



# MODULAR SERVICE CONTRACTS

THE SERVICE STRATEGY FOR PROCESS AUTOMATION

SICK LifeTime Services

**SICK**  
Sensor Intelligence.



# SICK LIFETIME SERVICES – THE RIGHT SERVICE FOR ANYTIME AND EVERYWHERE

With SICK at your side, you will have a service partner that you can rely on. During all phases of the product life cycle – and always in your neighborhood.

Every process automation system is different, and places differing requirements on the support services required. Thanks to our modular service concept, you can create your own individualized service contract, and also have flexibility in setting

the contract period. This way you can ensure that the support services are tailored to your specific needs, and that you will only incur those costs that are absolutely necessary.



With more than 600 service technicians worldwide, SICK offers you ...

- A complete service portfolio from a single source
- Globally available service network – on the mainland or off the coast
- Competent product and servicing training
- Assistance and advice with official inspections
- Maximum peace of mind, even outside regular office hours (24 hours per day, 7 days a week), via remote maintenance or on-site
- Round-the-clock service to guarantee the availability of your measuring devices

## FLEXIBILITY AND INDIVIDUALIZED SERVICE CONCEPTS

An important aspect of SICK LifeTime Services is the modular service concept, which enables every company to put together its own individualized service contract from a selection of standardized service modules. SICK's primary concern is always to ensure the optimal performance and best possible availability of your measurement systems.

Three building blocks make up the foundation of every service contract from SICK: prevention, availability and quality assurance. These are individually constructed from suitable service

modules based on your service strategy. Every tailored-made contract assembled by this means can also be supplemented and expanded with optional components.



### Your benefits

- Maximum system availability and measurement accuracy during the entire product life cycle
- Full control of your operating costs
- Reliable measurement results through regular checks and continuous improvement of the measurement systems
- Qualified support with fault analysis and troubleshooting on-site, via remote maintenance, or over the phone – fast and efficient at all times
- Compliance with official requirements

# OPTIMUM SUPPORT FOR YOUR MEASUREMENT SYSTEM TO MAINTAIN MAXIMUM AVAILABILITY



 Prevention

<b>Preventive maintenance</b>	The service modules for predictive maintenance are tailored to your plant	+ Optimization of operating expenses, budgetable maintenance costs, and reduced failures
<b>Training</b>	Ongoing knowledge transfer by the product experts at SICK	+ Independence, fast response times & efficiency thanks to trained service personnel
<b>SICK Remote Service</b>	SICK experts speed up the troubleshooting process using highly secure remote diagnostics	+ Optimization of service and maintenance deployments, increased system availability

# FOR FAST RESTORATION OF OPERATIONAL STATUS IN THE EVENT OF A FAULT




 Availability

<b>24-hour helpdesk</b>	Benefit around the clock – in the event of a fault, the service team from SICK will respond within a guaranteed time via phone and remote service	+ Reduced downtimes, guaranteed contactability
<b>On-call service</b>	Thanks to locally available service experts, we can offer you fast and uncomplicated support	+ Increased availability of your measuring equipment
<b>Factory repairs</b>	Factory repairs under laboratory conditions and as an express service with defined turnaround times (optionally with extended warranty)	+ Reduced operating expenses, fast maintenance
<b>Condition monitoring</b>	To optimize the availability of your measuring equipment, SICK will perform additional system checks at defined intervals via remote service	+ Reduced machine and plant failures
<b>Performance check</b>	Testing of specified functions as well as the measuring equipment interfaces	+ Early detection of performance degradation
<b>Spare parts management</b>	SICK will maintain your spare parts stock on-site to ensure spare parts are always on hand	+ Reduced inventory costs and investment expenditure
<b>Replacement devices</b>	SICK will provide suitable replacement devices during downtimes of your measuring devices	+ Reduced inventory costs and investment expenditure

## TO ENSURE CORRECT MEASUREMENT RESULTS




 Quality assurance

<b>QAL2 support</b>	SICK will support you in carrying out drift and functional tests	+ Compliance with official requirements
<b>Functional testing (AST)</b>	SICK will support you in carrying out functional tests in accordance with EN 14181	+ Compliance with official requirements
<b>QAL3 support</b>	SICK will assist you with the QAL3 process for your measurement system and maintain the CUSUM card	+ Compliance with official requirements
<b>Test gas management</b>	SICK will organize the provision of the required test gases and reference materials	+ Reduced organizational effort in service deployments
<b>Calibration</b>	SICK can provide calibration and recalibration services for your measuring equipment under laboratory conditions	+ Compliance with official requirements

# TO FURTHER INCREASE THE OPERATIONAL PHASE OF YOUR PLANT



 Options

<b>Availability agreements</b>	SICK will guarantee the availability of your measuring equipment	+ Reduced operating expenses, reliability
<b>Operations management</b>	SICK will take over the full operation of your measuring equipment	+ Maximum operational safety, reduced CAPEX, reduced investment expenditure
<b>Extended warranty</b>	SICK offers contract customers tailored extended warranties whereby it will bear the cost of any parts that unexpectedly need replacing or any additional services required	+ Long-term protection against unexpected costs even after expiry of the warranty period
<b>Upgrade services</b>	Protect your investment and future-proof your analyzer system through regular product upgrades	+ Long-term protection of investment

# MEET THE STATUTORY REQUIREMENTS ON EMISSION MEASUREMENT SYSTEMS– WITH SICK'S QUALITY ASSURANCE SERVICES

Many countries have laws and regulations relating to continuously reducing pollutant emissions. The European standard EN 14181 specifies procedures for establishing quality assurance levels (QAL) for automated measuring systems (AMS) installed on industrial plants for the determination of flue gas components.

### On the safe side with SICK

To fully comply with the EN 14181 standard, various measures must be taken into consideration. That makes it all the more important to partner with SICK, who knows the requirements of each of the quality assurance levels (QAL1 to QAL3) in detail and, for the tailored solution approaches derived from them, can ensure a problem-free implementation of all relevant measures.

From the provision of certificates of suitability for the measurement equipment, through to adjustment and calibration of the AMS and determination of measurement uncertainty, right through to ongoing quality assurance during operation, annual surveillance tests (AST) for the AMS, or drift tests: SICK will support you in the implementation of a suitable service concept.





# OPTIMUM AVAILABILITY AND TROUBLE-FREE OPERATION – WITH THE DIGITAL REMOTE SERVICES FROM SICK

Quick, qualified, and comprehensive advice and troubleshooting by competent experts delivered online, with no expensive travel costs or significant time delays: This is SICK’s comprehensive online service offering for individualized sensor or system support.

## On the path to Industry 4.0 with SICK

The 24-hour helpdesk, remote service, and condition monitoring service modules combine to form a strong team: they enable an efficient and seamless support of your machines and systems.

The basis for this is the data that the intelligent sensors from SICK deliver, which can be evaluated, checked or further processed anywhere in the world. The connection to the web-based SICK Remote Service service platform is established exclusively by customers, and is always made via highly encrypted data channels and using the HTTPS and SSH authentication standards.

The digital remote services from SICK are therefore modern, cost-effective and future-proof in keeping with the Industry 4.0 approach.

The economic value-add of digital remote services can be quickly recognized financially: with just a single click, remote maintenance can be initiated independent of time and location, and faults evaluated immediately after they arise. This saves no end of time and money. High plant availability, improved first time fix rate, and reduced unplanned maintenance work will maintain your productivity at the highest levels.



# CONTRACT MODULES – ASSEMBLED TO SUIT THE CUSTOMER



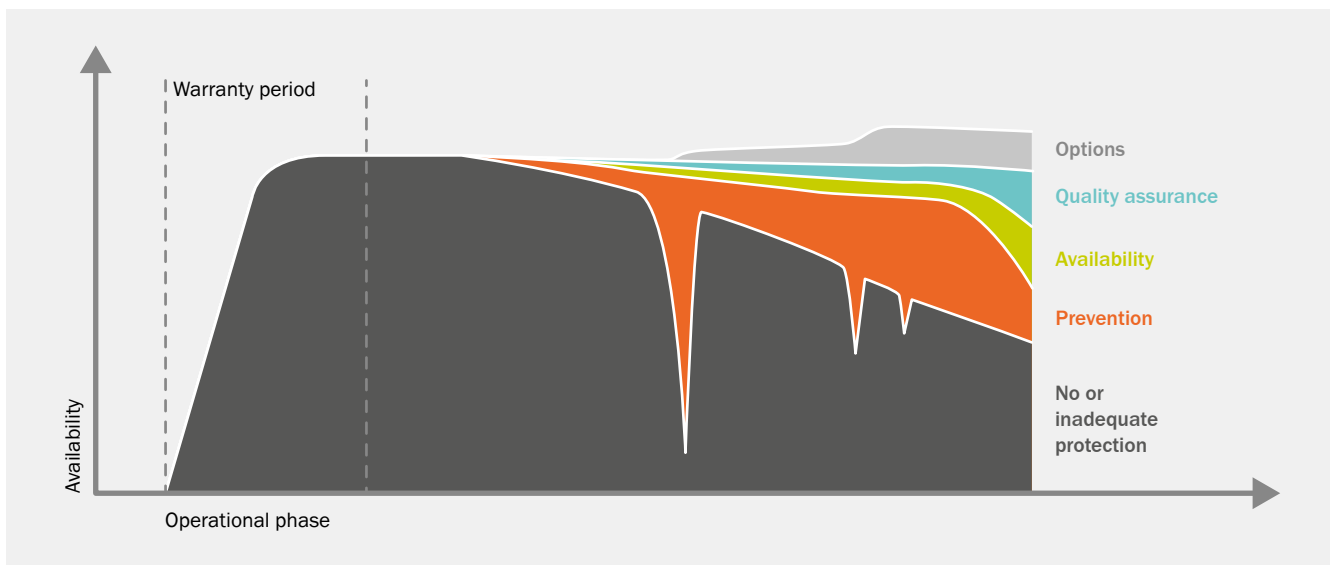
Operations Manager at MSR, municipal waste incineration

“To enable us to comply with our regulatory requirements, we need guaranteed availability of our measurement equipment and fast response times – 24 hours a day, 7 days a week. The flexible remote maintenance modules allow us to receive fast remote support outside traditional office hours directly from the manufacturer. Thanks to SICK’s service offering, we were able to select a contract with exactly those modules that best suit our maintenance strategy.”

SICK created an individualized service contract with the following modules based on MSR’s requirements:



## Effect of a service contract on plant availability



Without reliable support services, harsh ambient conditions, and wear-and-tear and aging of the components used can quickly lead to failure of your plant. The modular service contracts from SICK will extend the service life and increase the availability of your plant well beyond the warranty period.

## YOUR INDIVIDUALIZED SERVICE CONTRACT

Complete your contact details and select the desired service module components. SICK will prepare a no-obligation quote for your individualized service contract.

### Inquirer's details

<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	Street/house number	E-mail address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Department	ZIP/city	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact	Country	Fax number

### Prevention

<input type="checkbox"/>	Preventive maintenance	<input type="checkbox"/>
<input type="checkbox"/>	Training	<input type="checkbox"/>
<input type="checkbox"/>	Remote service	<input type="checkbox"/>

### Availability

<input type="checkbox"/>	24-h helpdesk	Support hours options	24/5 <input type="checkbox"/>	24/6 <input type="checkbox"/>	24/7 <input type="checkbox"/>
<input type="checkbox"/>	On-call service	Response time options	12 h <input type="checkbox"/>	24 h <input type="checkbox"/>	48 h <input type="checkbox"/>
<input type="checkbox"/>	Factory repairs				<input type="checkbox"/>
<input type="checkbox"/>	Condition monitoring				<input type="checkbox"/>
<input type="checkbox"/>	Performance check				<input type="checkbox"/>
<input type="checkbox"/>	Spare parts management				<input type="checkbox"/>
<input type="checkbox"/>	Replacement devices		On-site <input type="checkbox"/>		On request <input type="checkbox"/>

### Quality assurance

<input type="checkbox"/>	QAL2 support	<input type="checkbox"/>
<input type="checkbox"/>	Functional testing (AST)	<input type="checkbox"/>
<input type="checkbox"/>	QAL3 support	<input type="checkbox"/>
<input type="checkbox"/>	Test gas management	<input type="checkbox"/>
<input type="checkbox"/>	Calibration	<input type="checkbox"/>

### Options

<input type="checkbox"/>	Availability	<input type="checkbox"/>
<input type="checkbox"/>	Operations management	<input type="checkbox"/>
<input type="checkbox"/>	Extended warranty	<input type="checkbox"/>
<input type="checkbox"/>	Upgrade services	<input type="checkbox"/>

[Send via e-mail](#)

## SICK AT A GLANCE

SICK is a leading manufacturer of intelligent sensors and sensor solutions for industrial applications. With more than 8,000 employees and over 50 subsidiaries and equity investments as well as numerous agencies worldwide, we are always close to our customers. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents and preventing damage to the environment.

We have extensive experience in various industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our customers need. In application centers in Europe, Asia and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes us a reliable supplier and development partner.

Comprehensive services round out our offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

**For us, that is “Sensor Intelligence.”**

### **Worldwide presence:**

Australia, Austria, Belgium, Brazil, Canada, Chile, China, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Hungary, India, Israel, Italy, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, USA, Vietnam.

Detailed addresses and further locations → [www.sick.com](http://www.sick.com)