SICK LifeTime Services

LifeTime Services for Machines and Systems
SICK is a modern, international corporation steeped in the tradition of a mid-sized family company that has served customers for more than six decades.

By harnessing the power of innovation and focusing on customer needs, SICK has become a major player in many industries with a strong presence throughout the regions of the world.

User requirements have been the driving force at SICK. Internal and external sources of technologies are used to create our innovative solutions—technology from SICK is state-of-the-art. Our product portfolio is characterized by flexibility and cost-effectiveness. Nearly all of our products adapt to varying automation and ease-of-use requirements.

We continually invest in R & D, ensuring that our customers always receive competent advice and that even better solutions can be found for their automation-related challenges.

Our customers receive suggestions for solutions that meet their technical and financial requirements. SICK’s recommendations are based on the task involved, and not limited by product range.

SICK is also uniquely set up for the economic challenges faced by its customers. Our decades-long market presence ensures that users receive sophisticated and reliable products. For customers, that means greater peace of mind in the solution they have selected. This is enhanced even further by SICK’s global support.
LifeTime Services
SICK’s full range of LifeTime Services are the perfect compliment to SICK’s comprehensive portfolio of innovative products. The services range from product-independent consulting to traditional product support services. Our services are characterized by our exceptionally broad competence, obtained through our experience as the largest focused producer of sensor technology. Our services focus on increasing the productivity of your lines and equipment and ensuring your employees work in the safest environment possible.

Consulting & Design
Globally available experts for cost-effective solutions

Product & System Support
Fast and reliable, by telephone or on site

Verification & Optimization
Checks and recommendations for increased reliability

Upgrade & Retrofits
Uncovers new potential for machines and plants

Training & Education
Employee qualification for increased competitiveness
Benefits of SICK Services
SICK’s services are a natural extension of the high quality products we offer. They ensure reliable and safe performance over the lifetime of the product and machine. They not only protect your initial investment, but protect your operations and processes from costly downtime and expense, and ensure longer asset life and usefulness. Our staff of professionals are trained to provide the highest level of support and are there when you need them most. Among the many benefits of using SICK’s services are:

- Identification of risk to eliminate potentially costly hazards
- Improved solution performance to maximize return on investment
- Knowledge and expertise for high solution confidence
- Rapid response for faster problem resolution
- Higher productivity and throughput for more cost-effective operations
- Structured responses and predictable resolution
- Budgetable programs for simplified annual expense planning
- Documentation for more accurate record keeping and future reference
- Better supplier relationship
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Consulting & Design

SICK LifeTime Services are there for you from the start with Consultation and Design Services. We bring the experts on-site to assist you on the front end of your productivity or safety project. Detailed analysis and reporting gives you the tools to ensure your project meets your productivity goals. Bringing in SICK’s experts at the beginning of your project will not only save you time and money, but will also ensure you are utilizing the latest technologies.

Safety Consultation Services

SICK Safety Consultation Services ensure applications are compliant with corporate and industry accepted safety standards to optimize employee safety. SICK takes a logical approach to safety design for new machines not yet deployed and for existing applications where new safety guarding requirements have been identified. The Machine Guarding Consultation is available as an initial step to help customers identify and prioritize potential machine hazards. Then, Machine Guarding Risk Assessments provide a comprehensive analysis of hazards and expert recommendations for safety solutions.
Machine Guard Risk Assessment
During a Machine Guarding Risk Assessment, a SICK certified Safety Applications Specialist will analyze and evaluate the hazards and risks to ANSI B11.0:2010, ISO 12100-2010, and/or corporate risk assessment process for a machine work cell or production line. Each identified hazard will be assigned a hazard rating and prioritized to help address the most dangerous issues first. A Machine Guarding Risk Assessment report will be provided with proposed solutions for each of the hazards to achieve the necessary risk reduction and become regulation compliant.

BENEFITS
• Assured compliance with the EHSRs and applicable recognized third party standards
• Safe equipment and processes for a comfortable work environment
• Knowledge transfer to help recognize the risks and hazards on your equipment

Machine Guarding Consultation
A Machine Guarding Consultation is a site visit by a SICK certified Safety Application Specialist to view machines and equipment within a facility with regard to safety regulation compliance. Our Safety Application Specialist will spend time reviewing the general condition of the current safeguarding measures, gather additional information about the machines or work stations, PPE requirements, facility, working conditions and corporate and/or specified safety standards. A report called an ‘Outline Safety Strategy’ will be issued, which is an action plan based on the equipment evaluated and prioritized by hazard rating. A Machine Guarding Risk Assessment will be recommended for the equipment identified with high hazard ratings.
Product & System Support

SICK’s Support & Installation Services give you piece of mind that the SICK devices in your facility were installed properly to maximize performance. Following installation, our technical experts continue to be available day in and day out to ensure your SICK products are operational and running to your expectations. Need assistance after hours, need someone on-site, need someone to connect into your SICK equipment remotely? You can count on SICK to be there for all your support needs.

Installation & Commissioning

SICK offers system and component installations for customers who are looking for a supplier to take full responsibility for the installation of products or systems. Expert Field Service Technicians conduct installations and assure proper configuration and performance of all SICK components before obtaining a customer’s acceptance.

BENEFITS

- Customers are ensured that the system and components are installed by SICK certified field service personnel correctly and most efficiently
- Equipment will be programmed and installed to achieve the highest level of performance
- Reduced workload, SICK will take on all the aspects of the product or system installation
Extended Warranties
SICK offers the option of an extended warranty to its customers who want to have additional service protection for their products beyond the original factory warranty period. The program is designed to provide an affordable alternative to standard flat-fee repairs and offers customers added convenience and peace of mind in the event of a failure.

BENEFITS
• Extension of warranty for up to 4 years after expiration of factory warranty
• Guaranteed product repair in event of manufacturing/component failure
• Ability to forecast lifecycle management expenses to control costs

24/7 Helpline Support
SICK’s After-hours Technical Phone Support Program is designed to accommodate customers who want to have extended phone support coverage in emergency situations outside standard work hours, Monday through Friday 8:00am to 5:00pm CST.

This annual contract-based service program will allow participating customers to call into the SICK 800 customer service number (800-325-SICK) after regular business hours and on weekends and holidays. Customers will then be connected to an on-call Field Service Engineer who will be equipped to troubleshoot and diagnose system problems. A dedicated staff of SICK Field Service Engineers will be on call 365 days of the year to respond to after-hours support requests. The program is designed for both in and out of warranty products, including OPS, ALIS, CLV, LMS and ICR.

BENEFITS
• Structured response process- no guesswork about the path to problem resolution
• Unlimited calls to After Hours Support center via 1-800-325-SICK (7425)
• Technical service and support provided exclusively by permanent, full-time SICK employees
• Call patched directly to a technician (max. 15 minute response time)
• Immediate diagnostics and troubleshooting phone support evenings, weekends and holidays
Remote Services
SICK’s Remote Service Program was specifically designed for customers as a secure and safe way for SICK’s authorized field service personnel to connect to a product and assist with problem diagnosis. Upon identification of an issue, the customer would contact SICK and request a support resource to make the secured connection to a system to remotely remedy the situation. The necessary hardware and software is provided as part of this service.

BENEFITS
• Rapid response and resolution to system performance issues
• Secure supplier access
Verification & Optimization

When equipment is installed it is running at peak performance and meeting current safety regulations. As time passes, changes to the line may occur and safety regulations may change. SICK’s experts will work with you to ensure that your solutions continue to run at optimal levels and are meeting current safety regulations.

Performance Assessment

The SICK Performance Assessment is a program that provides a detailed assessment of currently installed SICK devices. It’s specifically designed for customers who want to have a periodic check-up of their installed SICK automation solutions. The program is NOT intended as a diagnostic or repair option. Rather, it is a hardware inspection service conducted to confirm the status of SICK’s solutions that are currently being used in existing applications.

As part of this program, a qualified SICK Field Service Engineer will go on site to inspect SICK hardware and provide a functional assessment of installed components. Visual inspections and operational verifications will be performed to assess product functionally, proper product mounting and alignment, and connectivity.

BENEFITS

• Validation of the functionality of installed SICK components in a customer’s existing application

• Quantification and record of the status of installed components (establishes baseline for future audits)

• Identification of possible areas for performance improvement and assurance of maximum utilization of product features
Verification & Optimization

Safety Validation
Safety is designed into many machines and production lines. However, many of these designs do not meet current safety standards, or in some instances, were not installed correctly. If you have a machine with safety components already installed, but want to verify they are integrated properly into the machine, SICK Safety Validation Services will provide a functional check and fault analysis of your safeguarding solution.

SICK’s Safety Validation Services include:
- Physical testing and simulating faults on each safety function for correct performance
- Machine stop times will be measured and used to calculate safe distance requirements of safeguarding. Existing safeguarding will be reviewed to check compliance with safe distance calculations
- Checking on the current safeguarding solutions applied to the machine to ensure the correct performance requirements
- Checking the functionally on all guards, emergency stop/emergency switching off and other safety features
- Checking whether all dangerous movements are stopped as required.
- Checking the correct installation and function of safety devices
- A checklist with faults tested and results of tests, measured response times/safety distances compared to actual installation distances

BENEFITS
- Compliance with regulations, directives and law
- Systematic approach to ensure all guarding has been implemented and is working correctly
- Ensure guarding is compliant with standards and regulations
- Documentation to show intention to provide a safe work environment
- Documentation to provide a baseline that can be referenced during periodic inspections to help assure all safeguards are implemented and working properly
Upgrade & Retrofits

Upgrade & Retrofits are an economical alternative to purchasing an entire new line or piece of machinery. SICK’s consultative sales force will work with you to ensure you are aware of the latest technologies available to retrofit your lines. Utilizing the knowledge of our sales force and the technological advances of our products, you can substantially increase the productivity and lifespan of your system quickly and economically.
Training & Education

SICK’s Training & Education Programs are performed by our product and industry experts. You can be assured that our Training Programs will give you and your colleagues confidence working on SICK’s products and systems. This knowledge leads to decreased downtime and improved line efficiencies. Industry standards knowledge is as important as product and technology knowledge. SICK’s Education Programs make you aware of the latest standards and regulations to perform your job more effectively. As a well-trained employee, you know the everyday professional demands expected of you. Using the knowledge provided by SICK you can react to these demands more successfully.

Safety Education

If you seek a greater understanding of machine guarding or machine safety, we can offer you a tailored solution to fit your specific needs. This could include topics such as a basic introduction to machine safety, machine guarding best practices, safety standards and compliance requirements, risk assessment procedures or even in-depth topics such as safety circuit design or the new functional safety requirements.

You will walk away with an understanding of the most comprehensive knowledge about machine guarding that is available in the industry today. You will have a clear path forward for your company’s safety strategy.

**BENEFITS**

- Obtain knowledge of current standards and regulations
- Better understanding of how to conduct a Risk Assessment
- Better understanding of machine guarding and hazards that may be on your equipment
Product & System Training
SICK recognizes that high-level training is just as important as providing high-level products, thus we have an experienced training staff ready to fulfill your training needs. We have standardized training available covering a wide range of products. This training is developed to give you a general familiarity with your SICK products and systems. It is also designed to ensure you are able to maintain your equipment on a day-to-day basis and allow you to ensure your equipment is operating at its peak performance.

In addition to our standard training, we are able to customize our training to fit your employees’ needs. Our training is available online, at our corporate headquarters, or at your facility.

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<td>• Confidence in case of breakdown or failures of equipment and systems</td>
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<td>• Knowledge to ensure your equipment is operating at peak performance</td>
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<td>• Assurance your training is conducted by a knowledgeable trainer</td>
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<td>• Practical hands-on training utilizing the latest equipment</td>
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Custom Solutions

Service Contracts
SICK offers a variety of service options for its customers to maintain safe and efficient solutions for the life of their products and machines. Service contracts are an additional option that allows users to develop customized service solutions for the specific service needs they have.

Any of the SICK service programs can be commercially bundled into a service contract for added customer convenience. This could include automatic scheduling reminders for the inspections required for protective equipment, routine performance assessments at a given period during the year, or scheduled validation and testing of mission critical solutions in any application. The choices are endless. To find out more about service agreements and how they can be implemented for your operation, contact your SICK sales representative.
Leading technologies

With a staff of more than 5,000 and over 50 subsidiaries and representations worldwide, SICK is one of the leading and most successful manufacturers of sensor technology. The power of innovation and solution competency have made SICK the global market leader. No matter what the project and industry may be, talking with an expert from SICK will provide you with an ideal basis for your plans – there is no need to settle for anything less than the best.

Unique product range

• Non-contact detecting, counting, classifying, positioning and measuring of any type of object or media
• Accident and operator protection with sensors, safety software and services
• Automatic identification with barcode and RFID readers
• Laser measurement technology for detecting the volume, position and contour of people and objects
• Complete system solutions for analysis and flow measurement of gases and liquids

Comprehensive services

• SICK LifeTime Services – for safety and productivity
• Application centers in Europe, Asia and North America for the development of system solutions under real-world conditions
• E-Business Partner Portal www.mysick.com – price and availability of products, requests for quotation and online orders

Worldwide presence with subsidiaries in the following countries:

Australia
Belgium/Luxembourg
Brasil
Česká Republika
Canada
China
Danmark
Deutschland
España
France
Great Britain
India
Israel
Italia
Japan
México
Nederland
Norge
Österreich
Polska
România
Russland
Schweiz
Singapore
Slovenija
South Africa
South Korea
Suomi
Sverige
Taiwan
Türkiye
United Arab Emirates
USA

Please find detailed addresses and additional representatives and agencies in all major industrial nations at www.sick.com