



360-DEGREE

SERVICE POWER



reis

Customer Service

Productivity in Top Form.
Service diversity for 360-degree customer satisfaction.





Customer Service

All-Round Service by Reis Robotics.

360°

360-degree customer satisfaction: for us, this covers the entire lifecycle of a system. Why? Because it can only be advantageous for our customers if they know that their system is in professional, reliable hands in every way. And from A to Z.

For us at Reis Robotics, as a general contractor, the conception, planning and execution of an automation system is the starting point for a long-term process focused on sustainability and economic efficiency. This is sustained through our Maintenance and Servicing, Training, and System Modification and Modernization service packages.

A perfect circle for tailor-made cost-effectiveness.

Planning & Development

Targeted and a perfect fit – our objective is the perfect solution for your automation process – sustainably, for the long-term, and economically. This is reflected firstly in the choice of machines for implementing a sustained, successful automation concept.

Commissioning & Programming

Competence is the basis for professionalism. Yet we are driven by passion for perfection and are always ready to go a step further to achieve it. When your individual automation solution reaches commissioning, you will experience how these components fit together, step by step. Smoothly and with the precision of highly-developed systems.

Service

System availability, quality, and performance are indispensable elements that are based on regular service quality. By automating existing processes with high-efficiency profiles, we increase the efficiency of your system and make this into a profitable investment over the long term.

Training

No qualification is possible without training. And qualification, in turn, is the key to effective employees. The ideal route here is through the Reis Robotics training center. Here your team can be given a custom upgrade in person.

Spare Parts

An efficient spare parts management system ensures the viability of your automation system. What counts here is cost efficiency and speed, because during a downtime, the important factor is to provide an exact and economical solution as fast as possible. And from the smallest individual component to a complex package of spare parts.

Modification & Modernization

We strive for sustainable economic efficiency. The bases for this are economical modernization together with the renovation of optimizable system components. Only by being maintained at the state of the art can an automation system be used successfully and long-term. We offer a wide range of options for upgrading and also relocating your system.



Customer Service by Reis Robotics. Successful pillars of sustainable Customer Service.



RP

01 / Service

Customer service
worthy of the name.
On Point.

- Service as an economic factor:
value retention for customer satisfaction.
- Maintenance competence:
expertise in diversity.
- Reis Robotics service modules:
Hotline, Remote, Field Service.
- A contract is a contract:
customized service packages.

02 / Training

From beginner
to expert – out of
passion.

- Qualification in focus:
perfect upgrades for your employees.
- From beginners to experts:
overview of the training stages.
- Training on-site:
practical experience in its pure form,
on your premises or at our training
center.

03 / Spare Parts

High-performance
components for economic
effectiveness. Plug and Play.

- Safe is safe:
spare parts management for economic
effectiveness.
- Quality is our aim:
one part at a time.
- All for One:
the advantages of spare parts packages.
- One for All:
The spare parts packages from
Reis Robotics.

04 / Modification & Modernization

Secure your productivity.
Sustainability in terms of
economic effectiveness.

- A profitable service:
modification and modernization as
efficiency components.
- Servicing strategy:
how to secure your productivity.
- Making new out of old:
your system in top form.



01 / Service

Customer service worthy of the name.



Sustainability based on long life – a professional, preventive service offering enables this aspiration of today to be realized.



Service as an economic factor

The economic viability of automation processes as a factor that requires time. It is time, after all, that determines whether the investment will be an economic success.

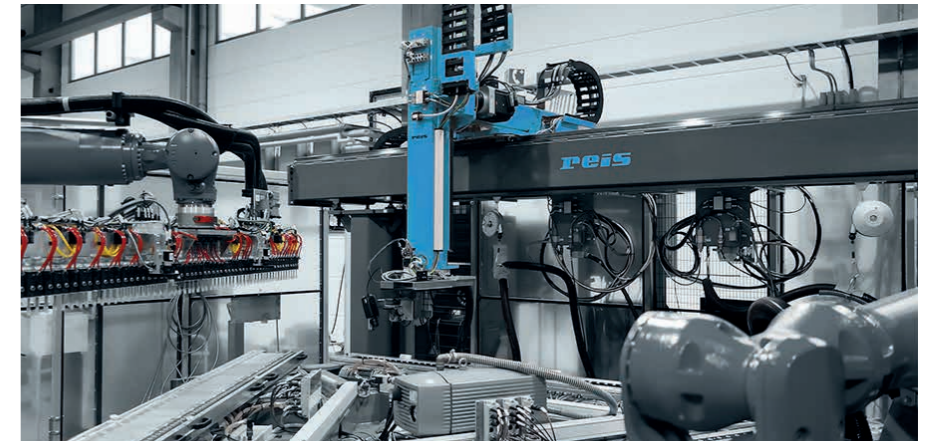
And here the entire services spectrum plays a role that is decisive because it is supportive. The reason for this is shown by a simple calculation: 'Assuming an efficiency improvement of 0.25% per year, a better-maintained machine operating for 4000 hours per year will be out of use for 10 working hours less. For a machine-hour rate of € 2,500, this represents a saving of € 25,000 in one year.*'

Whenever you require support, either preventive or corrective in nature, you can count on the technical support provided by Reiss Robotics. Our experts are specialized in providing fast, structured error analysis and provide qualified, solution-oriented support to your employees.

'Preventive service offerings for automation systems increase their availability and open up new potentials for efficiency.'

Service. Expertise. Individuality.
Quality terms for our objective:
customer satisfaction made to measure.

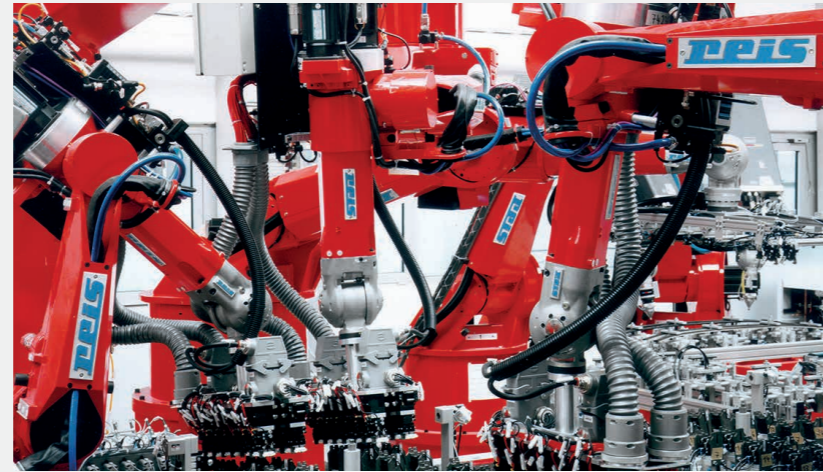
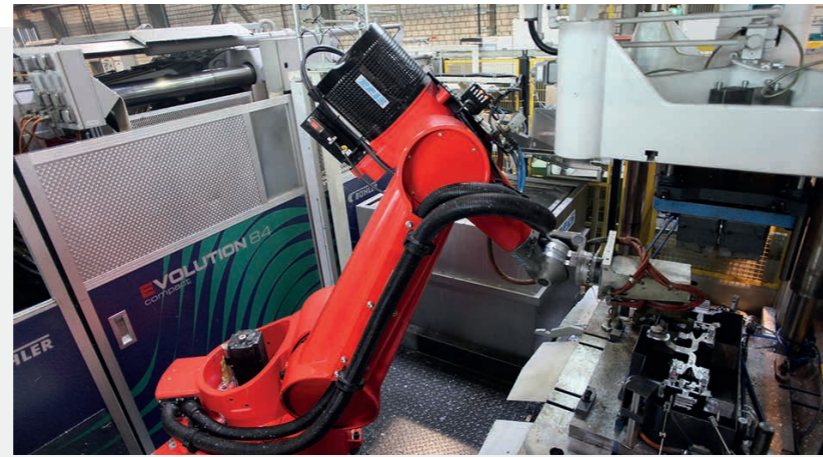
The economic requirements for success in the market are problem-free production, planning reliability, and of course quality assurance. As an expert services partner, Reiss Robotics provides you with customized concepts for your automation system. Exact, value-efficient and just in time. **And by the way, we work independently of manufacturer and all over the world!**



The advantage of value retention

- Optimization and securing of system productivity through prevention of system downtimes.
- Value retention of production goods and securing of machine-hour rates.
- Reduction of unplanned extra costs.
- Cost relations plannable over the longer term thanks to preventive maintenance and servicing options.
- Reduction of unclear economic risks through transparent delineation of services.
- Utilization of your own service personnel can be optimally planned.
- Valuable contribution to quality assurance with extensive documentation of preventive servicing work.

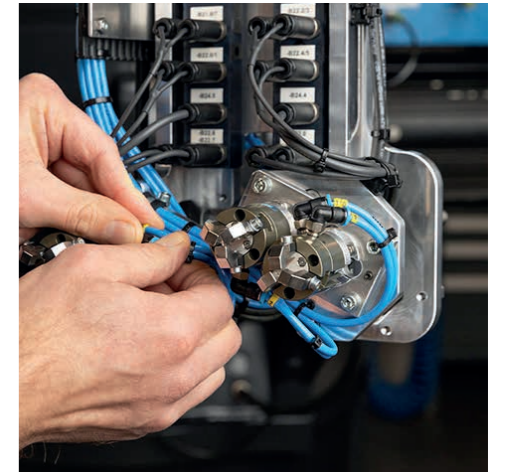
*Cited from: Automationspraxis, June 20, 2020



Some people say:
Experience makes things good.
We say:
Experience makes things better.

We leave nothing to chance. To ensure the best condition for your automation system, we work on the basis of specific service concepts and guidelines from Reis Robotics. But because we know that there is no such thing as a standard solution, we also work closely with you to develop a service package that is systematically tailored to you and your automation system. More than 50 years of experience included!

Our objective is to optimize the performance of your production system and to increase the power of your system for the long term.



CUSTOMER SERVICE / SECTION 01 — MAINTENANCE AND REPAIRS

Expertise for Diversity. Just Our Thing.



Manufacturer-independent maintenance competence made to measure for different system types.

Reis Robotics offers you a smart service and maintenance management concept, systematically tailored to your requirements. From **individual elements** such as **robots, presses** and their **peripherals**, to **complex overall systems**.

Diversity is at the heart of what we do. Why? Because no two systems are the same and objectives are shaped by what we call quality thinking. Individuality by Reis Robotics – that is precision quality based on certified processes with traceable facts for process reliability, where these are required. In print and digital form.

And by the way, we also conduct DGUV safety inspections.



Analysis



To examine and analyze your automation system, we use check and test lists that have been specially developed for our service profile. Based on these objective evaluations, we perform an assessment of mechanical, electrical, and hydraulic systems. If we find simple defects that can be rectified directly, we can of course do so, on the spot and right to the point.

Documentation



In modern maintenance management systems, documentation occupies a very important place. Carefully completed reports and inspection records are essential for certification of tests carried out in accordance with standards. By maintaining complete documentation, we create the best conditions for responding if troubleshooting becomes necessary following system irregularities or in order to prevent such irregularities.

Actions



We discuss the results of the analysis with you in person together with the documented maintenance process. The focus here is on any faults that have previously been resolved, recommendations concerning any necessary repair works, and software updates. Our objective is to provide solid guidelines for improving the system, the operational situation, and the optimized use of wear parts.



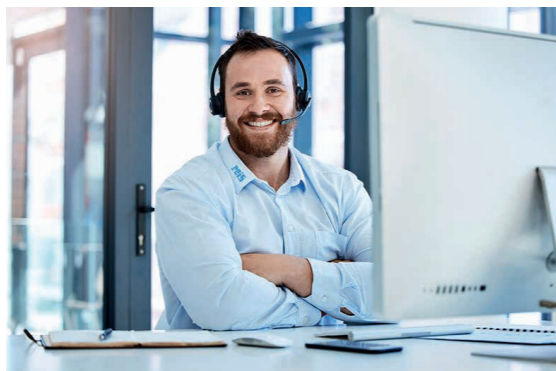


When it could go a little further.
With Reis Robotics' service modules, the notion of system reliability assumes a new relevance.
Pretty smart, we think.

Regular, preventive maintenance is the foundation for maintaining the economic viability of automation processes.

And when further downtimes are kept to a minimum with our **Hotline**, **Remote Service**, and **Field Service** power modules, we feel we can really talk of system reliability made to measure.

Find out for yourself.



Hotline



Our hotline is the starting block when you need to get a grip as quickly as possible on problems that are arising. From straightforward telephone advice via remote service through to technicians on-site to deal with problems that can't be solved remotely. You can reach us when you have a need for action.

And with this service too, Reis Robotics offers various different models. You decide which status you prefer. We act with precision.

Remote



Digital yet close to the customer: with the remote service from Reis Robotics, we can solve problems without being on site. No traveling, no loss of time, yet a maximum of competence. This accelerates the process and keeps downtimes to a minimum. You obtain specific expertise online for your system to help with troubleshooting and rectification plus effective servicing support.

Our Remote service is a perfect example for economically successful service management and a first step towards the digital transformation.

Field Service



Field service by Reis Robotics is our first aid approach to preventing downtimes. You do not lose time, because with this direct program we turn troubleshooting into a servicing tool for value retention.

High performance – at a brisk speed – for tailor-made cost-effectiveness:

- The right technician for the job.
- Repairs using the best spare parts.
- Production support.
- Safety walk compliant with section 3 Ordinance on Industrial Safety and Health (BetrSichV) and inspection of current machine operator safety.

'We are not reinventing the wheel. But maybe ours are turning just a little faster.'



A contract is a contract! Not at all, since with these service packages you set the seal on planning and system reliability for your automation processes.



Individuality in focus. Under this slogan, Reis Robotics offers you a range of contract modules. Tailored to your exact requirements and with the benefits that contract customers want.

Advantages of Maintenance contract

3^Y

years price fixed for perfect planning reliability.

12 %

discount on customized aintenance works.

13 %

discount on travel costs for maintenance and follow-up repair work.

5 %

discount on spare parts for maintenance and follow-up repair work.

Advantages of Service contract

3^Y

years price fixed for perfect planning reliability.



Cost savings with Hotline & Remote support.



Prioritized processing with reduced response times by telephone, remote, and service interventions.



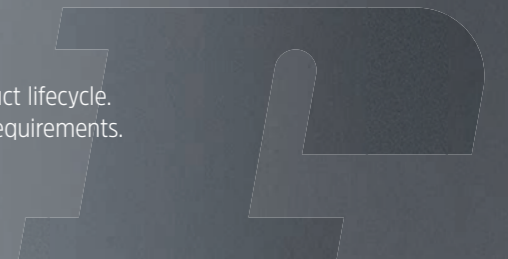
Fast delivery of spare parts with free express shipping.

Yes, we care!

'Manufacturer-independent or made by Reis Robotics, as specialists for automation systems we take care of operational efficiency made to measure.'



Reis Robotics supports you throughout the entire product lifecycle. With on-board service packages, tailored to your exact requirements. Ask us – we'll be happy to advise.





02 / Training

If you're good,
you can be better.
Step by step!



Qualification in focus.
Secure the ideal conditions
for a personal upgrade for your
employees.

Qualification is the key to effective employees. Some people call them the industry's capital, but we call them the heartbeat. Why? Because perfect automation always rests on the abilities of the people operating the system. The ideal way of securing these success stories for the long term is via the Reis Robotics training center, with its exactly tailored training programs.



From beginners to experts.

Within our modular training concepts, the focus is on the gradual development of the participants. The topics covered here are both software-supported programming and the safe operation of automation systems. With seminars based accurately on the training objective, you profit from our practical modules that cover the individual requirements of your employees alongside the principles of robotic systems.

Our program is intended for system operators and setters as well as for service technicians and system programmers. 'Need for qualification' is our phrase when it comes to delivering practice-based knowledge in a methodical, didactical manner using the most modern resources.

'With an ideal mix of theory and practice, we create the perfect knowledge base for the qualification of your employees.'



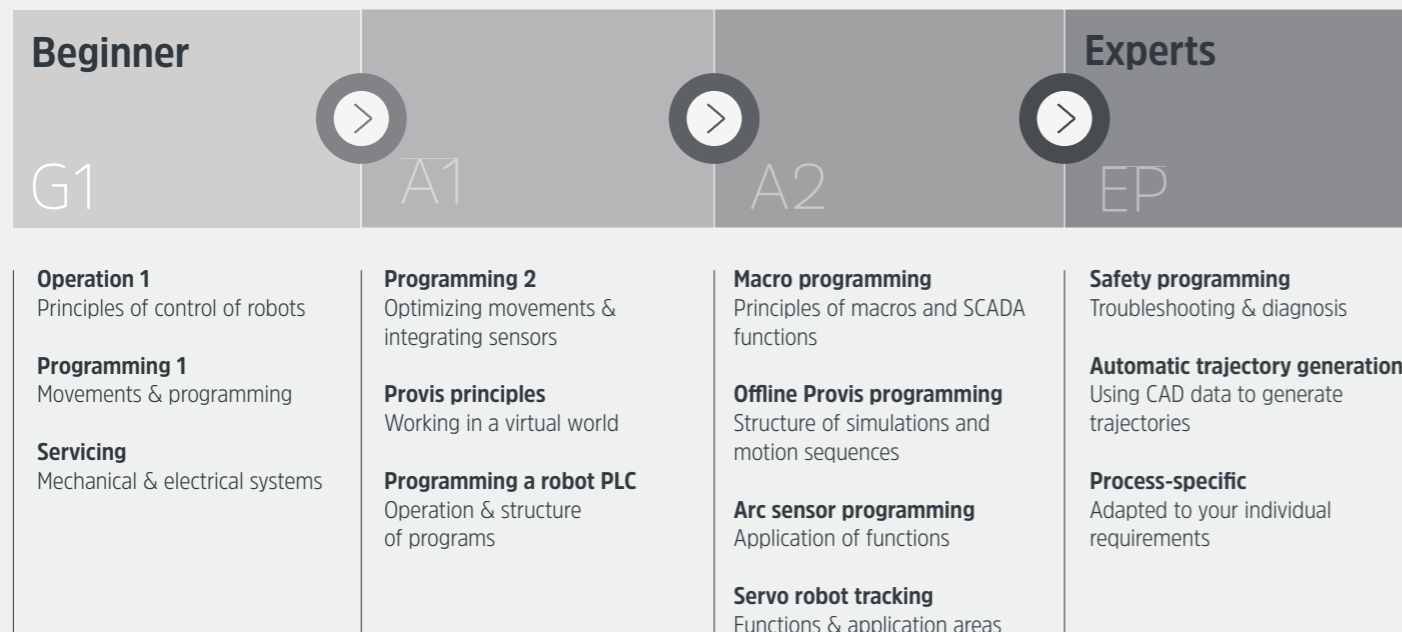
Modern training concepts and well-balanced knowledge transfer – that is how successful training models look in practice.

Special knowledge for complexity.
We develop precisely targeted training events
to meet your individual requirements.



Our trainers are there for you with help and advice on your path towards becoming experts.

CUSTOMER SERVICE / KAPITEL 02 – SECTION 02 – TRAINING STAGES



'The whole way from beginner to expert – our training center offers your employees the perfect knowledge basis to make them successful in the long term. We look forward to meeting you!'



CUSTOMER SERVICE / SECTION 02 – TRAINING ON SITE

On Site.

What could be better for effective operation of your automation system than for your employees to be trained up as specialists on your site, on your own system? Employees who have been trained and qualified at your own facility ensure the safe, correct and reliable operation of your system.

We train your team on your premises with content specifically and precisely developed for your system. Your employees in turn become highly-qualified specialists who not only operate your system effectively but can also handle program modifications and problem situations.

'Whether on your premises or at our training center, we turn good employees into the best qualified staff for your automation system. That's a promise!'

Servicing Staff

RSV / RSVI



Operation 1
Mechanical servicing
Electrical servicing

Operators

RSV / RSVI / KRC RSS



Operation 1
Programming 1

Programmers Application

RSV / RSVI / KRC RSS



Operation 1
Programming 1
Programming 2
Provis principles
opt. Servo robot tracking
opt. Arc sensor programming

Programmers System

RSV / RSVI / KRC RSS



Operation 1
Programming 1
Programming 2
Provis principles
Offline Provis programming
opt. Macro programming
opt. Programming a robot PLC
opt. Servo robot tracking
opt. Arc sensor programming
opt. Automatic trajectory generation
opt. Safety programming

'From employees to experts. Because knowledge is good, but specialist knowledge is better. And the greater your team's know-how, the more reliably it can act in problem situations. All to enable fault-free operation of your system.'



03 / **Reis** Spare Parts

High-performance components
for economic effectiveness.
Plug and Play.



With our efficient spare parts management system we ensure the viability of your automation system.

Downtimes caused by wear and repairs are a complex topic and a significant factor when it comes to long-term economic viability. Minimizing these times is the core task of our spare parts management division. Here, all our attention is directed to the **exact suitability** and **availability** of the right components, and all of it **just in time**.

Reis Robotics supplies what you need and when you need it. From the smallest component to a complex package of spare parts tailored to your individual automation system.



Quality is our aim: one part at a time!

Even when it comes to spare parts, consistent quality is the top priority. And on different levels. Quality relates not only urgently-needed parts in themselves, but also to the organizational and economic objectives.

Our spare parts management division not only provides you with original spare parts that are specially produced for automation systems developed by Reis Robotics. In addition to this, we ensure a smooth ongoing relationship with you through a wide selection of new parts, exchange parts and complete parts packages. This minimizes uneconomical downtimes, entirely in keeping with our motto: Plug and Play.

Ask our service experts, who will assist you with their passion and know-how in selecting exactly the right spare parts. And of course we will repair defective parts on our own premises.

'Safe is safe!
With Reis Robotics' precision parts portfolio, you secure ongoing viability for tomorrow from today.'



Making new out of old – skilled repairs enriched by expertise, on your premises or at our perfectly equipped specialist workshop.

Systematized availability

Mechanical systems

Our portfolio covers a wide range of mechanical components and parts that have to be replaced due to wear or damage.

Hydraulic systems

Hydraulic components are subject to particular lifespan. We ensure that your automation system runs smoothly and maintains the parameters you set.

Electrical systems

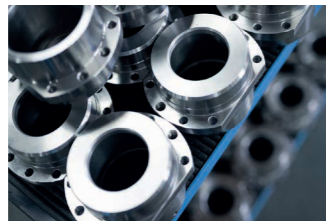
Motors in particular, but also electrical supply lines, cable drag chains and connectors are prone to wear and can become damaged. Our extensive stock of spare parts ensures that any faults that occur can be remedied in the shortest time.



All in One.

Spare parts packages provide the perfect system portfolio for current consumable and wear parts. Compiled individually for you with the experience of a high-performance service management division.

Mechanical, hydraulic and electrical components in the Service package.



Reduced downtimes



If the system goes down, spare parts must be available as quickly as possible. With the appropriate spare parts package you secure maximum parts availability in the shortest time.

Cost-effective in the long term



Attractive package prices compared to purchasing individual components. We call this real economic effectiveness, as it lets you keep control over your costs.

Exact selection

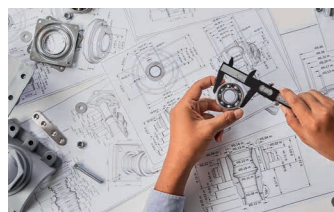


Taking into account all important and necessary components, compiled by our service consultants on the basis of our body of experience.

Individuality as a standard



Our individually configurable spare parts packages to provide the reserves you need. From the basic elements through to custom packages.



Even tiny parts can have an enormous impact – notably when they stop functioning and bring an entire complex system to a halt. With the spare parts packages from Reis Robotics we ensure that in the worst of cases, you will have all necessary parts available to hand. A service tool that drastically reduces downtimes and supply times and lets you restore operation in the shortest time.

Rather efficient, we think.



One for All.

Our **spare parts packages** offer you economical all-in-one solutions, individually configured to your production requirements. From bundles of spare, reserve or wear parts through to specific parts packages that ensure that you have the complete range of essential parts when you need it.

‘That’s what we call tailor-made cost-effectiveness.’



04 / Modification & Modernization

Secure your productivity.
Sustainability as the
optimization of operational
efficiency and ecological
footprint.



*Process optimization in action.
A precise analysis and
conception of the optimization
measures provide the impetus
for modification and
modernization.*



Sustainability as an Economic Factor

Automation systems are subject to an intensive performance cycle. The older a system becomes, the more prone it is to faults and the less profitable it becomes. Apart from increasing repair and maintenance costs, older systems do not offer the extended diagnosis, analysis, safety, and networking functions that are required today.

'When it comes to viability, modification and modernization are efficiency elements that pay off.'

Whether you are seeking a modification or modernization of components and/or control or information systems, we will work with you to plan a coherent modernization concept and will execute it with the renowned Reis quality. From the evaluation of existing components to the development of a modernization concept and through to the complete rebuild. And of course we will comply with the downtimes envisaged.

'Modification and modernization are profitable services. Why? Because sustainability is a significant factor in terms of an energy and resource-efficient system lifecycle.'

Service Quality by Reis Robotics.

Expertise

- Process optimization, with an evaluation of the system and subsequent assessment of the opportunities for optimization.
- Ensuring targeted planning and resource use by our experienced project management team

Conception

- Identifying potentials for optimization and modernization of your system.

Documentation

- Detailed elaboration and documentation in the form of a comprehensive application report.
- Recertification under CE.

Realization

- Production support
- Execution of the project as a general contractor: everything from a single source
- Relocation
- Software and hardware upgrades
- Retrofits and general overhauls of robots and presses
- System expansion and modification, for example additional robots, positioners, measurement devices, interface upgrades etc.



Update

'An eye to the future. With a quality update to your automation system assuring long-term performance capacity for your production.'

before ...



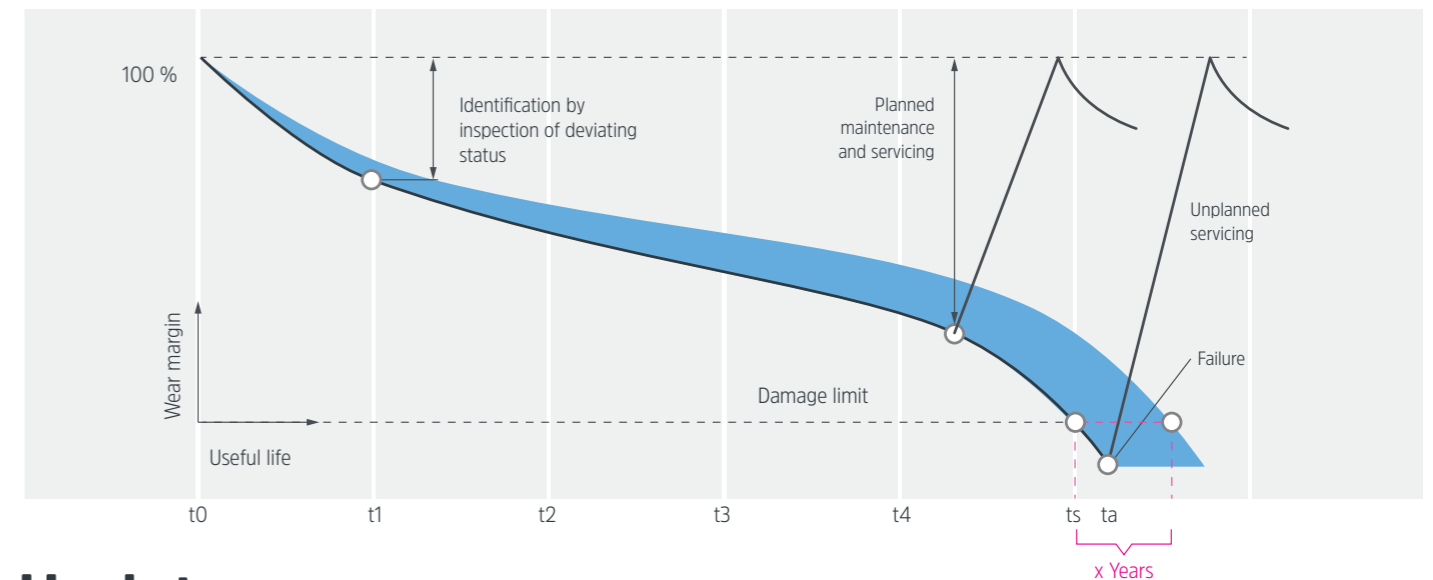
Making new out of old is the art of sustainability. Admittedly, a complete system modernization like the example shown here calls for high levels of competence, motivation, and experience. Attributes that the experts in our modernization team display on a daily basis. Real sustainability with substance.

after ...



Servicing strategy

The interruption to the production process should be kept as short as possible by means of optimized servicing processes or, alternatively, redundancies in the production equipment – ideally it should be zero.



Updates

Productivity



When the productivity of your system decreases, our experts come into the picture. Where necessary we bring our extensive know-how and our passion to bear in analyzing and optimizing your processes, increasing performance and ideally also reducing the costs.

- Complete overhauls
- Modernization

Controllers



Even the best control systems require an update now and again. Our updates for older software versions bring your system up to the latest standard – though this of course also involves the necessary modifications to your hardware.

- Dialog press controllers
- ROBOTstar robot controllers

Technology



Retrofit by Reis Robotics for lasting successful processes. Here we offer you a tailored full-service package ranging from conception through to modification or system expansion. We link the latest technical components to your existing system in a way that satisfies new performance demands efficiently.

- System modifications
- System expansions

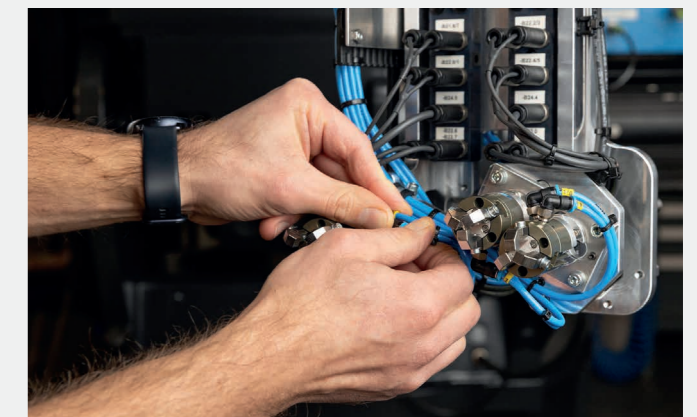
Relocation



Moving systems to a new location is a routine matter for an evolving business. Our experienced team will take care of the smooth relocation of your system, so ensuring that your process remains effective at the new site.

- Relocation & Recommissioning
- Customs transport handling in Germany and abroad

Quality down to the smallest detail. You should expect nothing less from Reis Robotics.





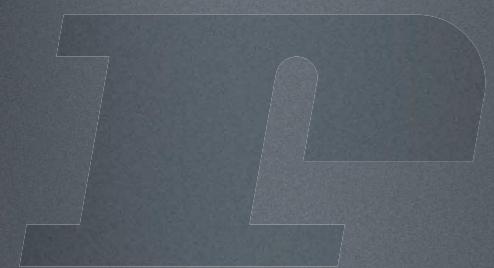
CUSTOMER SERVICE / SECTION 04
MODIFICATION & MODERNIZATION

Making success out of the old.

Productivity in Top Form.
We support you with turnkey
engineering services
and accelerate your individual
modernization process.

Reis Robotics: automating change.

Reis





More service, for product quality and diversity.
High-Q automation by Reis Robotics.

Do you have questions? Our experts are there and ready to advise you.



General contact

Our location in the heart of Germany.

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Service consulting

For training, modification & modernization, and service in general.

consulting.cs@reisrobotics.com

Hotline & Remote

Service interventions at top speed. We're there for you!

Phone **+49 6022 503-500**
service@reisrobotics.com
Monday – Friday: 7:00 am - 17:00 pm

Spare Parts

Our parts service is happy to advise you by e-mail or by telephone.

Phone **+49 6022 503-300**
parts@reisrobotics.com
Monday – Friday: 7:00 am - 17:00 pm

reis



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