

# Total Customer Service & Support — A range of services



CSi Customer Service & Support consists of specialised teams of engineers who can advise you about recent developments within their specific areas of expertise.

#### We recognize five areas of specialisation:

- Palletising robots
- Packaging machines and palletisers
- Transport systems for boxes, pallets, etc.
- Parts, service and repairs
- Training and documentation



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#### Service and Support

CSi is a worldwide turn-key supplier of intelligent material handling systems and is renowned for its high quality and reliability. We continue to care for your system after delivery. In order to guarantee the continuity and operational reliability of your internal transport and/or palletising system in the longer term, you can call in our Customer Service & Support Department. We can offer you a large number of services with which to keep your system in top condition and you can also approach us for advice and spare parts. For example, the options of inspection, repair, overhaul or modifications - we can provide all of these, and more. Both our organisation and employees are VCA accredited.

#### Service contracts

We can offer you service contracts for:

- modem support
- 24-hour service
- inspection
- support by CSi employees
- helpdesk

#### References

Clients who entrust their system to our care include the following:

3M, Akzo Nobel, ASM Lithography, Bloemenvelling Aalsmeer, British American Tobacco, Castrol, Centraal Boekhuis, Chep, Dupont, Friesche Vlag, General Electric Plastics, Heineken, Kellogg Company, Lawson Mardon, Martinair Foods, Masterfoods (Mars), Philip Morris, Procter and Gamble, PTT Post, Shell, Sigma Coatings, Suikerunie, Tetra Pak, The Absolut Company, Unilever, Valvoline, Volvo parts.

#### Support

Alongside our own CSi products, our service departments can also be of service to you for third-party robots and palletisers, as well as:

- operating and display systems
- stretch film pallet wrappers
- label printers / applicators
- etc.



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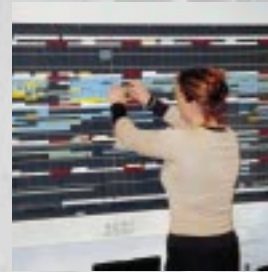
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# Your system is our care package



## 24-hour service

Our 24-hour customer support gives you the opportunity to make use of our service department, even outside of office hours. Simply call our helpdesk (+ 31 (0) 162 575001) and we will provide immediate support. Depending on the problem, we can offer telephone support or intervention on site. Modem support between us and your system is also possible.



## Overhaul / maintenance

CSI can provide the complete maintenance of your system. This assures you that all necessary repairs are performed satisfactorily and on time. If you so desire, we can (temporarily) assign a CSI engineer or programmer to your own staff. In addition, older systems can be updated in such a way that they can continue to function for many years.



## Repairs

You can always approach us for fast, expert repairs of damaged parts and/or parts of systems which can be done on site or at CSI's premises. This could involve, for example, the repair of robot grippers, motors, conveyors, pneumatics, etc.



## Modem support

By making a connection using a modem, the CSI specialist has access to all PLC software and the software of your operating system. Using this on-line connection, we are able to quickly ascertain the cause of error messages and correct them without the need to visit your site.

## Spare parts

We have an extensive database holding all the data on systems supplied by CSI. This allows us to deliver the parts required without delay and to fit these, if necessary.



## Inspection

For the consistent operation of your system, it is advisable to perform regular preventive inspections. A service specialist will solve any problems relating to CSI parts, but will also check other machines that form part of the system. Our inspection report allows you to operate your system to the full, keeping the number of faults to a minimum.



## Modifications

Innovations, changing safety standards or availability of parts may be reasons to modify a system. This could include new stacking patterns for the palletiser or robot, or for example changing the controls because of new technologies. This allows your system to function in a faster, more reliable manner with only limited investment required.



## Manuals and training

By providing targeted training courses, CSI ensures that your operators and employees of the Technical Department can keep their knowledge up-to-date. You can also call on us to update your manuals and electronic diagrams in hardcopy or CD-Rom.