

# SERVICE SUPPORT

AFTER SALES SUPPORT

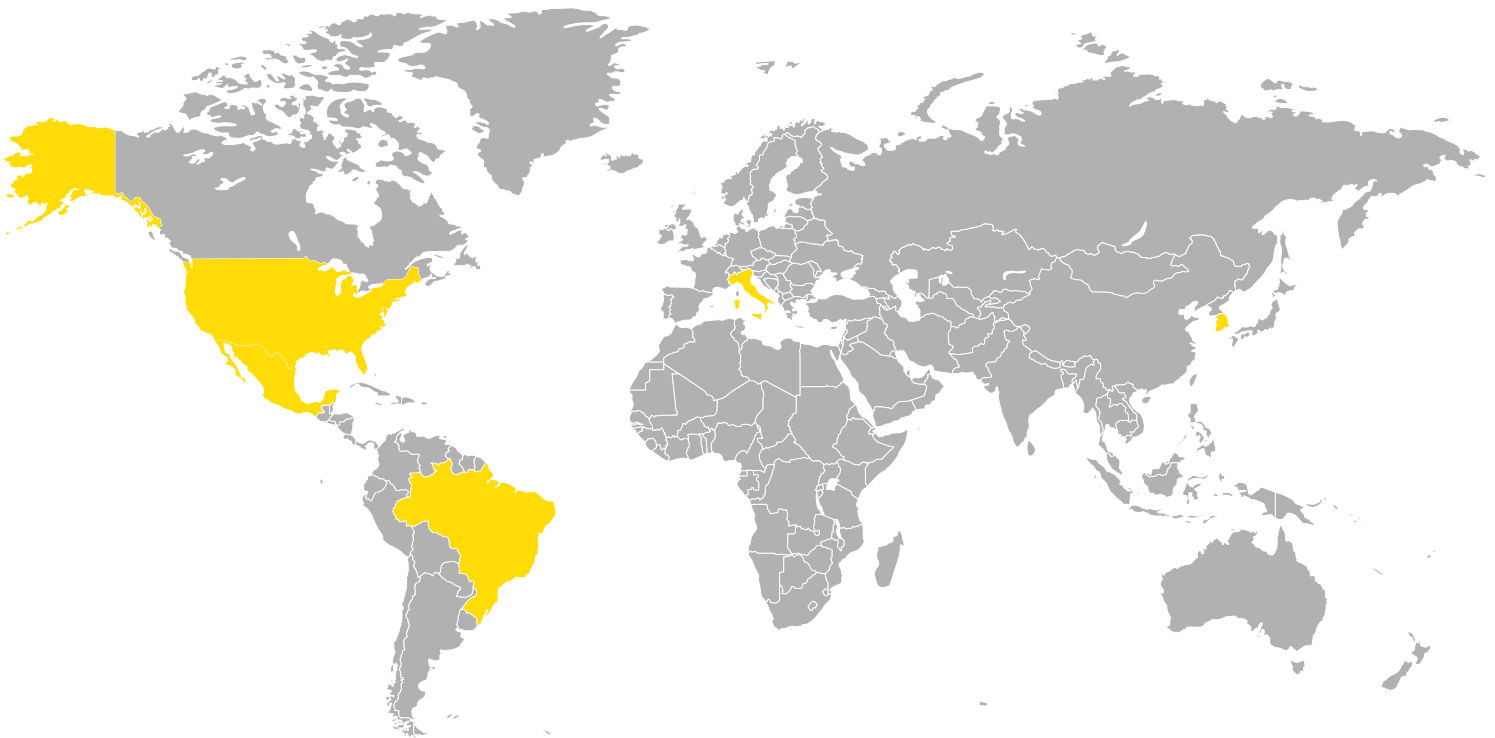
# SERVICE TEAM

**Regional service hubs with dedicated teams worldwide.**

Rely on our Service Department, made up of a **dedicated** and **highly skilled team**.  
Polytec's Service Team members are experts in providing **prompt and competent support**,  
working with passion and commitment to ensure the success of your operations.  
Our goal is not only to solve problems, but also to build lasting relationships  
based **on trust and customer satisfaction**.

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## SERVICE CONTACTS



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# Our services

## PREVENTIVE MAINTENANCE

- Regular, scheduled maintenance to avoid unexpected downtimes.
- Complete system checks and diagnostics.
- Updates and upgrades to keep systems performing at their best.



## TROUBLESHOOTING AND REPAIRS

- Rapid response to system failures and malfunctions.
- Diagnostics and repairs of automation systems and industrial robots.
- Minimization of downtimes to ensure operational continuity.



## TECHNICAL ASSISTANCE

- On-site and remote support options.
- Staff training for handling minor issues and routine maintenance.



## SPARE PARTS AND CONSUMABLES

- Original Polytec spare parts and components from leading automation brands.

# MTTR

## MEAN TIME TO REPAIR

Average time required to restore an asset after a failure. It includes diagnosis, technician arrival, spare part delivery, repair, and final testing.

OBJECTIVE = DECREASE

# MTBF

## MEAN TIME BETWEEN FAILURE

Average operating time of an asset between failures.

OBJECTIVE = INCREASE

## PRIORITY REMOTE SUPPORT

Daily dedicated remote support service to verify and, whenever possible, resolve issues.

## ON-SITE EMERGENCY SUPPORT

On-site intervention by a technician to resolve critical system-blocking issues. This may be requested by the customer or triggered following initial remote troubleshooting.

## DATA COLLECTION AND ANALYSIS

Rental service for data collection stations to enable accurate system analysis, useful for identifying possible optimizations or malfunctions.

## UPDATES AND UPGRADES

Service ensuring that your system is always updated with the latest software releases or mechanical revisions.

## ANNUAL CHECK-UP

Annual inspections to assess the condition of the plant or machine and identify potential maintenance actions and/or modifications to optimize performance. A technical report is provided to define any extraordinary maintenance activities.

## SYSTEM FUNCTIONALITY MAINTENANCE

Planned interventions throughout the year, in addition to routine maintenance by the customer, to keep machines in good condition.

## CRITICAL SPARE PARTS WAREHOUSE

The "critical spare parts warehouse" service ensures the availability of essential components or tools for system operation. This includes maintaining one or more critical parts in stock so that, in case of need, they can be quickly purchased, optimizing procurement times.

## TRAINING CENTER

**Polytec trains your professionals.**  
Discover our robotics and automation training programs.

➔ [www.polytecmechatronics.com](http://www.polytecmechatronics.com)  
Visit our website to learn more and sign up!!

## Service Support

At Polytec, we are proud to offer high-level maintenance and support services for automation systems and industrial robots. Our global customer portfolio relies on our expertise to ensure smooth and efficient operations.

## Why choose us?

### EXPERT TEAM:

Our team is made up of highly qualified technicians with extensive experience in automation and robotics.

### GLOBAL REACH:

We provide services worldwide, ensuring assistance wherever you are.

### CUSTOMER-CENTERED APPROACH:

We tailor our services to meet your specific needs, guaranteeing maximum satisfaction and efficiency.

### ADVANCED TOOLS AND TECHNIQUES:

We use innovative technologies and methodologies to deliver the best solutions for your automation and robotics systems.

Our mission is to provide unmatched maintenance and support services, helping you achieve optimal performance and reliability in your automation and industrial robotics systems.

We are committed to building long-term relationships with our customers, based on trust, reliability, and excellence.



**Standard**



**Premium**



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