

# EASE OF CARE PROFESSIONAL SERVICES



# Preventative Maintenance Programs



Datalogic's scheduled Preventative Maintenance (PM) Program ensures peak performance and extends the operational life of the equipment. Preventative Maintenance on your systems not only minimizes the chances of downtime but also reduces your operational costs by correcting performance issues before they occur.



## FEATURES

- ✦ Annual and multiyear Preventative Maintenance agreements
- ✦ Error analysis and rectification of failures on site
- ✦ Replacement of defective components by experienced technicians
- ✦ Recommendations to replace end of life products
- ✦ Customized diagnostics to improve your processes and reduce your TCO( Total Cost of Ownership)
- ✦ Training maintenance staff in troubleshooting your equipment

Our Preventative Maintenance program shall be purchased together with the equipment and can cover up to 3 years. We can easily customize our offering depending on your needs.

## BENEFITS

- ✦ Improvement in read rates and/or reducing error rates
- ✦ Reduces cost of operation and maintenance
- ✦ In depth diagnosis of any system issues
- ✦ Discount on spares and repairs
- ✦ Exceptional service with Datalogic certified and experienced personnel



| Preventative Maintenance - System Check List           | MAXIMIZE UPTIME | REDUCE INTERVENTION AND SERVICE | OPTIMIZE READ RATE | HEALTH AND SAFETY OPERATOR/ SYSTEM |
|--------------------------------------------------------|-----------------|---------------------------------|--------------------|------------------------------------|
| Clean and Inspect Interior and Exterior Optics         | ✓               | ✓                               | ✓                  |                                    |
| Record and adjust input and output parameters          | ✓               | ✓                               |                    |                                    |
| Measure and record read rates <sup>1</sup>             |                 | ✓                               | ✓                  |                                    |
| Perform calibration and alignment                      |                 | ✓                               | ✓                  |                                    |
| Inspect Any Interfaces and Linear/Rotary Devices       | ✓               | ✓                               |                    | ✓                                  |
| Audit Material Handling and special features           | ✓               | ✓                               | ✓                  |                                    |
| Inspect mounting hardware, cabling and wiring security | ✓               | ✓                               |                    | ✓                                  |
| Check and report diagnostic errors                     | ✓               | ✓                               |                    |                                    |
| <sup>1</sup> Websentinel plus installation required    |                 |                                 |                    |                                    |

Datalogic will back up software configurations and archive the latest configuration, should there be a need for remote support in future. Optional training of your maintenance staff in troubleshooting of your equipment is provided.



When there is a technical problem with an installed Datalogic product, Datalogic's technical experts will assist with troubleshooting to get your Datalogic equipment up and running. Our dedicated Product Specialists will help to maximize your device's uptime using remote diagnostics and problem resolution.

| Features                                            | STANDARD TECHNICAL SUPPORT | 24 HOUR PHONE SUPPORT CONTRACT |
|-----------------------------------------------------|----------------------------|--------------------------------|
| Datalogic Professionals Providing Expert Assistance | ✓                          | ✓                              |
| Problem Identification to Root Cause                | ✓                          | ✓                              |
| Priority access with Pin number                     |                            | ✓                              |
| 24 hour support (Monday to Sunday)                  |                            | ✓                              |
| First callback with proposed solution               | 1 working day              | 30 min                         |

Support is provided in English.

## FEATURES

- ✦ Basic and advanced courses
- ✦ Datalogic qualified product specialists
- ✦ Diverse practical training on all Datalogic products and solutions
- ✦ Operator training by qualified Datalogic personnel

## BENEFITS

- ✦ Increase uptime and learn how to troubleshoot and fix errors
- ✦ Enable users to leverage the full potential of the technology and reduce costly errors
- ✦ Customized training at the customer's site or online via web
- ✦ Comprehensive training documents

## 24/7 Phone Support



Customers who purchase a 24/7 phone support will have always access to the most experienced technician on duty. Our follow the sun service model, supported by a state of the art collaboration platform, will ensure speed and effectiveness.



## Training



Datalogic offers flexible and cost-effective customer training for many Datalogic products and solutions. Our training courses are designed to focus on safe and efficient operation and maintenance of your Datalogic equipment. Datalogic offers on site and online training, custom designed to your specific needs.



For further information, please contact your Sales Representative or visit us at [www.datalogic.com](http://www.datalogic.com)



## ABOUT DATALOGIC

Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefiting high customer service and innovative products offered for over 45 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 2,700 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2016 Datalogic had a turnover of 576.5 million Euro and invested over 50 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

For more information about Datalogic, please visit us at: [www.datalogic.com](http://www.datalogic.com).



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