



## SERVICE & SUPPORT

CUSTOM SERVICES FOR

- Image processing
- Laser measurement technology

**VMT**  
PEPPERL+FUCHS



# VMT SERVICE & SUPPORT

By choosing a VMT system solution, you are sure to benefit from professional services from the start.

Following successful commissioning of your system, VMT is on hand with a wide range of services to ensure its maximum availability and consistent top product quality.

VMT supports you with an experienced service team and provides fast assistance when servicing is required.

## **VMT range of services:**

- Spare parts service
- Customer Support
- Training
- System upgrade
- Service contract

## SPARE PARTS SERVICE



An extensive spare parts service is always available to VMT customers. We provide qualified support in maintaining your system availability and in backing up your production processes.

- Spare parts availability for the lifecycle of your system (system-specific)
- Repair management incl. qualified error diagnosis
- Customer-specific spare parts maintenance
- Availability of rental units in case of repair

## CUSTOMER SUPPORT

VMT offers maximum availability of your system and qualified support for a faultless system workflow.

Of course, you can also count on our support when servicing is required.

After the service incident is reported and prioritized, a direct plan of action is drawn up to ensure prompt troubleshooting by telephone support, teleservice or on site by our competent service staff.

## TRAINING



The safe operation of your system is a prerequisite to guaranteeing the availability of your systems at all times and to avoid costly downtimes.

VMT provides your employees with qualified, needs-based training for your specific system solution. In addition to the VMT standard training program, our project and service staff provide individual training programs specific to your system for your operational, technical and quality assurance staff.

The training is conducted in a specially equipped on-site conference room or right on your own site. Of course, we can conduct the training in different languages.

### **Our standard training program includes:**

- Basic training
- Operator training (system-specific)
- Expert training (system-specific)

## SYSTEM UPGRADE

Even after several years of operation, keep your systems up to date and ensure your competitive advantage through system upgrades and extensions.

Take advantage of the opportunity to upgrade existing systems with hardware and software extensions.

With comparatively little financial outlay, existing systems can be upgraded for future requirements even after several years of operation.

We provide you with a comprehensive approach to upgrade your existing installation and of course support you in implementing the measures you decide on.

## SERVICE CONTRACT

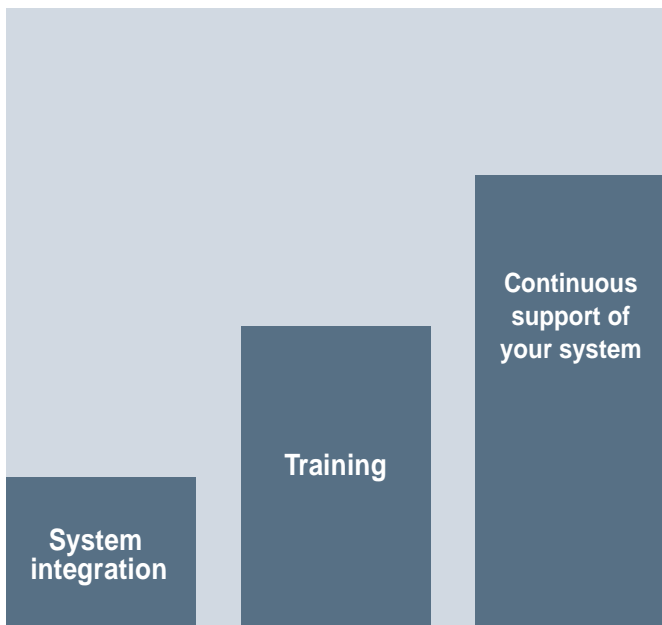
Preventive maintenance work increases the availability of your systems and reduce potential breakdown costs.

We offer you service contracts specially adapted to your needs with a mutually agreed scope of services such as regular software updates or system checks.

The benefits of a VMT service contract at a glance:

- Guaranteed response times
- Risk minimization of unscheduled downtimes by early detection monitoring
- protection of your investment
- Tips and tricks from experts on site
- A dedicated VMT contact person, giving your calls top priority
- Ideal planning of maintenance times
- Ensuring and increasing system availability





## YOUR BENEFITS

- Maximum installation availability and long-term maintenance of the value of your system through regular maintenance service
- Quick response: Competent hotline and on-site support by our service specialists
- Investment security
- Customized service contracts that can be combined in modules from our comprehensive service offerings

**TÜV SÜD tested service quality according to ISO 9001**

**Technology that  
meets the highest  
demands**



The certified  
company



VMT system solutions are primarily based on product lines developed in-house adapted to customer-specific requirements that can be expanded using sensor systems from technology leaders.

Front-to-end solutions with handling technology and manufacturing systems engineering are also possible.

VMT takes on responsibility for the system. Engineers, computer scientists, partners, research institutions and technology partners of VMT guarantee a technological lead and continuous development.

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