

# LTW SERVICE

CUSTOMER CARE CENTER – WE'RE THERE FOR YOU

Fast, friendly, and professional – our Customer Care Center is your expert point of contact for all matters concerning the entire life cycle management of our products. Our experienced staff are there for you, and happy to advise you in person, by phone, and online too, of course. Do you need on-site support? No problem – our field service technicians are also happy to help.

Our service has much to offer, whether you're looking for servicing, maintenance (including spare parts), training courses, or troubleshooting by phone or on site. And thanks to LTWcare, our newly developed digital service platform, your system can be serviced even more efficiently and faults can be remedied even faster than before.



## LTW*SERVICE* LTW CARE

### The digital service platform

Our LTWcare service platform is a bespoke service offering, catering to customer requirements when it comes to digital services. Demand-oriented support maintains and increases the availability of the system at a constantly high level throughout the entire system life cycle. Because the platform enables straightforward and efficient maintenance, and allows users to rectify any malfunctions they may encounter. IT security, data processing, and proactive system maintenance have top priority.

The service platform provides a full overview of the current condition of the system at all times, and from anywhere. The LTWcare product package includes a wide range of modules that have been tailored to our customers' specific requirements – and which we are continually enhancing.



HOTLINE  
CUSTOMER CARE CENTER  
**+43 5574 66855**

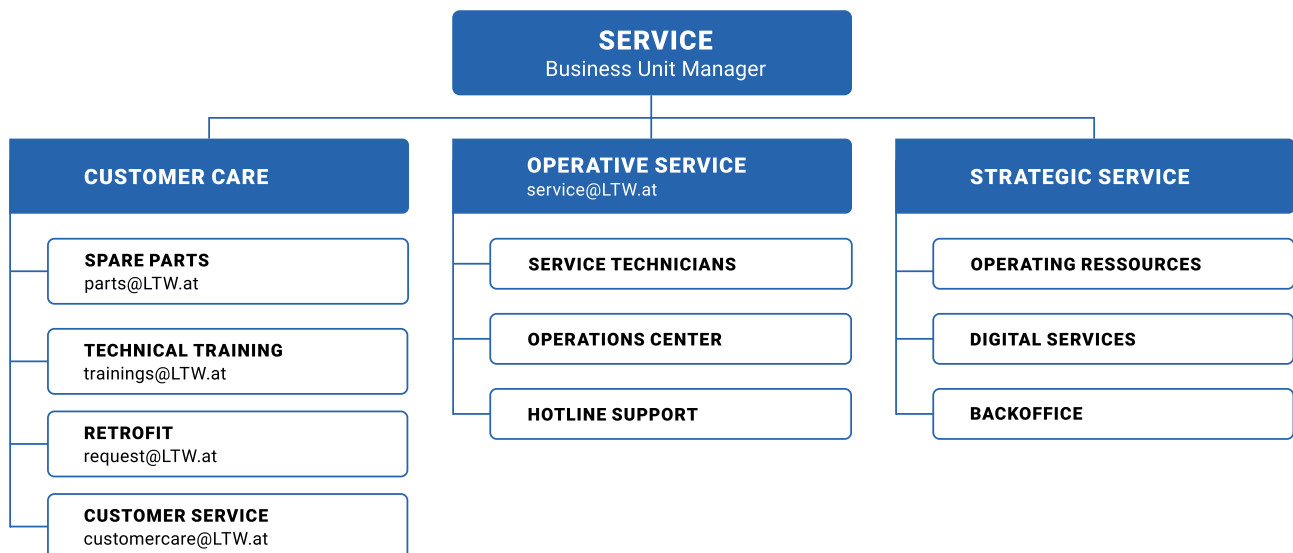


## LTW*SERVICE*

# CUSTOMER CARE CENTER

In the Customer Care Center (CCC) you are always right with your inquiry. You can reach the CCC on working days from Monday to Friday between 07.00 AM and 05.00 PM. Outside of these times, a support expert from the customer service is available.

Thanks to our diverse structure, we are ideally positioned to support you with any request. As the central point of contact for all service-related concerns, your inquiry will be assigned and processed accordingly. Below you will find the structure of our CCC.





## LTW SERVICE SPARE PARTS

### Focusing on follow-up support

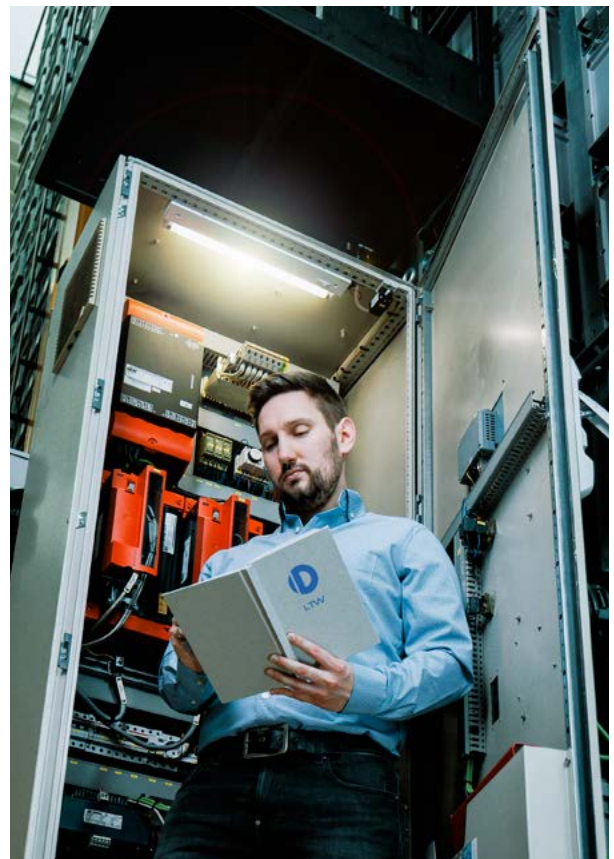
We're there for you once your system has been commissioned as well – providing you with the necessary spare parts in addition to carrying out regular maintenance on your intralogistics system. Our proposal includes the delivery of spare parts for our own and third-party systems. We have also set up a dedicated Spare Parts Agent for our customers, so you can conveniently order the spare parts you need online as well. All you need to do is select the spare parts on the 3D model. And the best part is that the documentation is linked, so you can order spare parts directly from the electrical circuit diagram. It goes without saying that our after-sales team checks every order to make sure you do in fact receive the correct part.

## LTW SERVICE RETROFIT

### Modernize your system so it's good as new

Is your system no longer state-of-the-art? Failures are accumulating, or it's almost impossible to get spare parts? Then one thing is for certain – your system urgently needs a retrofit. Every system part has its own life cycle, so it's normal that some components stop working as they should after years of operation. An LTW retrofit is often what it takes to get your system working like new again.

Based on the experience we have gained in more than 600 successful projects, we provide a full range of services extending from consulting and engineering to conversions, recommissioning, and after-sales support. We work with you to identify the best approach while keeping a constant eye on the cost-benefit gains.

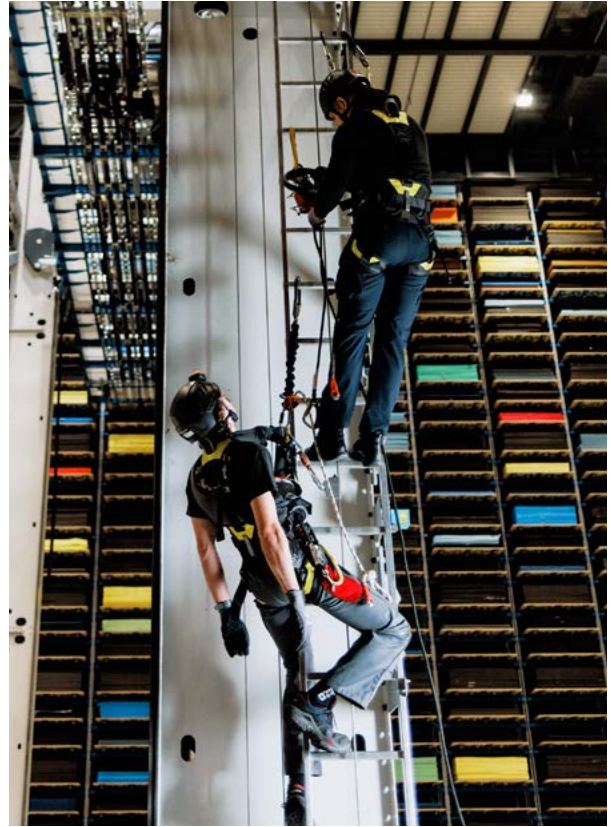


# LTW SERVICE TRAININGS

## Transferring knowledge

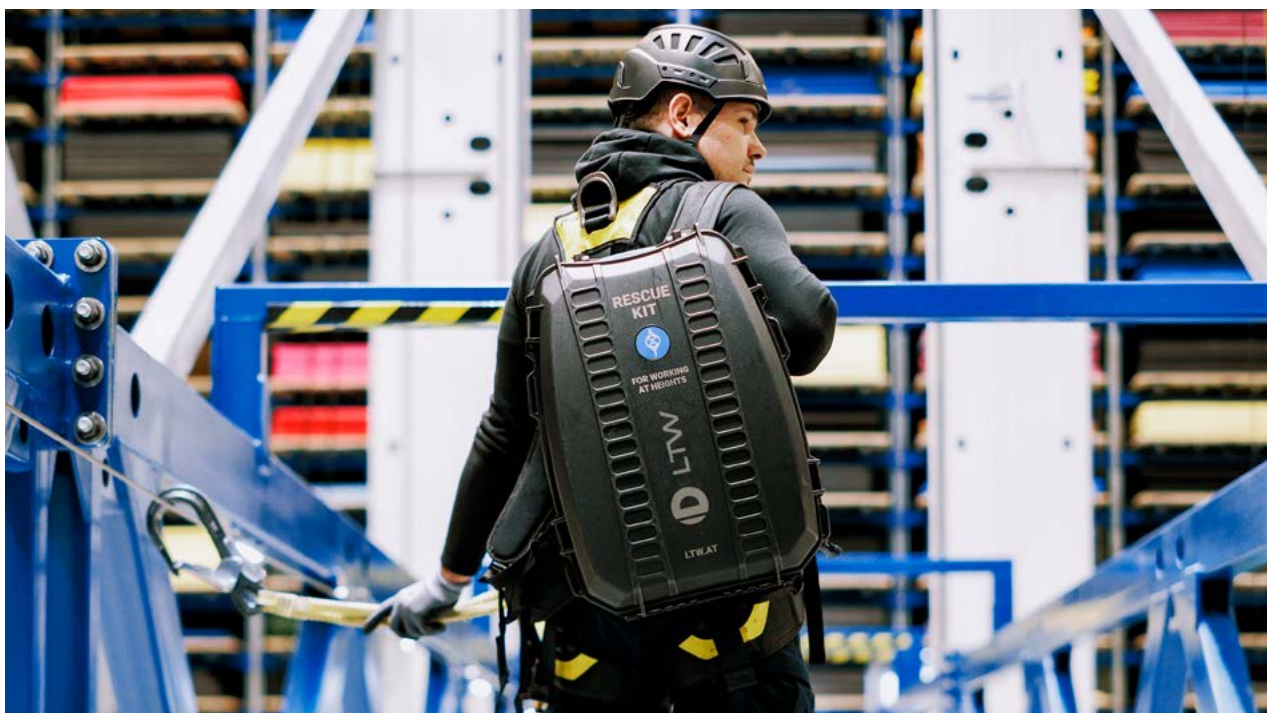
We also give you the maintenance know-how you need to ensure trouble-free operation of the automatic systems. Why? Because we want you to be familiar with your system and ideally be able to deal with faults on your own. To this end, we offer you a wide variety of training content, including operation, safety, and even rescues at height, to name just a few examples. We tailor the content to fit our customers' needs to perfection and can also advise you on which type of training makes most sense for your team.

We're happy to come to you or hold the training course at our headquarters in Wolfurt – we do what works best for you.



« **As a responsible, full-service provider, LTW is also there to support you once your order is complete – whatever the time of day. We are your point of contact for all your service needs.**

Thomas Narbeshuber, Business Unit Manager Service



**LTW.AT**

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