

Flyer

# Factory Certified Technicians



# Certification makes a difference

After an automated system has been in place for a while there are many reasons – changing business conditions, employee turnover, poorly managed system loading – the solution might not be performing as anticipated. Frustration spreads throughout the organization and before you know it the benefits of automation have left organizations wanting more.

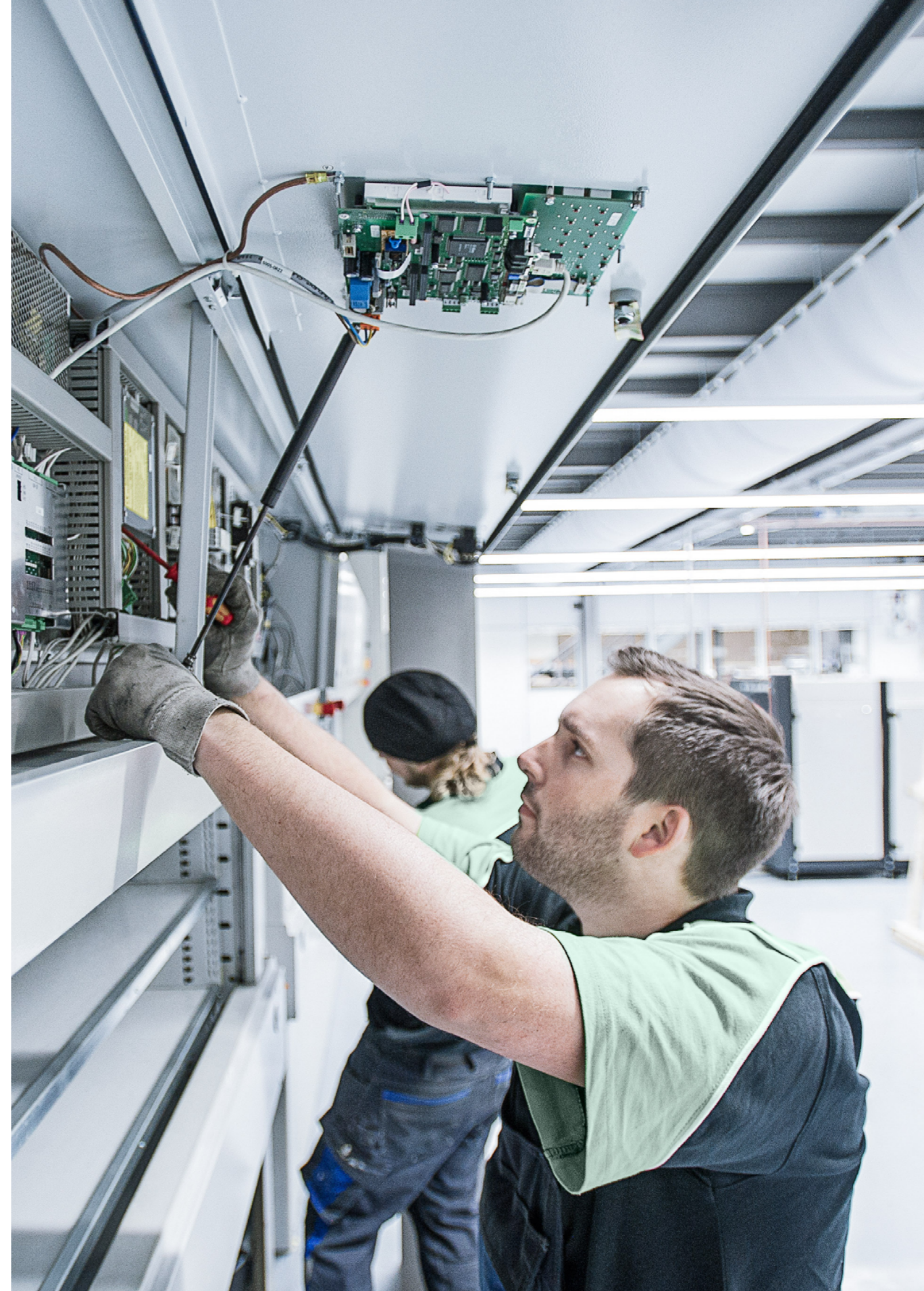
## Qualified & trusted support

The capabilities of a Kardex authorized service provider are more comprehensive than an in-house or non-certified technician could provide. That's because Kardex authorized service technicians have not only a broad range of training qualifications specific to Kardex equipment, but they also work on Kardex machines every day.

Attempting a unit relocation with uncertified, independent technicians who are not properly trained could cause damage to a machine – leading to extended downtime – costing you money and often invalidating any existing machine warranty.

A factory certified technician is the most qualified person to relocate your existing unit – ensuring the unit is moved safely and functions properly in the new location.

 The Life Cycle Service team is ready to support you



# Qualifications matter

Kardex ensures our certified technicians are highly qualified to service your equipment.

## Product specific knowledge

Certified to move, relocate, service and repair your specific model of equipment (including your control package type).

## Access to OEM certified parts

Have access to our parts and support centers to get OEM parts and backup factory support when needed.

## Regular safety training

Training in all safety practices as established by Occupational Safety and Health Administration (OSHA) Standards.

## Updated & ongoing training

Receive on-going, updated training – typically annually – as new features and functions are introduced.