

Service for automated components.

24/7 in action for you.



 **JUNGHEINRICH**

INTRODUCTION

INTELLIGENT AUTOMATION

Time-saving and efficient.

03

WORKING FOR YOU 24/7

Scalable service and support solutions.

04–05

SERVICES

SOFTWARE AND HARDWARE SERVICE PACKAGES

For automated storage systems and mobile robots.

06–07

INSPECTION

Minimise downtimes – ensure system functionality.

08

MAINTENANCE

High availability with maximum performance.

09

SAFETY CHECK

In accordance with legal requirements.

10

REPAIR

Rapid restoration of functionality.

11

SPARE PARTS SERVICE

Within 24 hours throughout Europe.

12

SOFTWARE SUPPORT

For WMS, control technology and mobile robots.

13

MORE INFORMATION

JUNGHEINRICH FACTS

A leader in intralogistics.

14–15

Intelligent automation.

Time-saving and efficient.

MORE GOODS THROUGHPUT AND LESS EFFORT.

Warehouse automation is an investment in the future. Automated warehouse systems or mobile robots enable a higher goods throughput, as well as time and cost optimisation. Less physical labour also reduces the risk of injury and absence for your employees. Jungheinrich supports you in planning and implementing the best possible solution and provides high-quality components. Investing in automated intralogistics pays off in particular due to the following aspects:

▶ **Skilled labour shortage.**

Qualified employees are not easy to find. That's why it's important to keep an eye on staff satisfaction and capacity utilisation and to react promptly in the event of overload.

▶ **Complete networking.**

In intralogistics, all work steps must be optimally interlinked. The goal is agile and flexible approaches with the help of intelligent systems.

▶ **Lack of space.**

Increasing storage space is often not easily possible and/or involves enormous costs.

▶ **Planability.**

Automated processes are leaner and easier to plan – a company's efficiency can be increased many times over.

On the following pages, we will show you how our services can help you to operate your automated components in the most efficient and fail-safe ways possible, meet increasing requirements and organise intralogistics more efficiently.



24/7 in action for you.

Scalable service and support solutions.

OUR SERVICES FOR MAXIMUM SYSTEM AVAILABILITY.

Our service engineers are on duty around the clock to keep your automated storage systems, mobile robots and warehouse equipment in perfect condition.

Together, we ensure maximum system availability through maintenance, safety checks and regular inspections, as well as repairs and software support. If necessary, spare parts are provided directly by our efficient logistics system.

“High performance, greater safety and improved delivery capability – our courage to automate is rewarded every day.”

Hakon Bredde-Prytz, CEO at Bohus Logistikk AS

Software and hardware service packages.

For automated storage systems and mobile robots.

MORE PLANNING SECURITY THANKS TO CUSTOMISED SUPPORT PACKAGES.

Our support experts often solve software-related faults via remote access. If there is a hardware fault, the Jungheinrich Service team will be on site quickly to resolve the problem immediately.

Simply select our support packages according to your needs.

Premium Support.

- ▶ In the event of a fault, you receive the highest priority.
- ▶ Framework agreement for full cost security.
- ▶ Planability through adaptation to operational times.
- ▶ Reporting and regular release updates for your Warehouse Management System (WMS).

Basic Support.

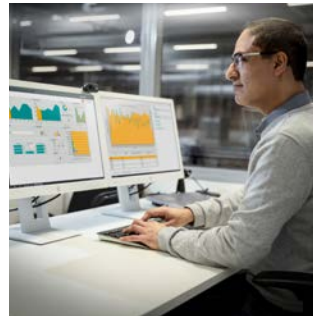
- ▶ Fast processing by Jungheinrich experts trained for specific projects.
- ▶ Tailored to operational times.
- ▶ Release updates for your WMS as well as optional reporting.
- ▶ No flat-rate billing for services.

Care Support.

- ▶ Software support during Jungheinrich office hours.
- ▶ Without contractual commitment



Rapid rectification of software errors minimises downtimes and ensures continuous productivity.



Our support team takes time for you. Thanks to optimised networking, every fault is immediately forwarded, processed and resolved as quickly as possible.

SHORT RESPONSE TIMES AND FULL TRANSPARENCY.

We rectify hardware faults before they become a problem. With our customised service packages, you benefit from a high degree of flexibility, short communication channels and fast response times.

Full Service.

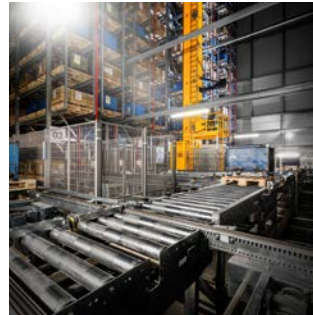
- ▶ Complete cost transparency.
- ▶ Package is customised to your needs.
- ▶ Fixed service intervals – optionally bookable with Jungheinrich spare parts service.
- ▶ Operational support on request.
- ▶ Fast response times.

Interval Service.

- ▶ Contractually fixed service intervals.
- ▶ Predefined prices.
- ▶ Flex Service.
- ▶ Service on demand.
- ▶ No contract conclusion.

Flex Service.

- ▶ On-demand service.
- ▶ No contract.



With extremely short response times, Jungheinrich ensures that faults are rectified quickly – and that every component in the intralogistics chain functions smoothly.



You decide the service that best meets your requirements according to the equipment.



Thanks to binding maintenance intervals at fixed times, you don't have to worry about the condition of your hardware with Jungheinrich.

Inspection.

Minimise downtimes – ensure system functionality.

SAFETY AND PREVENTION GO HAND-IN-HAND.

With the help of professional diagnostic tools, our service engineers examine your automated storage systems and warehouse equipment – and regularly check the functionality of all components. You can go about your day-to-day business with greater peace of mind, knowing that all systems are working properly at all times

The benefits for you:

- ▶ Inspection of all components.
- ▶ Functionality of critical components is ensured.
- ▶ Immediate rectification of minor defects.
- ▶ Maintenance lists for preventive repairs when required.
- ▶ Increased efficiency.



Automated components increase productivity and deliver continuous performance with regular inspections.



Our employees check your system down to the last detail, carry out minor repairs immediately and take preventive measures to avoid breakdowns.



The scope of our services includes the inspection of your automated warehouse equipment, as well as your mobile robots.



If potential defects or deterioration are recognised and rectified at an early stage, the risk of accidents is reduced, and machine breakdowns and unforeseen malfunctions are minimised.

Maintenance.

High level of availability with maximum performance.

LONG SERVICE LIFE WITH THE SAFETY ADVANTAGE:

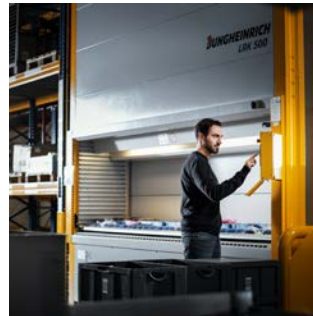
Our maintenance service team recognises worn or defective components at an early stage – and replaces them with high-quality spare parts. Thanks to a combined safety check and fixed scheduling, you don't have to worry about anything and remain flexible at all times.

The benefits for you:

- ▶ Service available outside operating hours on request.
- ▶ Time-saving implementation.
- ▶ Combined safety inspection.
- ▶ Optional forklift and pallet truck service.



No downtime: we can also carry out maintenance work outside your operating hours on request.



The original spare parts that our service engineers use exclusively offer several advantages: high compatibility, durability and safety.

Safety check.

In accordance with legal requirements.

PROTECTING YOUR EMPLOYEES.

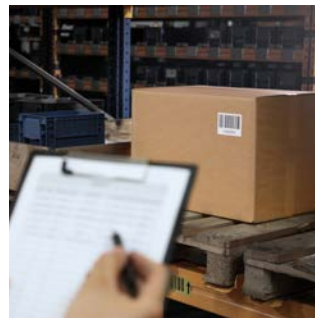
Automated components increase the material flow in the warehouse – but the safety of your employees always comes first. Jungheinrich service engineers carry out all the relevant safety checks for you and strictly adhere to the legal requirements.

The benefits for you:

- ▶ Compliance with the relevant system safety regulations.
- ▶ Detailed documentation and review of the inspection results.
- ▶ Reduced risk of failure.



Our team is highly trained to inspect your system in accordance with all applicable standards



We keep you up to date and report any defects directly so that you can initiate appropriate measures at any time.

Repair.

Rapid restoration of functionality.

ALWAYS CLOSE TO YOU – OR DIRECTLY ON SITE.

Mobile service teams are always close by in the event of system malfunctions and can intervene promptly so that you can resume operations as quickly as possible. In order to be able to act even more effectively, we are also happy to station our employees at your premises on request. This speeds up the response time even further.

The benefits for you:

- ▶ Defective components are replaced immediately.
- ▶ Spare parts can be stored at your premises.
- ▶ State-of-the-art diagnostic tools facilitate fault localisation.
- ▶ Uncomplicated, prompt restoration of the system.



Jungheinrich service trucks are on site as quickly as possible in the event of a fault.



On request, we can store frequently required spare and wear parts directly at your premises.

Spare parts service.

Within 24 hours throughout Europe.

ORIGINAL QUALITY WITH FAST DELIVERY.

We store wear parts directly at your site so that they are always available when needed. Identical parts are provided within 24 hours thanks to our Europe-wide logistics.

The benefits for you:

- ▶ The functionality of spare parts is checked through regular maintenance intervals.
- ▶ Needs-based stockpiling.
- ▶ Storage space and cost efficiency are increased.



Don't have the capacity to store spare parts? No problem – Jungheinrich's high-performance logistics delivers throughout Europe within one day.



At home on the road: In addition to the high quality of our original spare parts, it is the speed of supply that you can always rely on.

Software support.

For WMS, control technology and mobile robots.

WMS AND CONTROL TECHNOLOGY.

In acute cases of need, our support staff will respond within minutes to a maximum of one hour – and support you with all software issues and general questions relating to your automated storage systems and warehouse equipment. We ensure that your systems function perfectly 365 days a year.

MOBILE ROBOTS.

In the event of a fault, we can easily access your mobile robots via remote diagnostics and get them up and running again as quickly as possible.

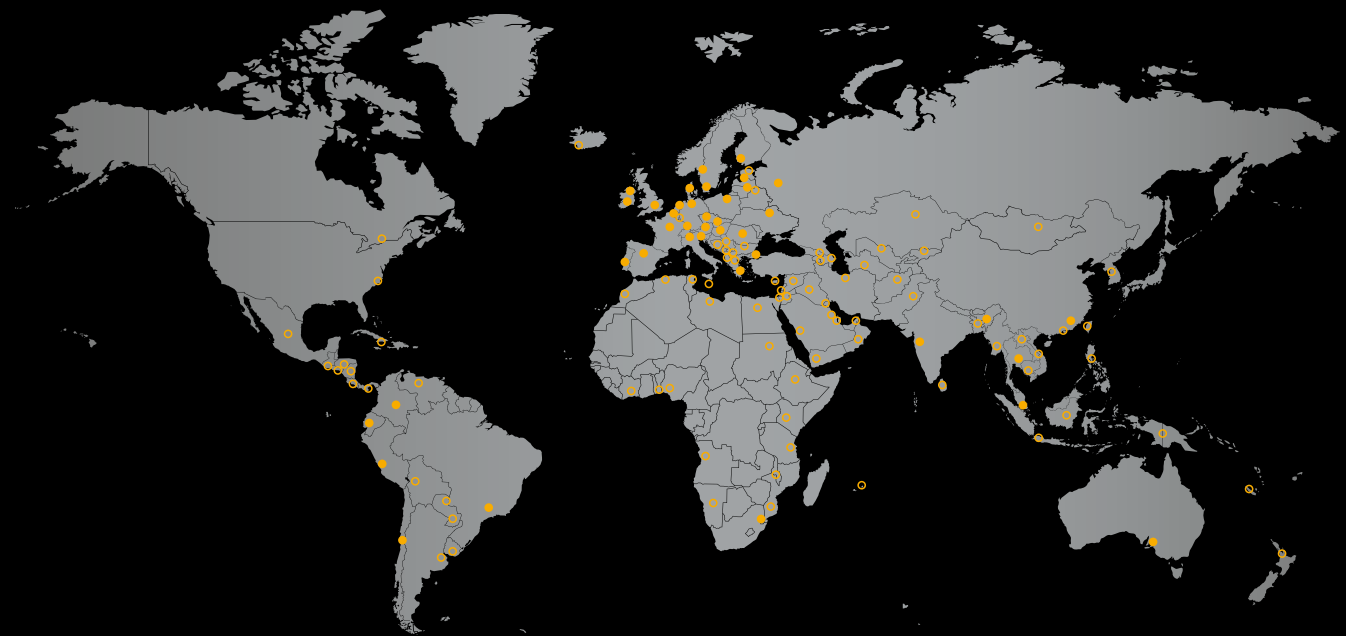


Our software support ensures increased productivity, improved warehouse management and optimised performance of your automated systems.



Thanks to their advanced navigation and control technologies, which enable precise movements and seamless integration into automated warehouse and logistics processes, Jungheinrich's mobile robots are extremely efficient.

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, Landsberg
and Kaltenkirchen 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**