



JUNGHEINRICH

JUNGHEINRICH

Fast and efficient.

Service and support for logistics systems.

 JUNGHEINRICH

Contents

Service by Jungheinrich

- 04 **Foreword by Stefan Brehm – Vice President After Sales.**
- 06 **The global Jungheinrich network.**

Logistics Systems

- 10 **All-in-one solutions – logistics systems by Jungheinrich.**

Service and support for logistics systems

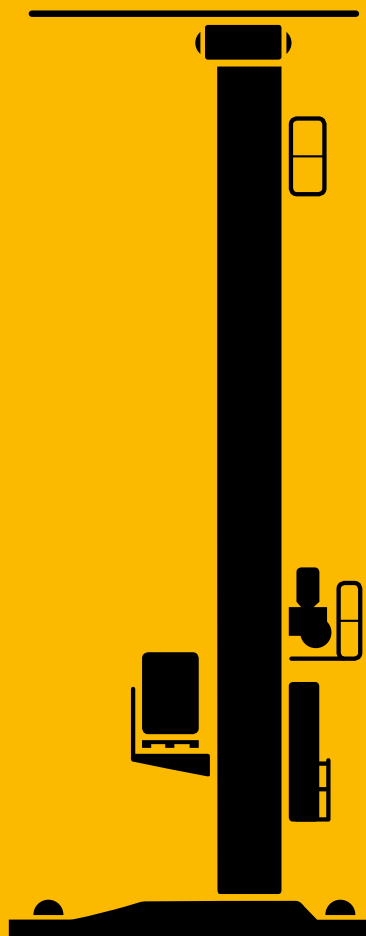
- 14 **The customized service and support solution for logistics systems.**
- 16 **Our tailor-made service solutions at a glance.**
- 18 **Our support specialists – always on stand by to assist.**

Genuine spare parts

- 22 **The original – fast and reliable.**
- 24 **Spare parts availability – anytime, anywhere.**

Facts and figures

- 26 **Service for your logistics systems – 24/7.**



ALL-IN-ONE solutions.

Jungheinrich combines the know-how of the manufacturer with the experience and expertise of the systems solution provider. From project planning and implementation to service and support by our service engineers. We get it done!

A professional portrait of Stefan Brehm, a man with short brown hair, wearing a dark suit, light blue shirt, and dark tie. He is smiling slightly and looking towards the right. The background is a blurred office interior with large windows and greenery. A yellow vertical bar is on the left side of the image.

**Service is much more
than just performance.**

Stefan Brehm

Vice President After Sales

Jungheinrich Service & Parts AG & Co. KG

“Service is the ability to see your business through the customer’s eyes.”

Dear customers,

Since the founding of Jungheinrich in 1953, we have consistently worked on expanding our direct sales and service network with great international success. What started in Hamburg as a small enterprise, today has become one of the worldwide leading companies in intralogistics. The entire time, our customers’ needs and wishes have been at the very core of our efforts.

In order to fulfill your requirements and wishes, we utilise our expertise as a manufacturing provider of all-in-one solutions: Jungheinrich customers get everything they need from a single source. Whether purchasing material handling equipment or ready-to-use logistics systems, whether project management, rental or service – you can completely rely on the competencies and experience of the Jungheinrich team.

No one knows system solutions by Jungheinrich better than our in-house service engineers. Not only are they specially trained for your logistics system, they usually also participated in its implementation. This means they know your system inside and out. Thus, following the final inspection, we can ensure that you don’t waste precious time on repairs or error detection and that all the system’s components work in harmony.

More than
4,500
in-house service
engineers



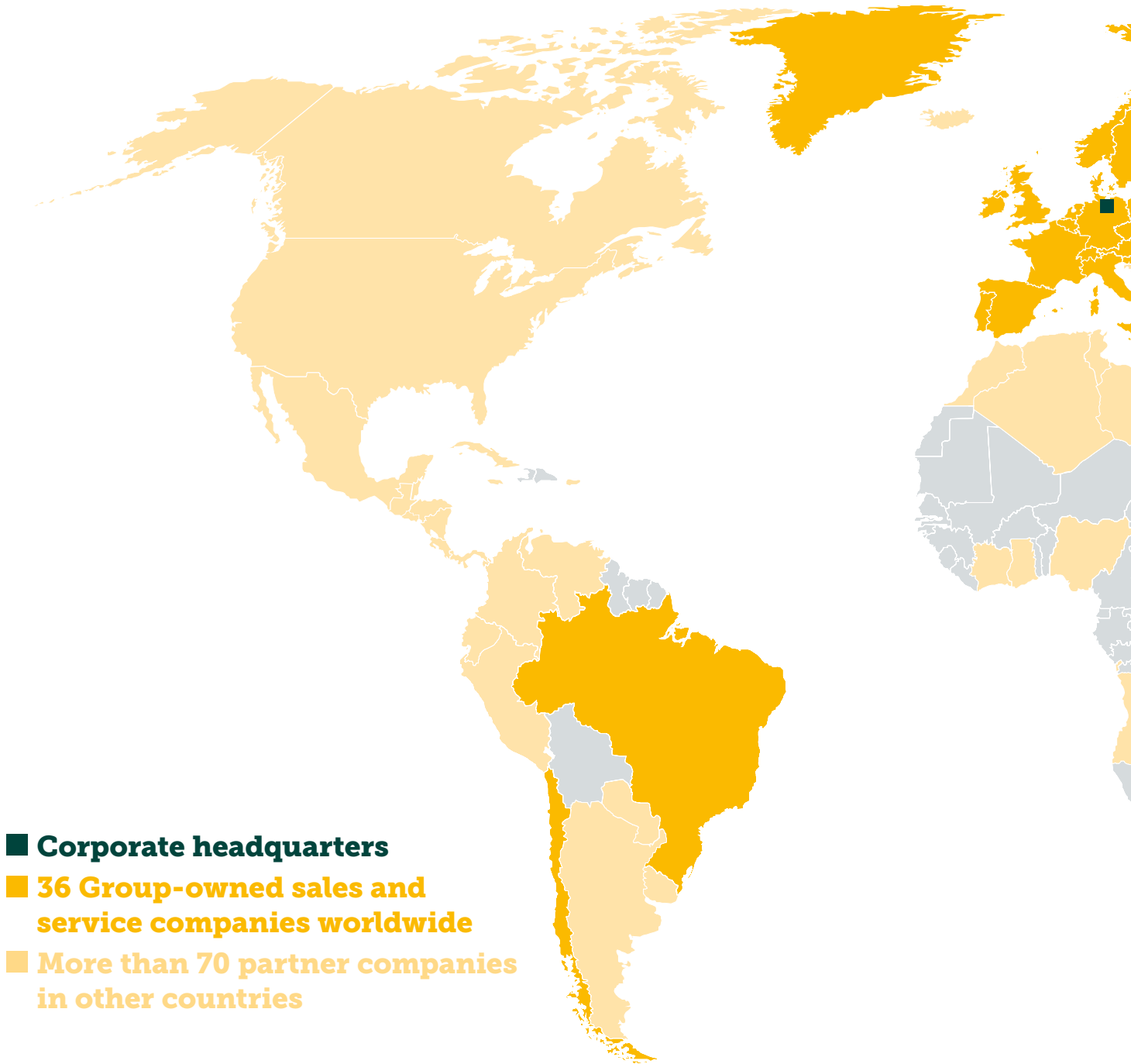
operating worldwide,
on average with
11 years of professional
experience



over
49,500
years of
experience

Here at Jungheinrich, we know: The future of intralogistics lies in automation. For this reason, we will keep expanding this field within the Customer Service division at Jungheinrich. 6,300 service employees, including 4,500 service engineers, are at your service around the world, wherever and whenever you need us. We stand for customer orientation, passion, premium quality and flexibility.

Sincerely,
Stefan Brehm,
Vice President After Sales

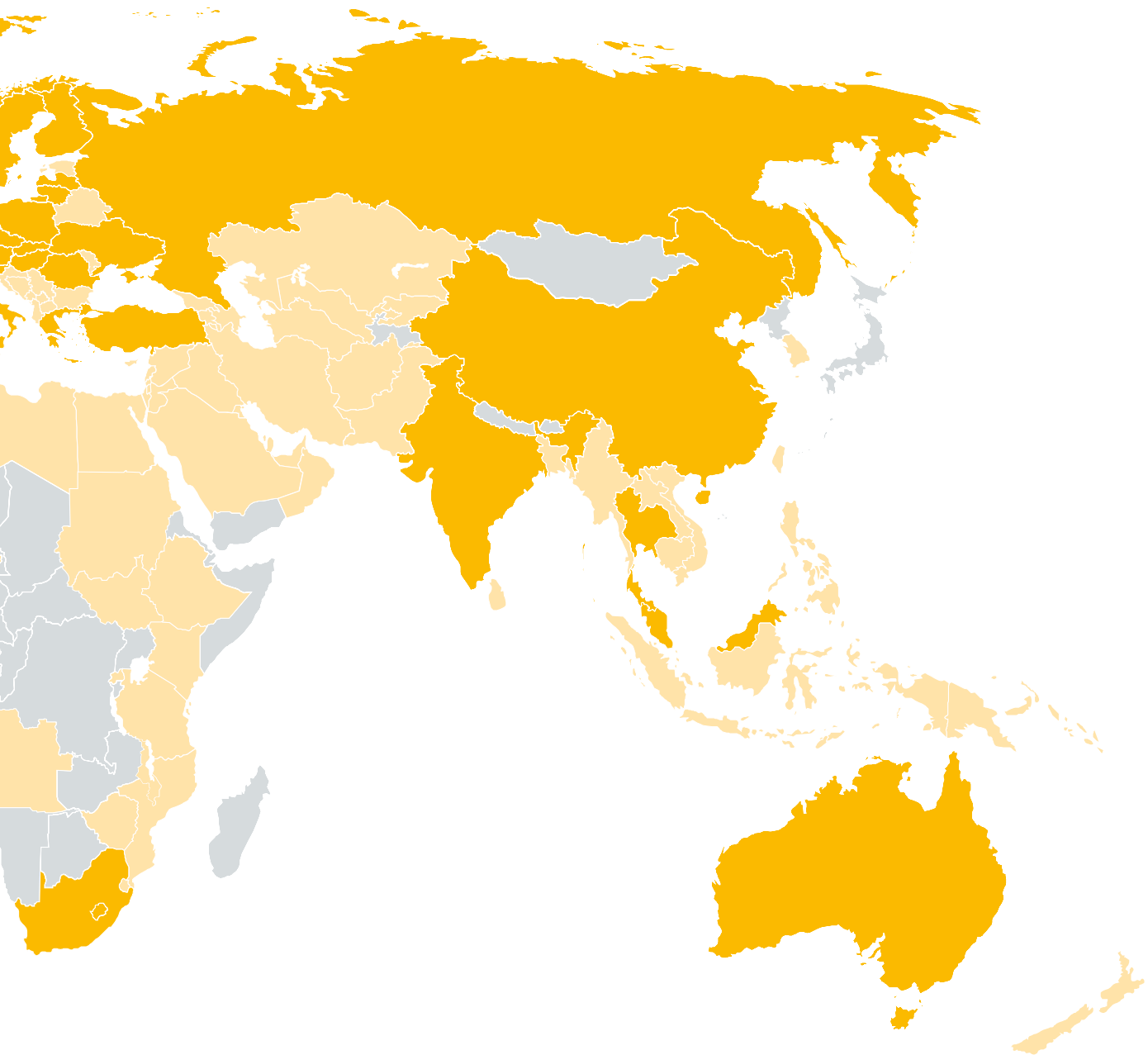


- **Corporate headquarters**
- **36 Group-owned sales and service companies worldwide**
- **More than 70 partner companies in other countries**

The global Jungheinrich network. Close to you, anywhere, anytime.

Every day and around the world, over 6,300 Customer Service staff, including more than 4,500 Jungheinrich service engineers, ensure that your logistics operations keep running smoothly.

Thanks to our close-knit global service network, our qualified service engineers are on your premises within the shortest time possible due to a service call or system failure. Globally consistent quality standards in connection with fast response times and short lines of communication guarantee that downtimes within your logistics system are reduced to an absolute minimum.



A mobile technical workplace and the latest diagnostic tools support our service engineers in quick error analysis and repairs as well as in periodic maintenance and safety checks of your plant. The early detection of worn or defective parts prevents costly system failures and ensures your system's long service life.

By means of permanently stocked spare parts on your premises as well as an optimized supply on board the service car, our service engineers can instantly perform all repairs and maintenance work. In case a part needs to be ordered, the service engineer takes care of it on the spot.



Modern diagnostic tools

With a spare parts availability of 98% and very short delivery times via our global logistics network, we can guarantee that your system will be back in operation as quickly as possible. Our service and support staff is frequently trained to understand and deal with the specific features of your system to be able to respond fast and efficiently.

For more than 350 logistics systems worldwide and over 800 installed stacker cranes, Jungheinrich ensures that quality and performance continuously meet the highest standards. 95%* of our international customers are very pleased with the repairs performed by the Jungheinrich Customer Service.

* Source: Survey on customer satisfaction by Jungheinrich



We develop the logistics systems of the future.

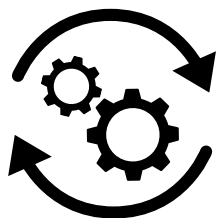
„Logistics is not only about the smooth interaction of transport and warehouse processes. Logistics is based on efficient systems consisting of space-saving racking in combination with the latest and often fully automated technology as well as intelligent and intuitive software. Here at Jungheinrich, you get all of this from a single supplier. Economical. Individual. Sustainable.“

(Dr.-Ing. Stefan Seemüller, Head of Project Sales Jungheinrich Logistics Systems Ltd.)



All-in-one solutions – logistics systems by Jungheinrich.

With our comprehensive product portfolio including system components and intelligent software, we develop your tailor-made logistics solution.



More than
350
successfully
implemented
software &
automation projects

As one of the world's leading manufacturers and service providers of integrated logistics solutions, we work with you on realising the perfect logistics system for your intralogistics needs.

Based on a wealth of experience from over 60 years in conventional and more than 30 years in fully automated intralogistics, we develop tomorrow's systems for the successful future of your business. In pursuit of this goal, we translate your current processes and requirements into an optimal system with long-term efficiency – whether for manual, semi-automatic or fully automated operation.

From the analysis and optimisation of your existing plant to the planning and project management of a new, economically sustainable logistics system as well as its implementation and beyond: Jungheinrich provides you with all-in-one intralogistics solutions from a single source. Even after the system's commissioning, we are right by your side: with a close-knit network of in-house service engineers and a comprehensive and individual Customer Service support all over the world.

2 in 1: General contractor and system integrator

Jungheinrich ensures that not only hardware such as racking, fully automated stacker cranes and shuttle systems as well as conveyor technology and industrial trucks are at the right place at the right time. Also, tailor-made control and software concepts enable all systems to work hand in hand and facilitate the efficient operation of your warehouse solution.


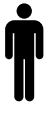


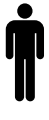




Our Automated Guided Vehicle Systems (AGVS) allow you to operate your warehouse as a fully automated system but also in mixed operation with manual trucks and personnel. The automated trucks are based on well-engineered Jungheinrich series trucks, which can also be operated manually or semi-automatically if necessary, supporting the development of highly redundant and freely scalable solutions.

The swift management of all warehouse areas is ensured by the latest software and control systems that enable you to control and optimize the entire material flow within the warehouse. The Jungheinrich Warehouse Management System (WMS) is a comprehensive solution, which may be customised according to your intralogistics processes by means of efficient paramaterisation and adjustable profiles. Integrated system visualisations provide you with an overview of your daily warehouse operations. Thanks to its forward compatibility, the software solution is entirely future-proof.

To be able to translate and exchange information, the Jungheinrich Logistics Interface serves as a middleware, a specially developed software that connects all material flow processes in production and logistics. This technology, for example, is used to link your AGV to the WMS.

In addition, radio data terminals and scanners by Jungheinrich replace previously common paper lists, thus enabling paperless order processing.

Worldwide more than



1,300



 employees in the
 Logistics Systems division



One-stop service and support for logistics systems.

„Regular maintenance can extend the lifecycle of your logistics systems tremendously. Of course, I am also available outside of your operations hours, to avoid costly downtime of operations.“

(Patrick Sprandel, one of over 4,500 Jungheinrich service engineers)



The customized service and support solution for your logistics system.

As a reliable partner with decades of experience, we combine all essential core competencies.



In addition to the professional planning and implementation of your logistics system, we offer you reliable support worldwide through Jungheinrich Customer Service. At your request, our service staff, which includes both our trained support specialists at the central hotline for software and control technology as well as our on-site service engineers, are on call for you day and night. Jungheinrich provides service and support from a single source.

Close cooperation between the central support hotline for software and control technology and our on-site service engineers guarantees high system availability and the smooth operation of your logistics system. You focus on your business while we take care of your plant.

Your logistics system is serviced on site by our specially trained service engineers. Thanks to our close-knit international service network, we are able to resolve your service issues as quickly as possible.

Our core services comprise routine inspections, maintenance, safety checks and repairs, including spare parts supply. At your request, we can also visit you outside your operating hours.

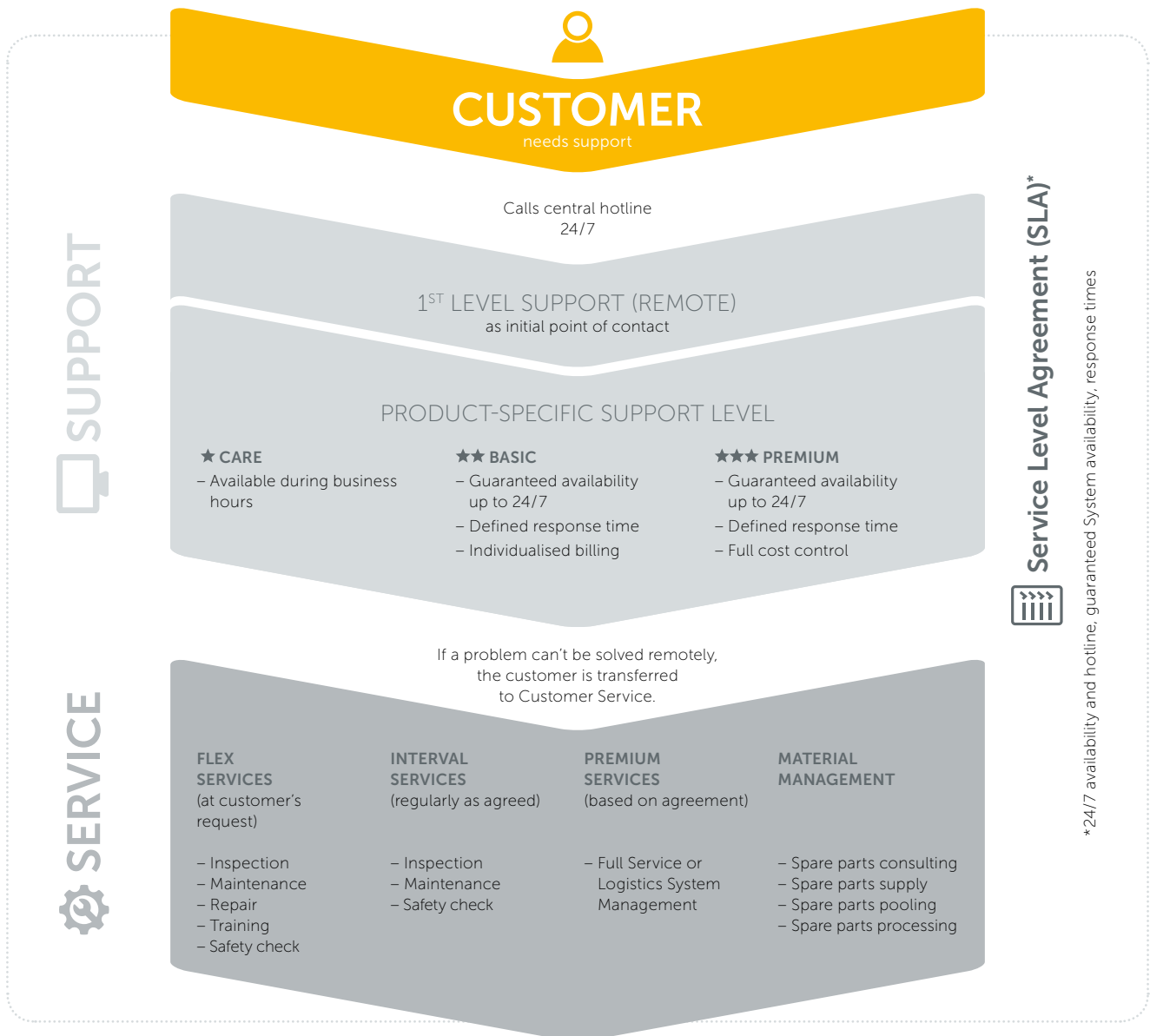
Your benefits at a glance:

- **High process safety** due to guaranteed system availability.
- **Maximum cost certainty and transparency** thanks to individual service and support solutions.
- **Increased time savings** – only one contact partner for your logistics system.
- **Extended system lifecycle** due to interval maintenance and safety checks of your system.
- **Enhanced performance** – more time to focus on your core business.

Currently servicing
more than
300
projects



Our product portfolio at a glance: Customised service and support agreements.





sales and service subsidiaries
in Europe, Asia, South America
and Australia

Our customised service solutions at a glance.

Choose your customised service package from among our diverse offerings.

Flex and Interval Services

Inspection

Reduce the risk of downtime with regular inspections of plant equipment, parts and components of your logistics system. Our engineers use testing instruments to check the functioning of your equipment and components, especially those related to safety such as fire protection doors. As part of the inspection, our employees immediately perform simple tasks including lubricating or tightening bolts. If required, they also generate a repair list of preventive repairs.

Maintenance

Maintenance at regular intervals extends the service life and increases the availability as well as the safety of your logistics system. Worn or defective parts and components are promptly detected and replaced, thereby avoiding costly downtime and maintaining your system's performance level.

We work with you to develop a maintenance schedule that impacts your daily operation as little as possible. We can also perform maintenance outside your hours of operation, including at night. We perform maintenance in combination with statutory safety checks.

Safety checks

Our service engineers regularly perform statutory safety checks to ensure that you comply with all legal requirements. They then provide you with documented inspection results and review them with you in detail.

Repair

Thanks to our large, close-knit direct sales network, our mobile and professionally trained service engineers are always nearby. If you wish or if your logistics system is large enough, we can also station a full-time engineer at your premises. Using the spare parts stocked on-site, our employees can quickly perform any repair work.



Premium Services

Do you need maximum availability of your logistics system, whilst expecting fast responses and solutions, full cost control and 24/7 operation of your system?

Then the Jungheinrich Premium Services for logistics systems are the right choice for you. You pay a regular flat rate that covers all contractually agreed services. We accommodate all your individual requests, for example, a team of on-site service engineers. You receive an all-inclusive, worry-free package from a single supplier.

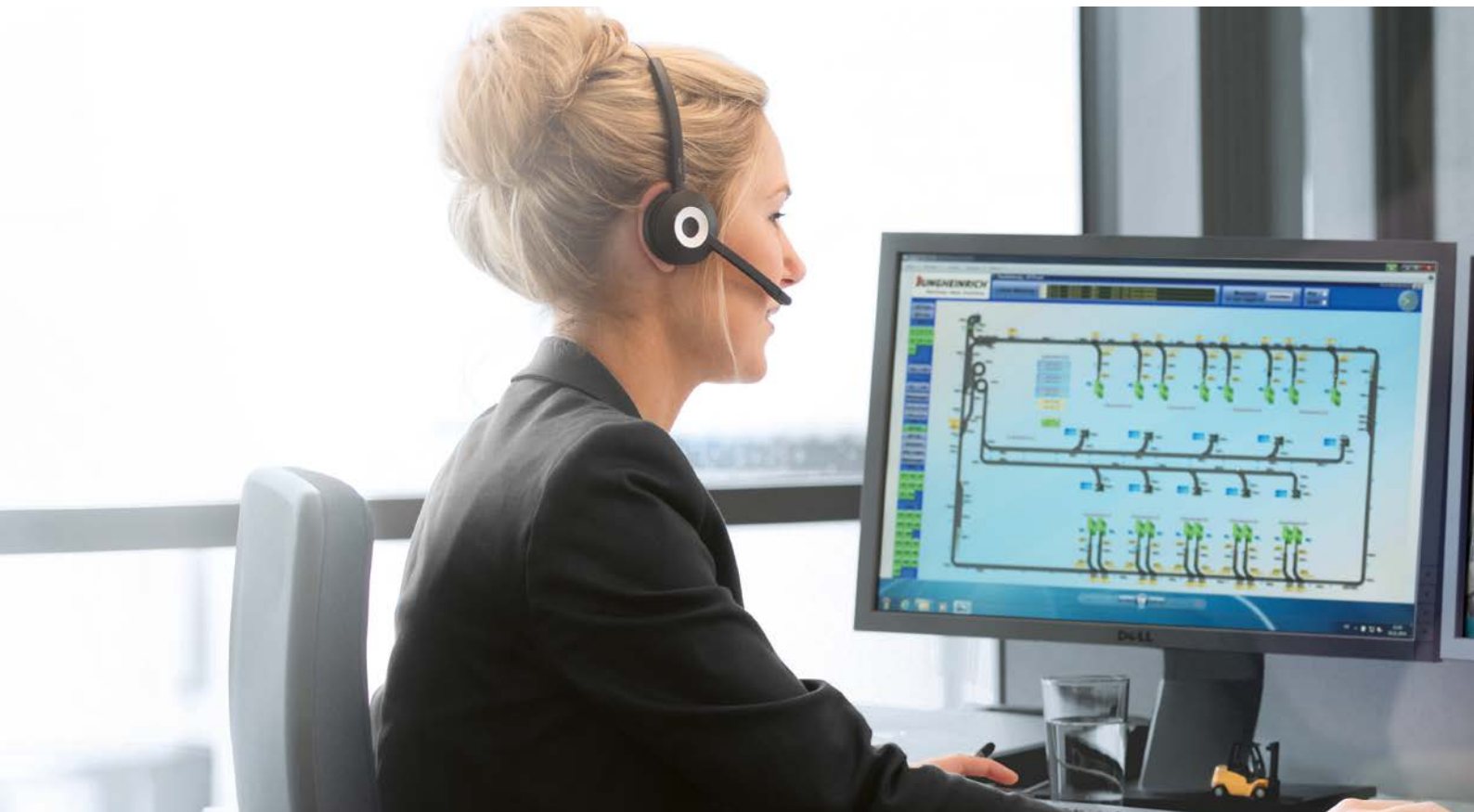
Our Premium Services are available in two versions:

Full Service

A tailor-made service and support solution that – on request – also includes spare parts. The monthly flat rate covers inspections, maintenance, safety checks and repairs.

Logistics System Management

This service package includes all the services of the Full Service package, plus the on-site presence of a Jungheinrich service engineer to serve all your needs. Our employees are integrated into your operations and are therefore familiar with all your processes, ensuring optimal monitoring of your logistics system. At your request, we can also include third-party plant equipment and machines into the service and support agreement.



Our support specialists – always standing by to assist you.

While our Customer Service takes care of on-site service, our Central Software team is available around the clock, 365 days a year.



Our support personnel are your first point of contact in the event of a fault or when you have general questions concerning your logistics system. All support staff have many years of experience and can generally provide instant solutions to most of your problems remotely. If they are unable to do so, our support personnel immediately contact an engineer. At Jungheinrich, service and support work hand in hand.

We usually respond to important support requests within minutes and always within an hour. This helps us minimise your risk of downtime and guarantee top performance for your system.



Our support specialises in the following areas:

Support for the Warehouse Management System (WMS) and control technology

We support not only your WMS but also the control technology for your automatic warehouse system and your automated trucks. Not only are our employees fully acquainted with our own products, they are also familiar with the interfaces between the systems. You receive regular release updates for your WMS to keep your software up to date. Besides the standard reports, we can also supply you with customised reports for controlling your warehouse.

Support for the Automated Guided Vehicles (AGVs)

Our Automated Guided Vehicles are based on our approved serial trucks. You benefit from the advantages of our tried and tested material handling equipment that we automate on a modular basis according to your requirements.

After commissioning, we assist you with our AGV expertise throughout the lifecycle of your system. In the event of a fault, you are supported by on-site Jungheinrich service engineers as well as our software specialists, who access your plant remotely, enabling you to reduce non-productive time to a minimum. You can choose among various AGV support levels based on your individual requirements.

Radio transmission and IT support

Radio transmission products help increase your operating efficiency, improve accuracy and reduce operating cost, while boosting your employees' productivity.

The availability of radio transmission products like scanners, printers and terminals is extremely important to the success of your company and the profitability of your investment. The Jungheinrich service and support guarantees maximum availability and optimal performance of your radio transmission products. You can choose among a variety of service levels to maintain high plant availability in the productive environment. You can also select a service level that covers defects caused by employees, including impact damage, through comprehensive coverage.

One of the significant differences between Jungheinrich and other suppliers is that we support your entire logistics system. In the case of radio data products, you can either send them to us or our service engineer can come to you.

We combine the individual service and support options that are best suited to your particular needs. At your request, we can also integrate further suppliers into our concept.



Genuine means quality and reliability.

„On board my service van, I carry approximately 650 of the most frequently used genuine spare parts, meaning that I can already execute many repairs on my initial visit.“

(Alexej Kasatonov, service engineer in the Novosibirsk Region)



HEINRICH

50049536

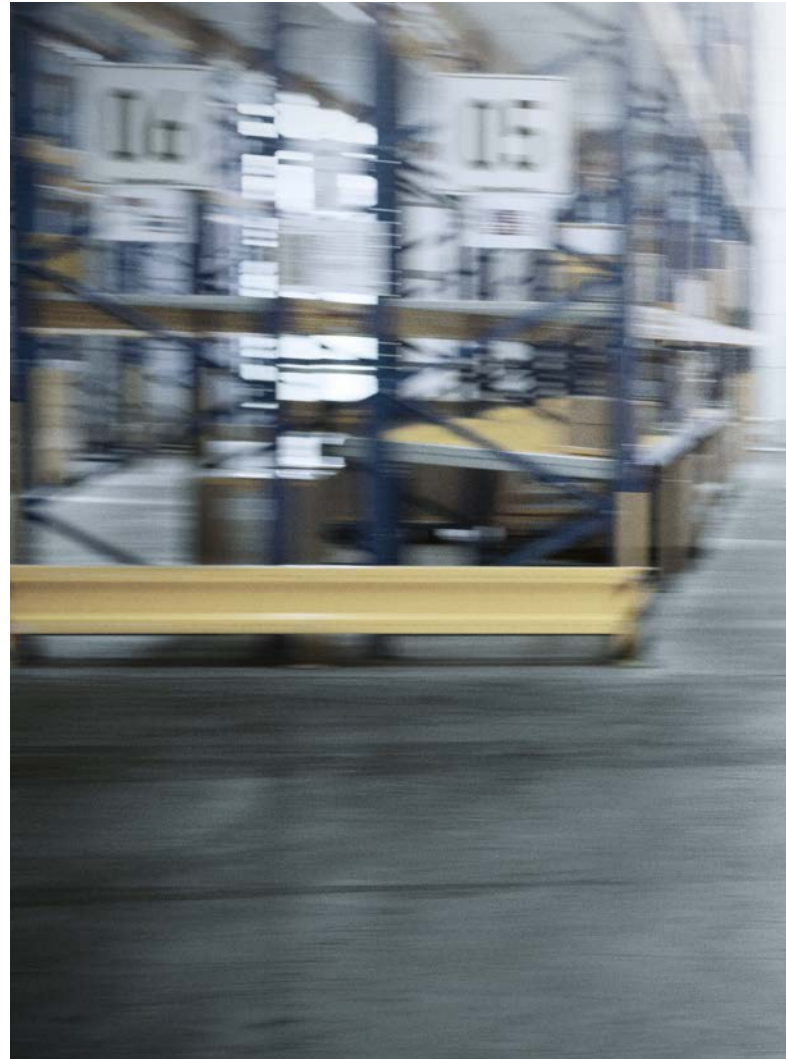
50462653

50462653

50049536

Spare parts —
availability far beyond

1 
years



The original — fast and reliable.

We offer you individual material management for the fast maintenance and repair of your logistics system.

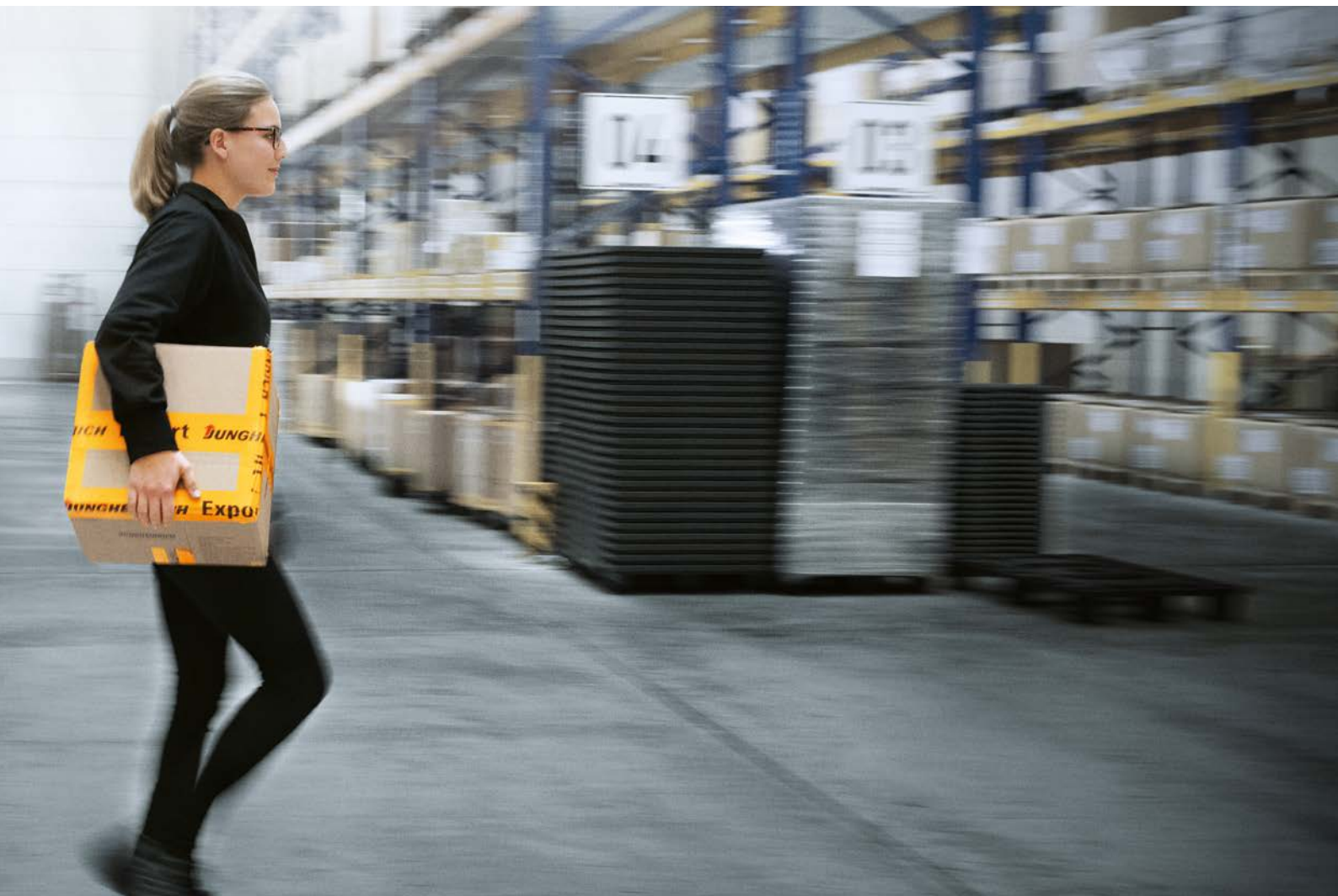
Originals ensure safety

Around the world, Jungheinrich service engineers exclusively use genuine spare parts for repairs and maintenance work. Only the original maintains optimal interactions between all system components, thereby guaranteeing maximum reliability and value retention.

Only Jungheinrich genuine spare parts meet the high performance demands of system trucks and materials. Using third-party parts, however, can result in serious accidents or costly failures.

Material Management – optimum stock and central supply

We help you to optimally stockpile parts by assembling a package of the most important spare and wearing parts for your logistics system. Naturally, we also advise you on storage, inventory procedures and management of spare parts at your site. Thus, you can also rely on Jungheinrich for all your supply and material management needs.



The centralised supply and stocking of standard parts guarantees fast restocking after use. This allows us to prevent additional costs for the stocking of duplicate parts at your premises. For added savings you can also leave the reconditioning and repair of valuable spare parts such as motors and laser scanners in Jungheinrich's expert hands.

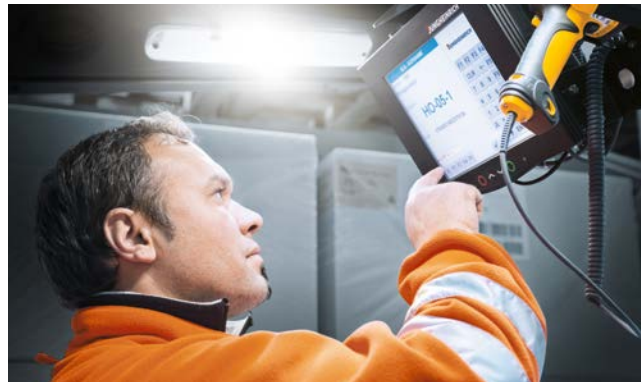
Reliable and available for a long time

Regular professional maintenance and repairs using genuine parts is the best way to ensure a long service life of your logistics system. For this reason, we keep our spare parts available far beyond 10 years. That way, we keep your system moving.



Spare parts availability – anytime, anywhere.

Our Spare Parts Distribution Center in Kaltenkirchen:
Delivering parts 365 days a year thanks to perfect logistics.



overnight
delivery
in Europe

The heart of our global logistics network is in Kaltenkirchen near Hamburg, the distribution centre from where we control deliveries to all regional warehouses worldwide. On a site measuring over 61,000 square meters, more than 250 employees ensure an optimal supply of spare parts to our customers across the world.

Over 100,000 different genuine spare parts are stored in our highly automated racking system, permitting daily shipments of 15,000 delivery-schedule items throughout our entire network in three time zones (America, Central Europe and Asia).

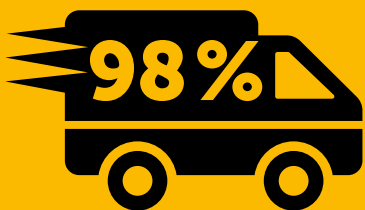
We're proud to have launched this major project, including its design, planning and implementation, entirely on our own. With our current 98% service level, we set the benchmark in our industry. All these efforts are aimed at a single goal: We want to achieve maximum spare parts availability and the fastest possible delivery to you.

Service for your logistics systems – 24/7.

Not only does Jungheinrich represent highest quality and competency in developing and manufacturing intralogistics system solutions. From the very start, we have always put great emphasis on placing service at the centre of everything we do.

Globally consistent standards in service quality, short distances to our customers and a 24/7 availability: Jungheinrich employees around the world give it their all to make your logistics system run smoothly and minimise your risk of downtimes.

Currently servicing more than **300 projects**



overnight delivery in Europe

Spare parts availability far beyond

1 
years

More than **4,500** in-house service engineers



operating worldwide, on average with 11 years of professional experience



over **49,500** years of experience

Worldwide more than
1,300
employees in the
Logistics Systems division



More than
350
successfully
implemented
software &
automation projects



Modern
diagnostic tools



24/7
Service and
support
365
days a year



sales and service subsidiaries
in Europe, Asia, South America
and Australia



Jungheinrich AG (Suisse)
ISO 9001/ISO 14001/
OHSAS 18001

ISO 9001 Les usines de production de
ISO 14001 Norderstedt, Moosburg et Landsberg
en Allemagne sont certifiées.

CE Les matériels Jungheinrich
sont conformes aux normes
européennes de sécurité

Jungheinrich AG

Holzikerstrasse 5
5042 Hirschthal
Téléphone 062 739 31 00
Téléfax 062 739 32 99

Route du Village 6a
1070 Puidoux
Téléphone 021 925 90 70
Téléfax 021 925 90 89

Carrale di Bergamo 107
6517 Arbedo-Castione
Téléphone 091 829 00 32

info@jungheinrich.ch
www.jungheinrich.ch

JUNGHEINRICH