

baumann

service

**ALWAYS
BY YOUR SIDE**



24/7 SUPPORT



HOTLINE

Service technician availability:
24/7/365 – Around the clock*

Hotline package:

- Basic
- Extended
- Premium (24/7/365)

The packages include:

- Response time < 2h**
- Free call-back service
- Spare and wear parts ordering available up to 24/7
- Request for remote maintenance and smart glasses support up to 24/7

Service hotline:
+49 9621 6754-977

Email:
service@baumann-automation.com

*Depending on the selected package. **The response time is approx. 2 hours. The response time is the time between receiving a report and making contact with the customer (during Baumann's normal business hours/excluding German public holidays and weekends).

**RESPONSE
TIME**
< 2 h**

WE ARE HAPPY TO PROVIDE YOU WITH DETAILED INFORMATION ABOUT OUR PRODUCTS, INCLUDING:

- On-site service
- Maintenance
- After Sales (including ReUse, RetroFit, system relocations)
- Spare and wear parts
- Data Portal
- Training

REMOTE SUPPORT | SMART GLASSES



REMOTE SUPPORT

Expert support provided quickly and efficiently!

Baumann guarantees you fast support around the clock – and around the world. The use of advanced remote maintenance tools and the availability of skilled service personnel mean that many issues can be resolved remotely.

Our remote maintenance service includes:

- Availability via our hotline, depending on the selected package, up to 24/7, worldwide
- Remote maintenance via VPN tailored to the customer's needs
- Log file analysis/fault diagnosis
- Smart glasses support



SMART GLASSES

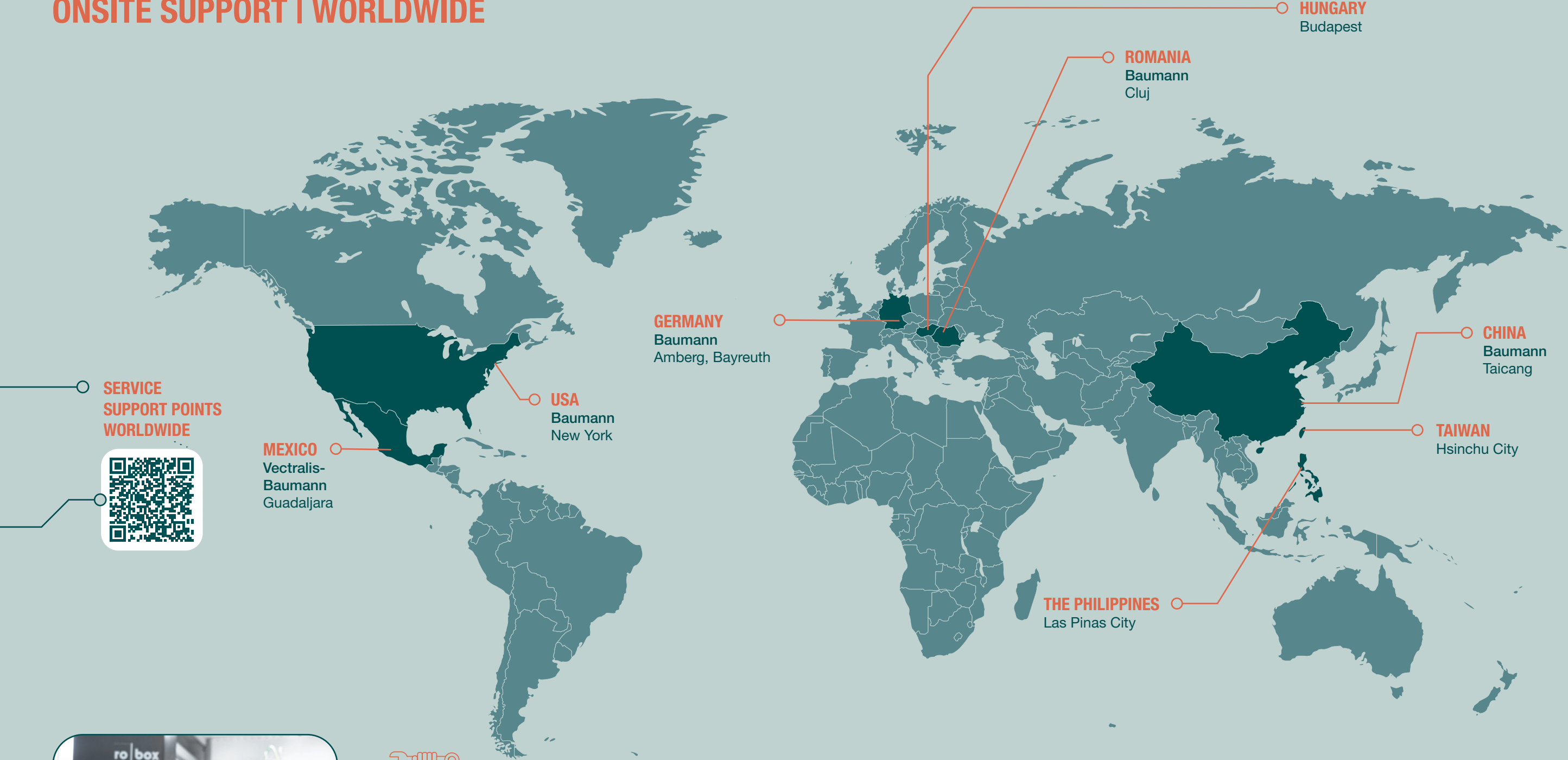
Virtual on-site presence

Augmented Reality makes daily service and support assignments (remote and on-site), as well as maintenance and inspections easier, faster and more efficient.

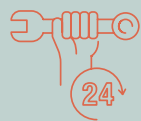
Potential uses of smart glasses:

- Emergency support
- Virtual pre-acceptance
- Virtual training
- Repair
- Maintenance
- Service call

ONSITE SUPPORT | WORLDWIDE



SERVICE
SUPPORT POINTS
WORLDWIDE



ON SITE

Short response time!*

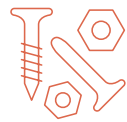
Baumann forms a service team tailored to your specific needs. Within just 24 hours, we will be on our way to provide efficient and expert support on your premises.

*The response time is the time between receiving an order and readiness to deploy to the site, depending on the availability of technicians. German public holidays and weekends are excluded.

OUR ON SITE SERVICE COVERS:

- Service support points around the world
- Response within 24 hours
- Shortened response time
- Emergency support
- Hourly on-site service packages (emergency hours)
- Smart glasses support

SPARE PARTS



SPARE PARTS

We have the spare parts you need!

Our spare parts handling is available up to 24/7 depending on your package. We provide spare, wear, and replacement parts for your own systems and third-party ones as well.

Our spare part service covers:

- Free advice and quotations
- FirstAidKit – customised spare and wear part packages
- In-house production of spare parts and assemblies (incl. installation and testing)
- Simple and fast spare part ordering via the AfterSales data portal
- Express dispatch of spare parts (on-board)

SPARE PARTS

Baumann guarantees the long-term availability of original spare parts and provides fast, reliable delivery. This ensures that your systems remain operational for years on end.

Make use of our data portal and discover how simple and convenient spare parts management can be!

DATA PORTAL



DATA PORTAL

Spare parts management simplified: Our data portal offers a central, user-friendly platform with all relevant information - up-to-date, clearly organised and available around the clock.

All the benefits at a glance!

- 3D views: Visualise your components, including installation position, rotation and zoom function.
- 2D drawings: All items in contact with the product are stored as practical PDFs.
- Simple order requests: Create requests for S/W parts from the shopping cart directly.
- Easy to use: Intuitive operation for quick navigation.
- Everything in one place: All documents and technical data are available in one central and clearly arranged location.
- Automatic data updates: Benefit from constantly updated information.

VIDEO- INSTRUCTIONS DATA PORTAL



Our data portal enables you to access all relevant information relating to your spare parts management at any time - centralised, up-to-date and user-friendly. For more transparency, faster processes and maximum availability.

LOGIN DATA PORTAL



MAINTENANCE



MAINTENANCE

Preventive measures!

Routine preventive maintenance and inspection of your system and robots helps you plan with certainty. It guarantees to maintain the value and stabilizes your production processes. The measures we take, along with the spare and wear part packages and data backup services we offer, ensure that your system maintains consistent quality throughout its service life.

Our maintenance service includes:

Cyclical maintenance (life cycle service):

- Customized maintenance packages
- System/robot maintenance

Free advice and quotations:

- Measures following maintenance
- Spare and wear part packages
- Data backup packages



AFTER SALES



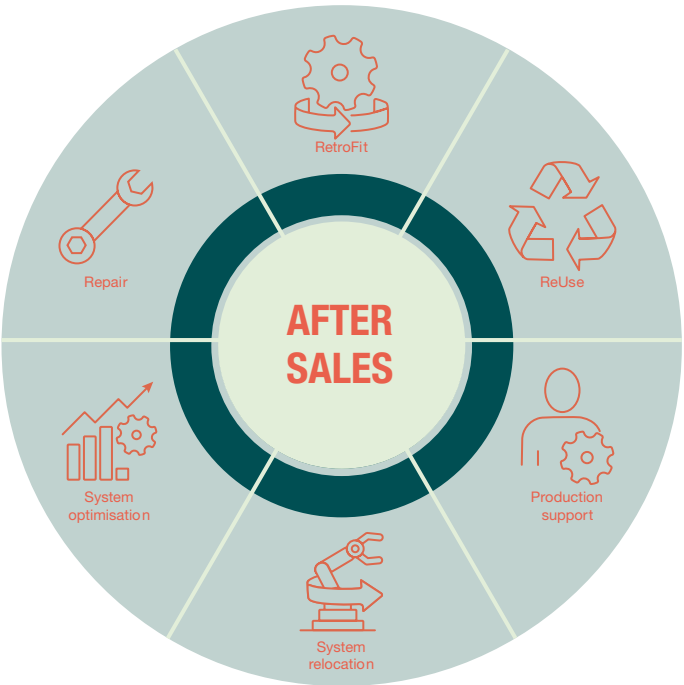
AFTER SALES

Does your system need modifying?

Let us take care of it!
The requirements for the system can change throughout its service life — such as reuse, sustainability, extended durability, increased production volume, improved efficiency, or even relocation.

Our after-sales service includes:

- RetroFit: Modernisation for greater efficiency and service life
- ReUse: Reuse for sustainable production
- Production support: Expert support on site
- System relocation: Smooth relocation of your production
- System optimisation: Tailor-made process improvement
- Repair: Fast maintenance and spare parts management



TRAINING



TRAINING

Knowledge tailored for success!

A well-trained team is the key to getting the best out of your systems. Baumann offers hands-on training courses that are tailored to your particular needs. We get you ready to use the system safely and efficiently.

Our trainers monitor your learning progress and assist with any questions and problems you may have.

Our training focuses include, among others:

System operation:

- Efficient and safe operation of the Baumann system
- Understanding of material flow and machine functions
- Troubleshooting in practical operation

System technology:

- Understanding technical processes and components
- Basics of maintenance and inspection
- Problem solving during operation

Robotics:

- Safe handling of robot systems
- Overview of technology and applications
- Teaching relevant operating knowledge

Image processing:

- Design and structure of image processing solutions
- Use and properties of vision tools
- Understanding of technical relationships and functions

COMPREHENSIVE AFTER-SALES SERVICE
FOR MAXIMUM SYSTEM EFFICIENCY



HOTLINE

Around the clock!

Our service is available for you up to 24/7.

Service hotline:
+49 9621 6754-977

Email:
service@baumann-automation.com



REMOTE SUPPORT

Expert support provided quickly and efficiently!

With our remote maintenance service, we access your systems directly via VPN to help you resolve your concerns and prepare a fault diagnosis.



ON SITE

Short response time!

Our Service Team deploys to you within 24 hours.



SPARE PARTS

We have the spare parts you need!

Depending on your booked package, our spare parts service is available to you 24/7 and offers fast shipping.



DATA PORTAL

Everything at a glance view!

Our data portal offers 3D views, 2D drawings and centrally available data for easy order requests – up-to-date and always available.



MAINTENANCE

Preventive measures!

To make your systems more efficient and prevent them from having to be shut down due to wear and tear, we offer regular inspections and maintenance of the production equipment and robots.



AFTER SALES

Does your system need modifying?
Let us take care of it!

The requirements for the system can change throughout its service life – such as reuse, sustainability, extended durability, increased production volume, improved efficiency, or even relocation.



TRAINING

Knowledge tailored for success!

Our training courses are perfectly tailored to you and your specific requirements.



@Baumann GmbH



@baumannautomation



baumann-automation.com

CONTACT

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