

SERVICE AND SUPPORT

Reliable 24-hour service support you can count on with expert service technicians and knowledgeable training programs. Advanced support utilizing Ethernet cameras to provide video history of an event and remote machine access 24-hours a day, 7 days a week, 365 days a year.

Support Products:

- Preventative maintenance program
- System audits, equipment rebuilds and upgrade support
- Non-proprietary spare/replacement parts
- FANUC robot support and maintenance
- Camera(Eye in the Sky)with VPN remote access
- System safety upgrade for existing equipment
- 24/7 emergency support-419-878-9727

Preventative Maintenance Program:

- Annual or semi-annual system reviews
- Discount on labor rates and parts
 - 15% off labor rates
 - Annual audit 10% off parts
 - Semi-annual audits 15% off parts
 - Pre-scheduled dates
- Audit
 - Full review of system equipment
 - Generate list of recommended service and replacement parts
 - Complete scheduled maintenance items
- Additional Training/Education
 - Literature available for various set-up processes
 - Required maintenance is reviewed with maintenance personnel

Eye in the Sky Package:

- Allows immediate response to down-time
- Records your system as it runs
- Video review identifies cause of down-time or sequence of events
- VPN remote access allows remote resolution
- Travel expenses can be avoided
- Weaved Safety Net- State of the art technology and support
- Comprehensive on-site training
- KES Eye in the Sky Package Includes:
 - AXIS PTZ-214 Ethernet video camera with pan tilt, ZoomAXIS camera
 - Station monitoring software(client and server)
 - Industrial PC for archives and communications
 - Fanuc software(for robot applications)
 - Windows 7 operating system software
 - Computer set-up and testing

TECHNICAL SUPPORT

Monday - Friday
 8 a.m. - 4:30p.m. Eastern
 Phone: 419-878-9727 ext. 200

AFTER HOURS SUPPORT

(voicemail)
 24/7 Emergency Support
 Phone: 419-878-9727 ext. 300

Rick Ewing

Service Director
 Phone: 419-878-9727 ext. 255
 Rick.Ewing@KES-USA.com

Ed Burgess

Service Sales Manager
 Phone: 419-878-9727 ext. 101
 Ed.Burgess@KES-USA.com



Ver. July 2018