

FAST MOVING TECHNOLOGY

STÄUBLI

Maintenance services

Robotics | Beyond robots





ROBOTICS

Adrien Brouillard, Global Head of Customer Services

“We build our teams from all over the world in order to pursue the values that have always driven us: customer proximity and high-quality standards of our Stäubli Services.”

BEYOND ROBOTS

Stäubli Services, a team committed to helping you

Your equipment's performance is what matters most. That's why at Stäubli, service is one of our core values. It is reflected in three commitments we make to you, our customers.

Stäubli expertise

By trusting Stäubli to maintain your robot, you ensure the best possible treatment for your robot. As the manufacturer, our

technicians know your robots inside out and can offer you the benefit of their many years of experience.

Maximum availability

Our highly trained technicians are able to detect and eliminate any deterioration earlier than anyone else. This ensures maximum availability of your robot from the start and increases its lifetime.

Responsiveness

Because every minute counts, our Stäubli specialists are on call at any time, to help you when you need it the most. Our Stäubli Service Technicians are based all over the world to intervene on site in record time.

MAINTENANCE

Maximise uptime of your robots

For the entire lifecycle of the product our aim is to exceed your expectations by delivering a 5-star service and providing you with tailored solutions. Preventive

maintenance is the best way to protect your robot investment, limit maintenance costs and ensure a high level of productivity. For optimal performance of your robotic

equipment, we offer services contracts designed to provide flexible service options and optimise value throughout the robot lifecycle.



Service packages

Discover maintenance packages tailored to your needs.



Hotline

Our hotline quickly puts you in contact with Stäubli technicians.



On-site support

Our teams of qualified technicians take action on-site quickly to provide you with the necessary assistance.



Preventive maintenance

Highly trained technicians are there to maintain your robot and keep your production running.



Spare parts

Our spare parts are smartly designed and rigorously tested to provide you an unmatched quality.



Training

Strengthen your staff skills with Stäubli Robotics Academy.



Customer portal

Thanks to our customer portal, access all the information of your robot.

SERVICE PACKAGES

Packages adapted to your needs

Every customer and their equipment have different requirements, so we provide flexible packages that allow you to customise our services to meet your specific needs. Your Stäubli account representative will help you choose the right tailor-made Stäubli service package.

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Peace of mind
You don't have any administrative and spare parts management for preventive maintenance
- 

Budget control
You plan your expenses and control your budget.
- 

Secured performance
We take care of your robots to ensure optimal performance.
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No cost inflation
Opt for a 3 year contract and benefit from price stability for the complete contract duration.
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Flat price for 3 years
Regardless of the maintenance intervention performed

 **Care Compact**

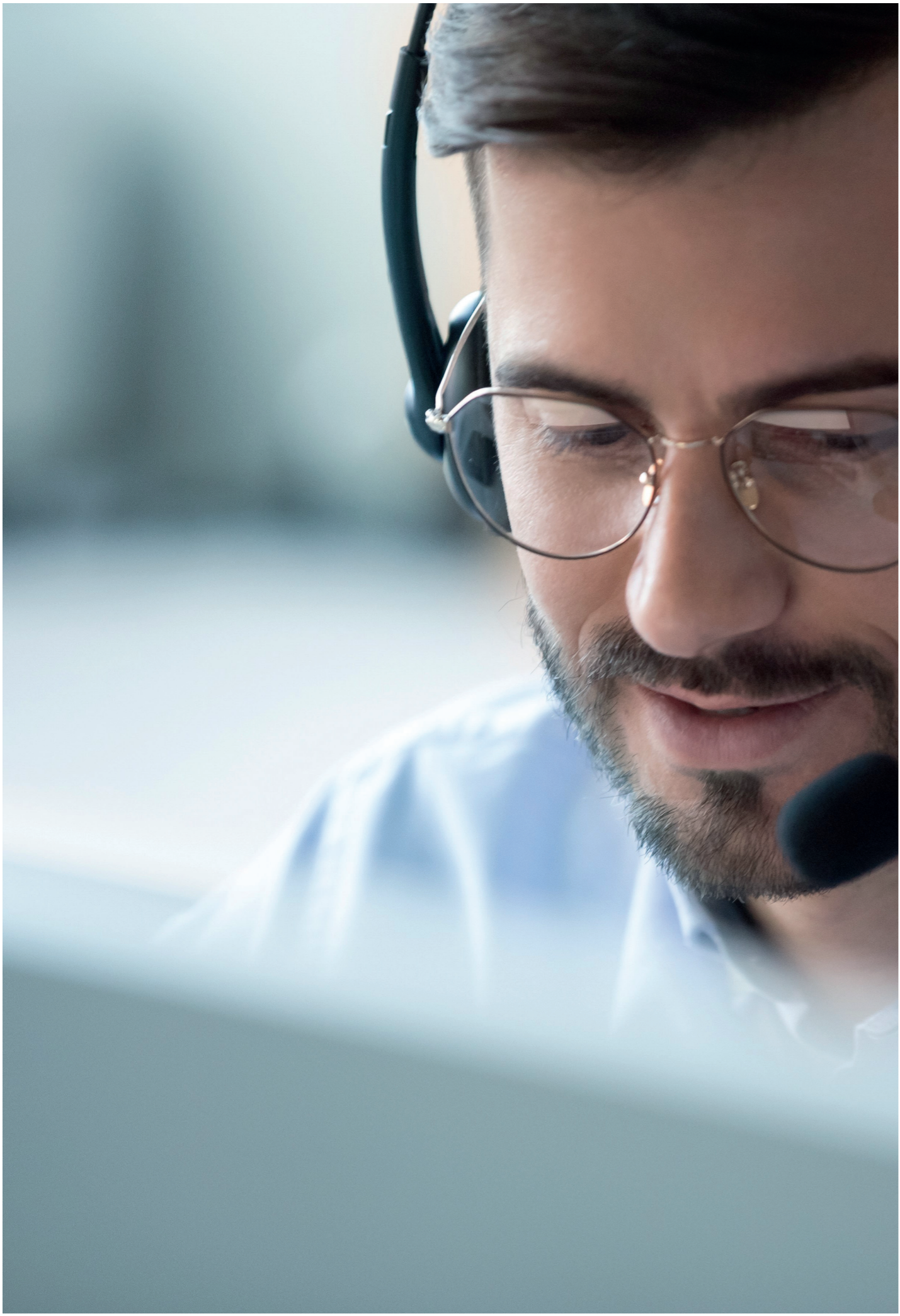
 **Care Plus**

 **Care Premium**

Stäubli after-sales Hotline	✓ 10/5	✓ 24/5	✓ 24/5
On-site departure time in case of production shutdown ⁽¹⁾	✓ 24h	✓ 24h	✓ 24h
Spare part shipment ⁽²⁾	✓ D-day	✓ D-day	✓ D-day
Spare part discount rate ⁽³⁾	✓ 2%	✓ 5%	✓ 10%
Training discount rate ⁽⁴⁾	✓ 10%	✓ 10%	✓ 10%
Robot health check up visit	✓	✓ ⁽⁵⁾	✓ ⁽⁵⁾
Preventive maintenance visit		✓	✓
Labour discount rate ⁽³⁾		✓ 5%	✓ 5%
Stäubli Services Warranty - covering on-site labour		✓	✓
Stäubli Services Warranty - covering on-site labour, spare parts & travel expenses			✓
Yearly installed base analysis			✓
	Responsiveness Robot inspection Exclusive advantages	Responsiveness (+) Annual maintenance Stäubli services warranty Exclusive advantages (+)	Responsiveness (+ +) Annual maintenance Stäubli service warranty (+) Exclusive advantages (+ +)

(1) excl WE and local bank holidays (2) only applicable to a selection of critical spare parts (3) for interventions not covered by Stäubli Services Warranty and only in the context of an intervention supervised by STÄUBLI hotline (4) applicable to one training per year and for one participant (5) included in the preventive maintenance visit

This offer may vary by country - please refer to our customer services for more details.



HOTLINE

Always there for you,
wherever you are

Our commitment



Fast response time
Calls answered and handled in record time.



Hotline Support Services in-house
Only experts with technical skills answer your call.



Client satisfaction
We take responsibility to put things right and are ready to meet and exceed your expectations.



Stäubli remote service
Our Stäubli specialists provide systematic troubleshooting with direct support by phone and video.

ON-SITE SUPPORT

Close to you

We have teams of technicians based all over the world to intervene on-site in record time. Our Stäubli Service Technicians are true professionals, responding quickly to service requests and minimising the downtime of your equipment. Stäubli Service Technicians perform around twenty thousand visits annually, making them the most frequent point of contact between Stäubli and its customers. Their performance directly translates into customer satisfaction, trust and loyalty.



99.95%
Robot availability



200
Service engineers around the world



80%
Remote resolution rate



PREVENTIVE MAINTENANCE

Making your robot investment pay off for years to come

Annual preventive maintenance will ensure maximum availability and reliability of your robot

Proper robot maintenance is a way to protect your investment, control maintenance costs and ensure a steady production volume. To ensure top-level performance and keep

production running, Stäubli recommends performing a Preventive Maintenance on a yearly basis.



Protection of high value-added components



Reducing risk of unwanted downtime



Increasing the durability of your robot



Limit unpredictable costs




What is done during a preventive maintenance visit?

During a preventive maintenance visit, our trained technicians perform a general check of the robot's operation, review any

malfunctions that have occurred since the previous maintenance visit, replace predefined spare parts according to the

preventive maintenance plan of your robot and provide you with a detailed annual status report.



-  **Inspection of the arm and controller**
-  **Maintenance of the arm and controller**
-  **Replacement of predefined spare parts**

SPARE PARTS


Keeping your production system running

To guarantee optimal safety and maintenance for your robot, genuine Stäubli parts are designed according to very strict specifications.


All our parts are smartly designed and rigorously tested to match our quality standards and our spare parts are guaranteed to be a perfect fit for your robot.

They also increase the operational life of your robot's components.


Our engagement




12 month warranty
We provide a 12 month warranty for all spare parts replaced.



15-year availability of spare parts
We ensure the availability of spare parts for at least 15 years after the purchase of your robot.



Stäubli quality
Guarantee of quality, compatibility and compliance with all technical requirements.



Spare part catalog: Accessible 24/7
We offer easy access to all spare parts lists for your robot.

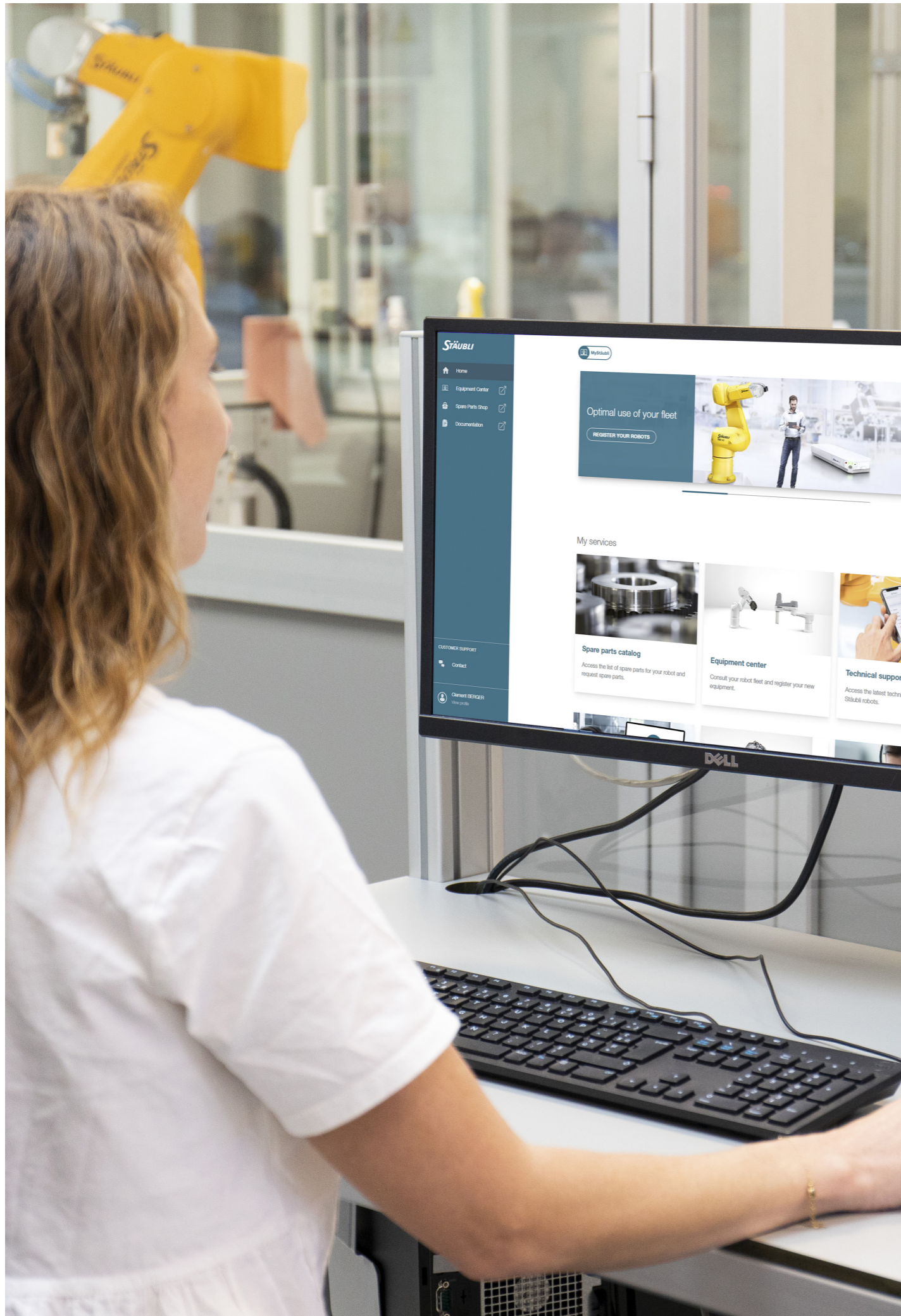
STÄUBLI ROBOTICS ACADEMY

Training

For more than 40 years we have provided professional training and offered a wide variety of robotics training programs to meet your needs.

With our troubleshooting and maintenance training, you will be able to identify the causes of a breakdown more quickly and perform the first troubleshooting operations. This will save you valuable time in resolving the problem and reducing machine downtime.





CUSTOMER PORTAL

Discover MyStäubli portal

MyStäubli portal is here to make your life easier by putting everything you need to manage your robot in one place.



Register your robots

Register your Stäubli robot easily online and find your product documentation.



Access to our spare parts catalog

Quick access to the spare parts lists for your robot and requests for spare parts with just a few clicks.



Explore and download from Stäubli library

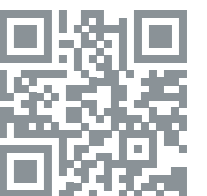
View all Stäubli documents, download software and CAD files.



Contact us

Report an incident and access to Stäubli expert contact.

Register your new robot and benefit from exclusive advantages





● Staubli Units ○ Representatives/Agents

Global presence of the Staubli Group

www.staubli.com