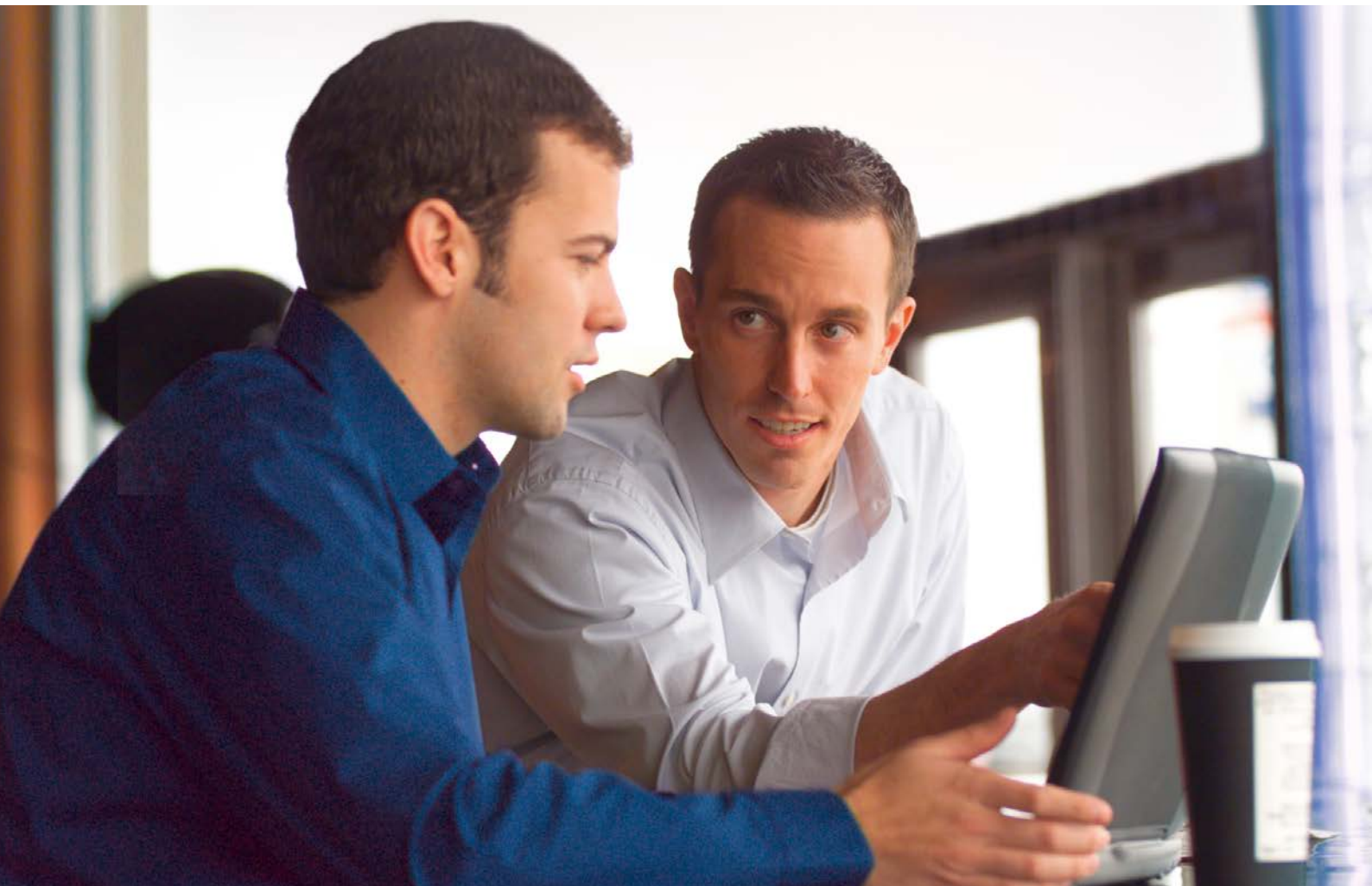


Global
Reliable
Competent

Service Expert



Our goal is your satisfaction.

➤ **Service Expert from WIKA Mobile Control.**

**“Service means looking
at everything from the
customer perspective.”**



➤ **Dear Customer,**

Thank you for choosing an application, product or service from WIKA Mobile Control! Your trust makes us proud and reinforces our commitment to ensuring your complete satisfaction.

You can count on us to supply you with innovative mobile automation platforms. We consistently strive to meet your long-term expectations not only with our products and systems but also with our customer service. This brochure is intended to acquaint you with our Service Expert package.

The highest priority at WIKA Mobile Control is to ensure the highest possible quality at all levels. Let us prove it to you with our services, which are designed.

In keeping with our philosophy of building long-term relationships with satisfied customers.

With Us, You're in the Best of Hands.

➤ **Service Expert: What You Can Expect From Us.**

Whatever your question, wish or challenge, you can count on us to help you.

➤ **Competence**

- Help Desk
- Comprehensive advice and support for:
 - Questions about products
 - Repairs
 - Retrofitting and updating
 - Customer services
 - Dealing with complaints
 - Warranty claims
 - Spare parts
 - Service courses
- Regular order and work-related surveys: your satisfaction is our goal!
- Servicing of products from

 **HIRSCHMANN**
PAT
KRÜGER



➤ **On-Site Service**

Startup of new systems, field service for machines, and retrofits.

This includes:

➤ **Installation**

- Professional installation of individual products and system solutions

➤ **Commissioning**

While taking the following into account:

- Product specifications
- Acknowledged technical rules and regulations
- Your requirements

➤ **Calibration**

- Sensor calibration
- Calibration of switching limits etc.
- Power-down testing

➤ **Inspection**

- Function tests
- Documentation including service reports and inspection logs

➤ **On-Site Troubleshooting and Repairs**

- Everything it takes to solve your problem

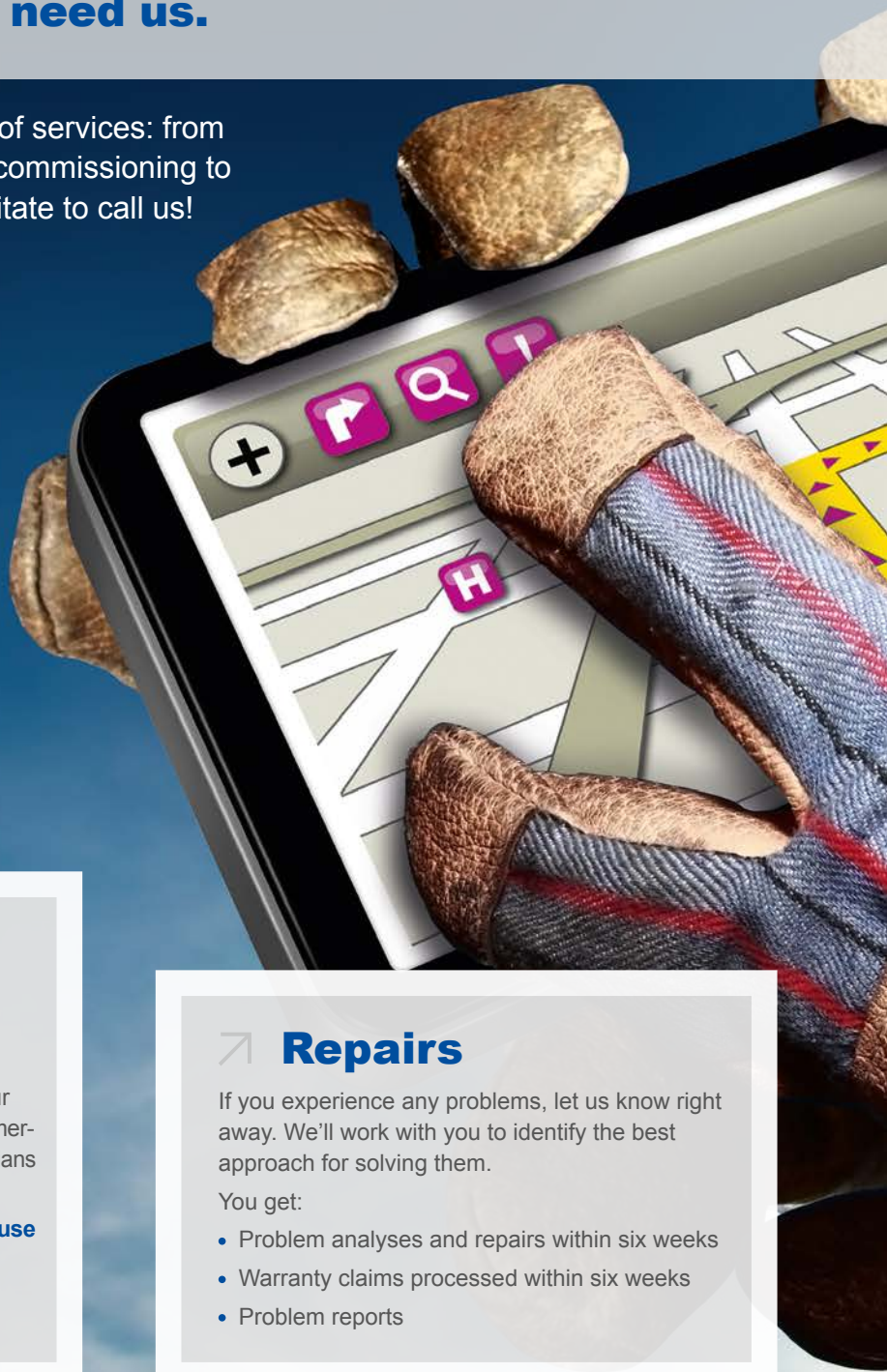
➤ **Help Desk**

- Immediate attention to your problem and coordination of work to fix it
- Easy use thanks to a ticketing system for email and phone communications
- Fast clarification
- Advice and information on spare parts, repairs and warranties
- Seamless documentation of problems, causes and solutions
- Regular updates

Count on our team to right solution!

➤ **We go wherever you need us.**

Our skilled experts provide a full range of services: from professional installation across on-site commissioning to fast, reliable troubleshooting. Don't hesitate to call us!



➤ **Spare Parts: Everything You Need**

- We stock a wide range of parts, based on our familiarity with typical requirements and customer-specific agreements, so that our service technicians can quickly resolve your problems on site.
- **Stocked parts dispatched from our warehouse within 24 hours**
- **Reordered parts available within 4-6 weeks**

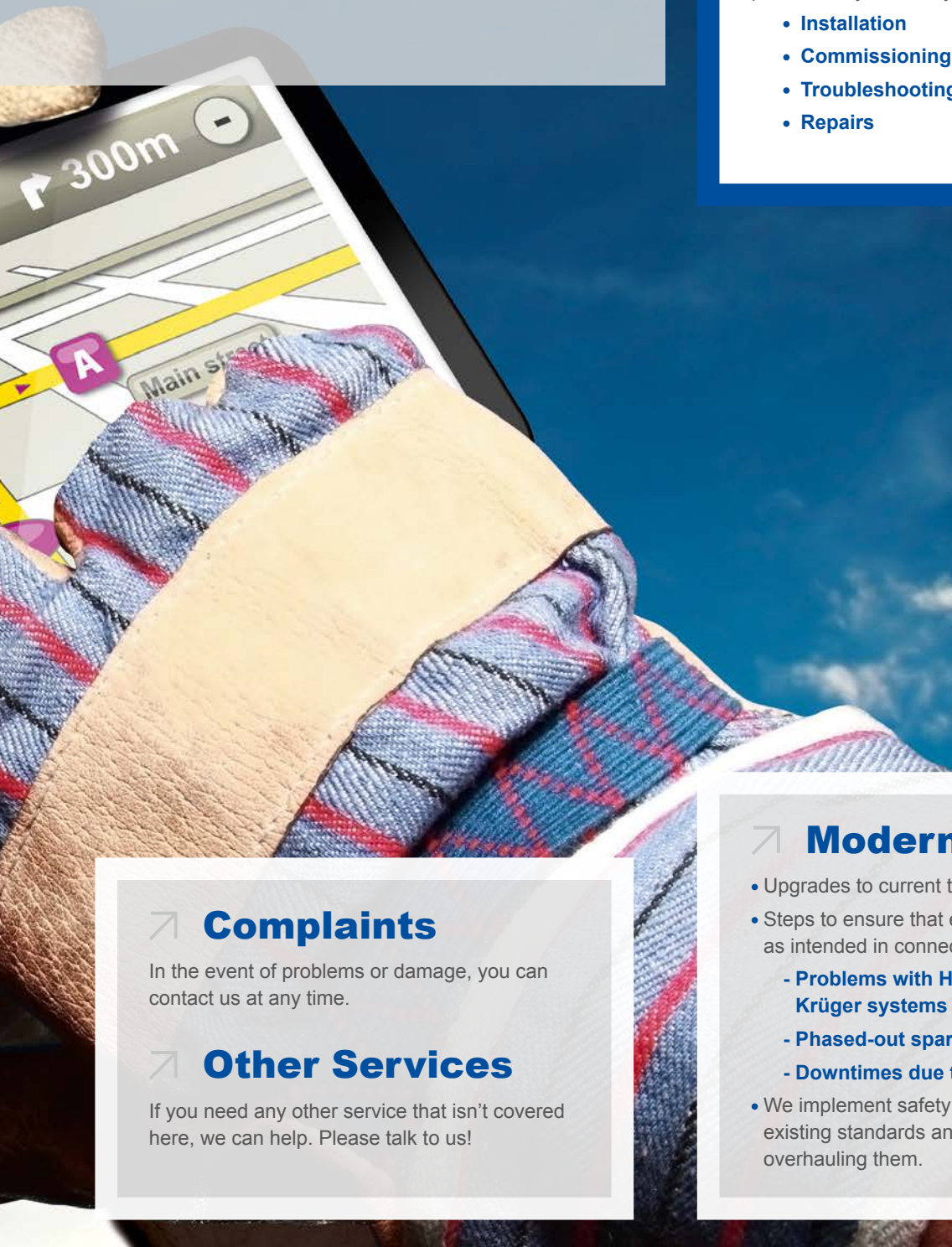
➤ **Repairs**

If you experience any problems, let us know right away. We'll work with you to identify the best approach for solving them.

You get:

- Problem analyses and repairs within six weeks
- Warranty claims processed within six weeks
- Problem reports

find the



↗ **Service Courses**

We flexibly create and hold modular, in-depth courses on products and applications to extend your competencies, whether you are a manufacturer, operator, distributor or service provider. At your facility or our own, it's up to you.

- **Installation**
- **Commissioning**
- **Troubleshooting**
- **Repairs**

↗ **Complaints**

In the event of problems or damage, you can contact us at any time.

↗ **Other Services**

If you need any other service that isn't covered here, we can help. Please talk to us!

↗ **Modernization**

- Upgrades to current technologies
- Steps to ensure that existing systems work as intended in connection with:
 - **Problems with Hirschmann, PAT or Krüger systems**
 - **Phased-out spare parts**
 - **Downtimes due to aging equipment**
- We implement safety systems to comply with existing standards and modernize cranes while overhauling them.

Worldwide



We make lifting loads safer!

As an experienced specialist, we have spent many years providing reliable safety solutions for lifting loads, setting innovative standards in the process and ensuring dependable communication between machines and their operators, particularly in harsh environments.

By developing application software, mobile controllers and robust sensors, we ensure that our customers benefit from maximum safety and equipment uptime.

We are system integrators, supporting our customers through all project phases: from

analysis and concept evaluation, through system design and project planning to prototype testing and field launches. Our safety experts support certification processes and are available for seamless life cycle management.

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**Check out our global
partner network online:
www.wika-mc.com**

**WE MAKE LIFTING
LOADS SAFER** 