

How-to Guide

Evaluating ASRS Service





Introduction

Building a solid relationship with a reliable and knowledgeable service company is critical to the long term success of your automated material handling equipment. A service partner should determine the right level of services to support your specific operations – including regular maintenance, adding new features, operational training and system relocation.

When possible, before purchasing an automated material handling solution, get clarity from the original equipment manufacturer (OEM) on the aftermarket service needs of the equipment. Contact the OEM's designated aftermarket service provider to learn about extended warranty and/or service contract options after the initial warranty expires. Arranging these details in advance enables you to simplify future budgeting and avoid a complicated bidding process while ensuring the machines will be covered continuously.

The service provider you choose should be an extension of the OEM. They should be certified to maintain the equipment throughout the life of the system. Selecting the right service partner is critical to the long term success of your investment.



Increase system performance and capacity



Extend the lifetime of the system



Guarantee a reliable supply of spare parts

Five questions to ask

You've made the investment in automation, now you need to protect that investment. To ensure the equipment performs as expected, it's important to have a trusted service partner to properly maintain the equipment and adjust the system as needed to meet your ever evolving operational goals.

Here are five questions to ask when evaluating a service partner.

#1 Who does the OEM recommend?

Most OEMs certify and authorize third-party maintenance and service providers by geographic region. Your OEM will help you determine who are the providers in your area.

#2 Does the service partner stock OEM parts and components?

Service providers may stock parts locally, or source from the supplier which adds additional shipping time. Normally, only authorized service providers can obtain OEM parts. Often, independent technicians utilize used parts purchased from a secondary marketplace, which are not as reliable.

#3 Are the technicians certified to work on your equipment?

Best practice is to only allow factory certified technicians to work on your equipment. Most OEM's certify technicians by equipment model and require ongoing training (including safety training) to maintain certification. Ask for the documentation proving the service provider has technicians certified to work on your specific equipment model(s).



#4 What levels of service will your equipment need going forward?

Use the service provider performing routine maintenance during the initial warranty period as a resource. They are already familiar with your equipment and your operations. Ask what services they recommend going forward. A reputable service provider will give you a fair and honest evaluation of your needs.

#5 What tiers of service does the service provider offer?

Understand what the service provider offers in each support tier – including off-site remote support, on-site response times and the availability of certified technicians. If the pre-determined support tiers don't work for you, ask for a custom support package.

Kardex Life Cycle Service

Kardex Life Cycle Service provides a holistic, flexible and modular solution that ensures effective operation of your logistics and warehousing systems. In addition to on-site services, Kardex Connect monitors and supports your systems remotely and provides helpful analytics across your warehouse.

Kardex would be honored to be your service partner.



 The Life Cycle Service team is ready to support you