

# Jungheinrich Service.

Your partner for smooth intralogistics.



 **JUNGHEINRICH**

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# Jungheinrich Service.

We understand your challenges.

## PLANNING RELIABILITY AND EFFICIENCY.

Intralogistics never stands still. More and more goods have to be moved while maintaining safety and process quality at the same time. The care and maintenance of industrial trucks, mobile robots and automated systems play an important role in ensuring that the warehouse runs smoothly. The challenges include:

▶ **Finding suitable full service solutions.**

Defects in trucks or automated systems cannot always be avoided despite first-class product quality. However, breakdowns can be minimised thanks to preventive measures from Jungheinrich. We offer an excellent after-sales service with full service offers, short response times and fast deliveries of original spare parts. Our competent service advisers are on hand to help you find the optimum solution for your processes.

▶ **Complying with tests and regulations.**

Compliance with legal regulations and regular functional checks increase the safety and service life of your fleet and automated systems. We can take care of this on request and also keep an eye on deadlines and schedules for you.

▶ **Planning reliability and commitment.**

When it comes down to it, flexible, customer-centric service is crucial. Thanks to preventive measures, downtimes are reduced and even in the event of an acute service case, we are always at your side in a reliable and timely manner – even outside your business hours, if possible, to minimise disruption to your operations.

We will be presenting our services in more detail on the following pages.



# Efficient and future-proof.

Your partner for smooth intralogistics.

## WE DO EVERYTHING IT TAKES TO KEEP YOUR BUSINESS RUNNING SMOOTHLY.

Intralogistics has been firmly anchored in Jungheinrich's DNA for over 70 years. We know the daily challenges inside-out and do everything it takes to make processes smoother and increase the competitiveness of our customers and everyone involved. Jungheinrich focuses on future-orientated, partnership-based action. Our strengths include expertise, high product quality, trust and passion.

The high demands we place on our products are also reflected in the Jungheinrich service. We provide you with customised solutions from a single (first) source, giving you security and flexibility. This allows you to react to changing market conditions at any time and continuously improve your process quality.

Our excellent Jungheinrich Service team is at your side. We are always there for you and support you exactly where you need us.

**"Because we have combined our leasing trucks with a full service package, downtime is largely a thing of the past. This makes work easier for everyone – and stress-free."**

Sebastian Allert, Operational manager of the logistics project team at C.E. Noerpel Logistik GmbH & Co KG



# Service for trucks.

We eliminate downtimes!

## YOUR FLEET IS IN GOOD HANDS WITH US.

Our full service for industrial trucks increases the service life of your fleet, reduces the failure rate thanks to preventive measures and ensures maximum performance.

Cost control, high availability of original spare parts and planning reliability thanks to coordinated deadlines are among the biggest advantages.

	Full Service Premium	Full Service Plus	Full Service Basic	Preventive Premium	Preventive Plus	Preventive Basic
<b>Battery repair</b> Always eagerly awaited.	Yes	No	No	No	No	No
<b>Wheels, casters and tyres</b> Quality for the highest demands.	Yes	Yes	No	No	No	No
<b>Repair service</b> Availability that you can rely on.	Yes	Yes	Yes	No	No	No
<b>Energy service</b> For a long service life.	Yes	Yes	Yes	Yes	No	No
<b>Hydraulic oil service</b> Fast and safe.	Yes	Yes	Yes	Yes	Yes	No
<b>Maintenance</b> Preventive check-up of your fleet.	Yes	Yes	Yes	Yes	Yes	Yes

Contact us – we will be happy to advise you personally:

Tel. 0800 222 585858\* | [info@jungheinrich.de](mailto:info@jungheinrich.de)

# Service for trucks.

## We eliminate downtimes!

### REPAIR SERVICE.

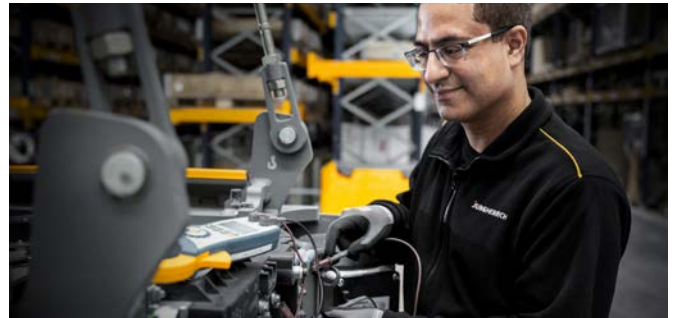
The repair service for industrial trucks and mobile robots offers rapid assistance thanks to short communication channels. Our service engineers are on site within a few hours. The right original spare parts are available within a very short time thanks to our global logistics network.

### SAFETY SERVICE.

On request, we can take care of all mandatory tests for you, such as FEM 4.004 (Europe), look after all deadlines and the timely fulfilment of exhaust emission tests. This ensures that your fleet is always ready for use in compliance with the law.

### MAINTENANCE SERVICE.

Regular maintenance, inspections and preventive measures increase the service life of your vehicles – including transparent cost control. Our experienced service engineers prevent premature wear and tear with every service and significantly reduce the risk of failure.





### HYDRAULIC OIL SERVICE.

The Jungheinrich hydraulic oil service takes care of changing, as well as the environmentally friendly disposal of, used oil. In compliance with legal requirements, our experts ensure that unnecessary repairs are avoided and operational safety is always guaranteed. The high quality of the hydraulic oil we use also contributes to this.

### WHEEL, CASTER AND TYRE SERVICE.

We fit replacement tyres directly at your premises. This saves time and ensures that your truck is soon ready for use again. It goes without saying that we only use quality tyres from premium manufacturers to ensure a long service life and maximum safety. Our service engineers always have the most popular casters and tyres to hand.

### CALL4SERVICE.

With "Call4Service", you benefit from extremely short response times in the event of a fault. The application is easy to use, intuitive and optimised for desktop and smart phone. [More information.](#)





# Service for automated components.

Perfectly tailored to your needs.

## MAXIMUM SYSTEM AVAILABILITY CAN BE PLANNED.

With our services for automated systems, PowerCube and storage facilities, avoidable downtimes are a thing of the past. Software-related issues can often be resolved quickly and easily via remote access. In the event of hardware faults, our highly qualified service engineers will make their way directly to you in well-equipped service vehicles and rectify the problem on site.

Our services:

▶ **Software Premium Support.**

Cost security, maximum prioritisation in the event of a fault and Active System Guard for WMS monitoring make Software Premium Support the best option if you need an all-round carefree package for your system.

▶ **Software Basic Support.**

Tailored to operational times, Software Basic Support provides you with prompt support from our project-specific team of trained experts.

▶ **Software Care Support.**

Fast help during Jungheinrich office hours – without contractual obligations.

▶ **Hardware Full Service.**

Perfectly tailored to your needs, this package offers maximum transparency, fast response times and contractually agreed service intervals. With operational support on request.

▶ **Hardware Interval Service.**

Service intervals agreed with you make the Interval Service for hardware-flexible fixed prices ensure excellent predictability.

▶ **Hardware Flex Service.**

No need to sign a contract. With this service package, you receive expert maintenance on call.

# Service for automated components.

Perfectly tailored to your needs.

## INSPECTION.

Jungheinrich service engineers carry out regular inspections of your automated systems, warehouse equipment and mobile robots using professional diagnostic tools. Minor defects are rectified immediately. Detailed repair lists prevent future breakdowns.



## MAINTENANCE.

The availability and service life of your systems is increased by regular maintenance work in combination with safety checks. Flexible implementation – even outside of operating hours – disrupts your processes as little as possible.



## SAFETY CHECK.

We carry out the necessary safety checks for your automated systems and storage facilities in accordance with regulations, document them and discuss the results with you.



## REPAIR.

In the event of a defect, we localise the source of the fault and ensure that your system is up and running again as quickly as possible. On request or depending on the size of your facilities, we can store the required spare parts at your premises.



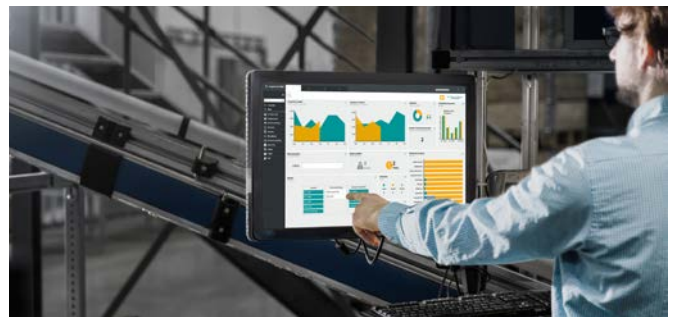
### SPARE PARTS SERVICE.

We store spare parts on site as required. In order not to lose any time in the event of a fault, we deliver identical parts that are not stored on your premises within 24 hours – anywhere in Europe!



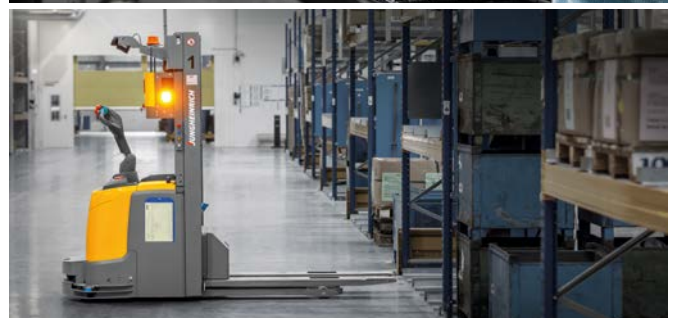
### SOFTWARE SUPPORT FOR WMS AND CONTROL TECHNOLOGY.

Jungheinrich support specialists are specially trained for your system and can be contacted by phone or email. We regularly send you release updates for your WMS.



### SOFTWARE SUPPORT FOR MOBILE ROBOTS.

In the event of a fault, errors in mobile robots can often be resolved by remote diagnosis. If this is not possible, you can reach our service engineers within a very short time.





# Spare parts and accessories.

When only the original is good enough.

## **ONLY THE BEST FOR YOUR FLEET, AUTOMATED SYSTEMS AND EQUIPMENT.**

Do not make any compromises when choosing suitable spare parts and accessories: Unlike products from third-party suppliers, Jungheinrich wheels, casters, consumables and filters are optimally matched to our trucks and warehouse equipment.

You will find over 800,000 original spare parts in the Jungheinrich Parts Online webshop – with 24/7 ordering options.



JUNGHEINRICH

LION  
technology

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# Energy services.

Clean energy for your fleet.

## PIONEERS IN PROGRESS.

Jungheinrich stands for the highest quality, reliability and innovation. New technologies, such as our high-performance lithium-ion batteries, make intralogistics more efficient – and at the same time make an important contribution to protecting the environment. Jungheinrich energy management ensures that your electric industrial trucks function perfectly at all times and can achieve their full performance. Jungheinrich energy services include:

▶ **Replacement batteries.**

With our replacement or rental batteries and our maintenance tips, your fleet can keep running at peak performance.

▶ **Lithium-ion retrofits.**

We help you to significantly increase the operating times and energy efficiency of your batteries compared to conventional lead-acid batteries.

▶ **Jungheinrich powerSCAN.**

With this check-up, we regularly check the condition of your energy sources.

▶ **Energy consulting.**

If you would like to convert your fleet to Jungheinrich technology, our team of experts will take care of all the necessary steps for you.

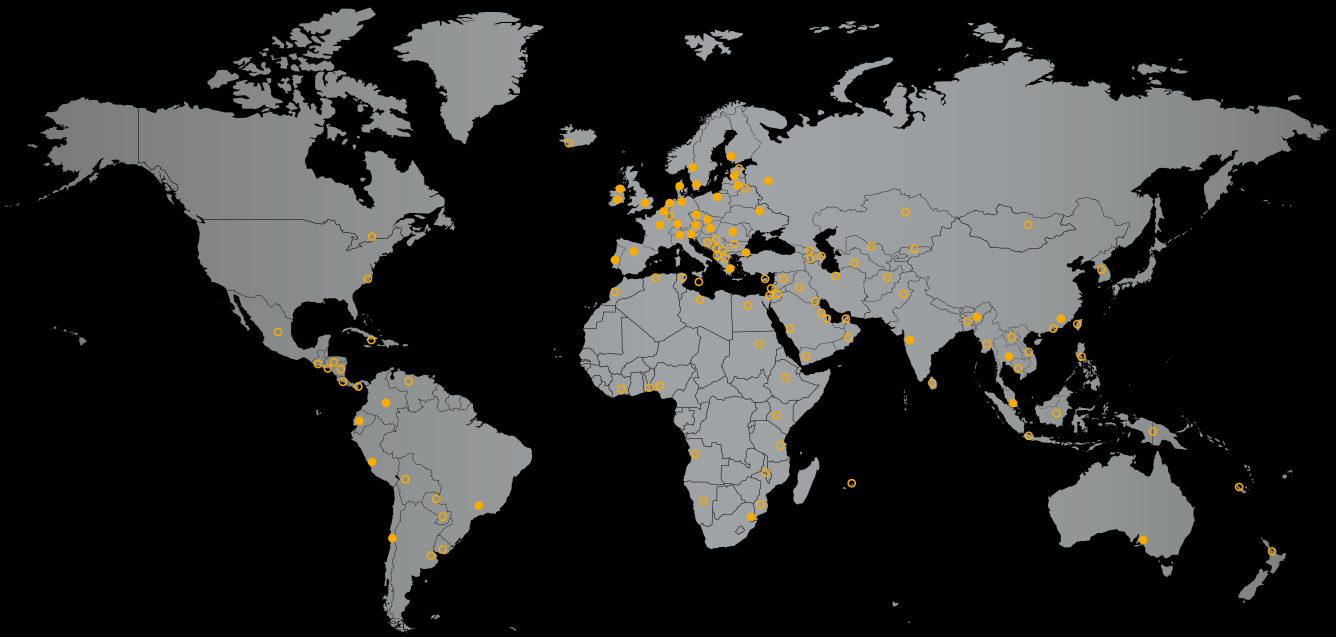
▶ **Battery charger service.**

The charger service carries out regular checks to ensure that no damage occurs during the charging cycles.

▶ **Battery service.**

Battery cleaning and maintenance ensure safety and guarantee the smooth functioning of your trucks.

# A leader in intralogistics. There for you across the globe.



● Our own direct sales companies in 42 countries.

○ Partner companies in around 80 other countries

More than 20,000 employees.

More than 6,100 service engineers worldwide.

Founded in 1953, Jungheinrich is one of the world's leading providers of intralogistics solutions. With a comprehensive portfolio of industrial trucks and automated components, as well as services, we offer tailor-made solutions that allow you to devote your full attention to your core business. With our unique direct sales and service network, you can call upon a reliable partner who is at your side at all times, wherever you may be in the world.



### AUTOMATED SYSTEMS

Based on our comprehensive process knowledge and extensive experience in a wide range of industries, we can provide you with tailor-made automated systems, ranging from semi to fully automated solutions. We will thus work together to raise your efficiency and productivity to a whole new level.



### NEW TRUCKS

Lifting, stacking, transporting, order picking – electrically, by combustion engine or by hand? Our product portfolio contains the perfect trucks for your needs.



### WAREHOUSE EQUIPMENT

From pallet racking to automated small parts warehouses, we have the right solution for every item and warehouses of all sizes. Combined with Jungheinrich industrial trucks and IT solutions, the result is a future-proof, integrated intralogistics concept of unique quality.



### RENTAL

Forklift truck rental is not just an ideal solution for addressing short-term or seasonal requirements. Jungheinrich offers "power on demand" for all companies, regardless of their size or industry. There are rental solutions available to suit all requirements, with trucks available instantly in a wide number of variants across the globe.



### USED TRUCKS

JUNGSTARS are used trucks from Jungheinrich, which are among the best on the market. With high-end reconditioning according to our 5-star principle, every truck is returned to an outstanding technical and visual condition to satisfy the highest safety and sustainability standards.



### DIGITAL SOLUTIONS

With intelligent software and sophisticated hardware components, we ensure complete digital networking within your warehouse. All processes can be monitored centrally and controlled with utmost efficiency. Systems from different manufacturers can also be integrated with ease.



### CONSULTING

Products and services must meet your exact requirements. That is why our consulting service combines a high level of technical ability with process knowledge and in-depth industry expertise. We can thus work together to identify the perfect complete solution.



### FINANCING

Jungheinrich Financial Services is your reliable partner throughout the entire life cycle of your Jungheinrich product. We offer individual solutions for trucks, racking, warehousing and system solutions, while taking your budget and the special requirements of your business into account.



### AFTER SALES

The trouble-free operation of your intralogistics solution is our top priority. That is why we offer reliable, global support for your trucks and systems with more than 6,100 qualified service engineers. This allows us to be on-site within a very short time frame to restore the availability of your trucks and systems.

**ISO 9001** The German production facilities  
**ISO 14001** in Norderstedt, Moosburg  
and Landsberg are certified.

 Jungheinrich trucks  
conform to the European  
Safety Requirements.

### **Jungheinrich Aktiengesellschaft**

Friedrich-Ebert-Damm 129  
22047 Hamburg  
Germany  
Telephone +49 40 6948-0  
Telefax +49 40 6948-1777

info@jungheinrich.com  
www.jungheinrich.com

 **JUNGHEINRICH**