TECHNICAL SERVICE
FOR CONVEYOR
SYSTEMS

MAINTENANCE
AND SERVICE TO
ENSURE THAT YOUR
GOODS KEEP MOVING

Technical Service Partner

Telelift keeps your conveying technology on the move

A well-maintained system goes on and on and on

We are especially proud when our customers continue to operate their Telelift systems over the decades. The basis for this is not only ingenious technology and high-quality processing but also regular maintenance by specialist staff.

Systems are vital and cost-intensive capital goods. To make sure that your investment pays for itself in the long term we offer several maintenance models for Telelift systems, which we tailor to your operational conditions.

The work of our service team begins as soon as your Telelift system is put into operation.

We want you to be satisfied with your Telelift system. This is why on the service side of things we concentrate chiefly on ensuring that our conveying technology functions without a glitch and is always up and running.

Our service technicians ensure that your system meets the agreed requirements throughout its lifespan. During the start-up phase, we change and improve system components on request so that they continue to support the operational processes for many years to come.



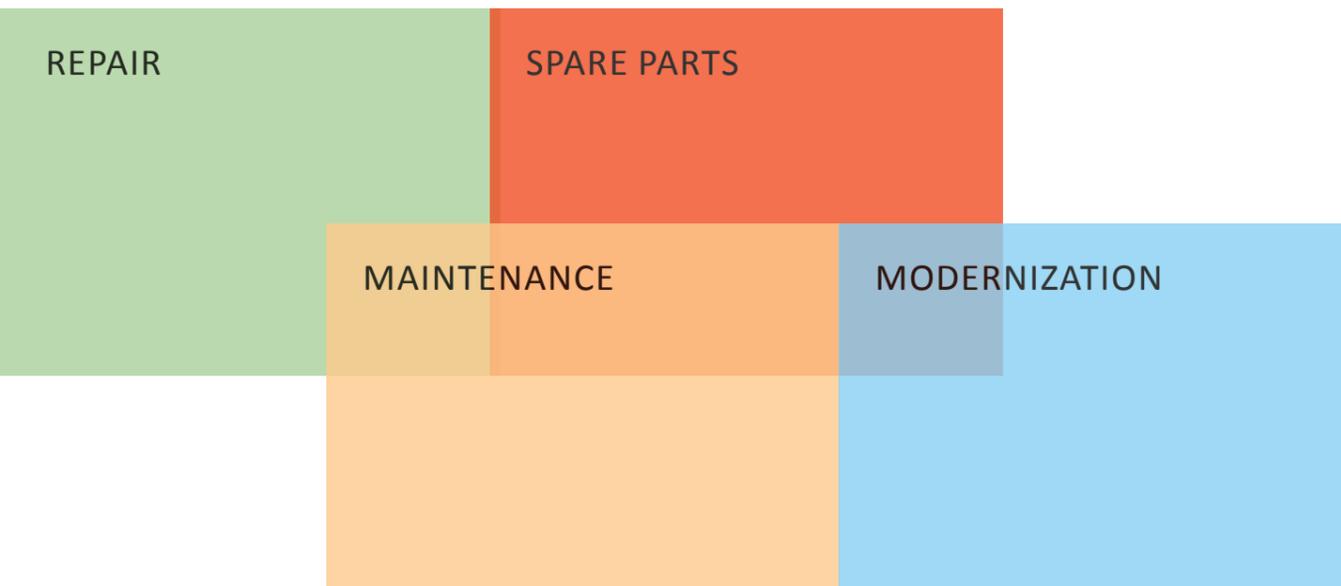
Telelift - your service partner for the long term

Various service features save you time and money. Our extensive service catalog covers technical operational support, 24-hour emergency cover, maintenance and modernization.

To ensure that the Telelift system is always up and running, Telelift service checks and maintains the system's most important components at defined intervals.

A regularly maintained system works reliably, minimizing unwanted outages and ultimately has a longer lifespan. When it comes to maintenance, spare parts or repair, Telelift service is always at your side and offers specialist advice should a system modernization be needed.

Use our service as a pillar of your success.



A vertical list of service partners on the left and a photograph of a technician on the right. The list includes UniCar, MultiCar, MultiLift, SIMACOM, and Telelift - your service partner. The technician is wearing safety glasses and using a multimeter on a piece of machinery.

Our range of services

Perfect service at a reasonable price:

Telelift offers a service package which covers all maintenance and repair costs including the material costs. This service package allows you to plan the annual operating costs of your system in detail.



Full maintenance

Telelift offers three different maintenance concepts. Best possible availability is the main goal for all of these. Telelift offers:

- > Full maintenance
- > Partial maintenance
- > Maintenance on demand

These different types of maintenance meet the varying conditions and scheduling of our customers.



Full maintenance — Partial maintenance — Maintenance on demand

Technical service

- > Inspection and assessment of your internal logistics
- > Inspections and repairs
- > Remedying faults
- > Cleaning the system
- > Training staff
- > Transparent and plannable operating costs
- > Remote diagnosis
- > On-call 24-hours a day



Full maintenance involves the system operator signing an agreement with Telelift, which contains the complete maintenance of the system. The length of the agreement is generally 10 years or more.

The maintenance works are carried out according to a strictly defined plan. We keep all replacement and working parts at the ready. Where needed, we can be on site within a specified time period to remedy faults. Other than the costs for the full maintenance, no additional costs will be borne.





Partial maintenance

Partial maintenance includes all works included in the full maintenance. However, it does not include the supply of spare and working parts. These are charged separately according to cost. In addition to a partial maintenance contract, an on-call service for faults can be agreed to ensure your system is kept up and running.

Full maintenance — Partial maintenance —
Maintenance on demand



Maintenance on demand

For systems that are maintained, either partially or fully, by the operator, we offer tailor-made maintenance on demand. Telegift service carries out the maintenance work on request or, if wished, according to a maintenance schedule agreed in advance with the customer. We are happy to support or train the customer's in-house service team.

Our efficient service ensures a speedy supply of replacement parts. This is particularly important for this service model, as the Telegift service technicians are not familiar with the current state of the system.



Take advantage of our experience for a long working life.

Your Telegift system

Full maintenance — Partial maintenance —
Maintenance on demand

24-h
Service

What happens when
you call our 24-hour
control center:



Our 24-hour service
answers your questions
quickly and supports
inquiries relating to
functioning and handling
of all Telelift systems



- > We accept fault reports
- > We support our customers with a nationwide service network
- > We pinpoint and remedy faults by modem or telephone
- > We remedy faults on site on request
- > We carry out fault diagnoses and make suggestions for improvement
- > When possible, we repair during ongoing operation

Spare parts management and training

Spare parts management:

- > Complete service relating to spare parts
- > Short notice deliveries
- > Component repairs
- > Advice and documentation
- > For older systems, we make all required spare parts available for the long term.
- > Professional installation

Training:

Regular training and continuing
development of our service technicians
guarantees that both older and the very
latest systems function perfectly.

- > Training and continuing development
of staff about the lifespan of the system
- > Training for the system operator during
startup
- > A plus for you: our training measures
enable you to enjoy the benefit of
up-to-date service. We will also
advise you whether the system
can be modernized.



Early identification of sensible modernization measures
significantly lengthens the lifespan of your system



Modernization

A Telelift system generally has a need for modernization half-way through its lifespan. Our experience tells us that the mechanics themselves still function smoothly after 15 to 20 years. There is usually a need to renew the controls.

When does modernization make sense?

- > When availability can only be guaranteed through repeated maintenance works
- > It is getting harder to get hold of replacement parts
- > Maintenance costs are increasing
- > For new performance requirements
- > The system should continue to be operated for at least 5 years to ensure that the modernization pays off

Why Telelift?

- > Telelift has more than 50 years of experience in service and modernization of systems
- > We have analyzed and, on request, modernized hundreds of conveyor systems
- > We have tried-and-tested concepts for creating modernization processes
- > We advise and create an investment plan for partial or complete renewals
- > We have the latest software updates
- > We optimize your system's logistical concept



Retrofit for Telelift systems

Retrofit for UniCar, MultiCar, MultiLift und SIMACOM systems

Retrofit for UniCar

- > Renewal of the controls with a modern TELEcontrol
- > Replacement of the keypad with a modern 7" color display
- > Replacement of the drive systems with brushless motors



Retrofit for MultiCar

- > Modification in response to change in production
- > Integration into new production processes
- > Modernization of controls
- > Integration of 4.0 industry processes
- > Modernization of drive systems for MultiCar



Retrofit for MultiLift

- > Replacement of relay controls with a modern SPS solution
- > Replacement of the drive systems with modern motors
- > Updating the fire protection



Retrofit for SIMACOM systems

- > Replacement of relay controls with an up-to-date TELEcontrol
- > Modification of the drive systems with brushless motors
- > Installation of an operator-interface computer



Maintenance and Service

Medical

Library

Industry

Security

Telexift GmbH

Frauenstraße 28
82216 Maisach
Germany

Phone +49 (0)8141 315 910
Fax +49 (0)8141 3159 1111

telexift@telexift.de
info@telexift-logistic.com
www.telexift-logistic.com