

### Top customer support and a seal that generates trust



Good service begins prior to the sale and not just after the sale. KELCH provides service before, during and after the sale – without any ifs and buts.

KELCH is well-known in the industry for its excellent advice and its service is in no way inferior to this. The only slight difference is that we also like to call our service “Support”. This is due to the fact that we look after our customers from the very outset – from purchase through to service and maintenance. For our customers this means that they are in good hands at all times because we know how important good service is.



#### KELCH-Service: a proven and long-standing programme:

- Basics, maintenance contracts, repair service, hire and rental equipment, extended warranties, data recovery, software support, 24-hour service, retrofitting, calibration and certification of KELCH measuring equipment.

Applies only to INDUSTRIAL line and PREMIUM line systems	Basics	Individual maintenance	Maintenance contract	Calibration contract for precision tools
Spare parts service				
Spare parts service at preferential prices	✓	✓	✓	
Repair service	✓	✓	✓	✓
Lease and rental devices	✓	✓	✓	
Extended warranty for new equipment			✓	
Data recovery (if possible)			✓	
Software support		✓	✓	
24-hour service		✓	✓	
Retrofit, update, upgrade	✓	✓	✓	
Retrofit, update, upgrade at preferential prices			✓	
Calibration / certification of force sensing bars, measuring gauges and test arbors	✓			
Calibration / certification of force sensing bars, measuring gauges and test arbors at preferential prices				✓

### Put your trust in our 70 year-long experience.

Should you have questions during implementation, we will answer them clearly and understandably.  
Give us a call: +49 (0) 71 51 / 205 22 - 0.



### The Service Programme



The KELCH seal guarantees greater reliability with all KELCH equipment. This seal assures you at all times that you are receiving the best, most professional service for all your KELCH equipment. We guarantee absolute quality and offer maintenance contracts combined with interesting bonus programs and discounts. Benefit from KELCH service and only put your trust in the original.

#### Basics

We keep all common spare parts from the latest series in stock at fairly calculated prices exclusively for our customers and authorised representatives. In most cases we are able to quickly deliver spare parts or offer suitable alternatives even for systems up to 15 years old.

#### Maintenance contract

One-off cost for the maintenance of an initial system including travel costs.

#### Repair service

We offer you the option of having your units or components (e.g. your PC) repaired quickly in-house by KELCH. You save on travel

costs or dual journeys, if the fault cannot be resolved at the first attempt. We can also organise collection and also return delivery.

#### Lease and rental devices

We would be pleased to supply you from our pool of lease and rental units (if available) for the duration of the repair of your components at KELCH. Our maintenance contract customers have privileged access to this service and, of course, at special rates.

#### Extended warranty

If you conclude a maintenance contract and if the first service is carried out within twelve months after the purchase of a new unit, then the warranty is automatically extended to 24 months.

#### Data recovery

It can happen quickly: following a power failure or other unforeseeable events, the database becomes unstable and the last backup is already too old to restore – important data is lost. We offer our maintenance contract customers a data recovery option at KELCH. Invoicing is on a cost-basis.

#### Software support

We offer our maintenance contract customers priority support for software issues. Support is invoiced for every half-hour started.

#### 24-hour service

We offer our maintenance contract customers a guaranteed response time of 24 hours (Monday to Friday from 8:00 to 17:00, except on public holidays).

#### Retrofit upgrade

Only we offer you the opportunity to update your unit to the state-of-the-art. It is crucial to stay up to date especially with fast-moving control technology. The progressive discount rate based on spare parts service and the benefits of a maintenance contract naturally also apply here.

#### Calibration and certification of KELCH measuring equipment

We calibrate and certify your KELCH measuring equipment in-house, such as measuring gauges, test arbors and force sensing bars. Optional: If you do not wish to deal with this yourself, we can take responsibility for it with a calibration contract.

**Give us a call – we'd be glad to advise you!**

Our team offers comprehensive consulting within Smart Factory Services.  
You can reach us on: +49 (0) 71 51 / 2 05 22 - 0.

