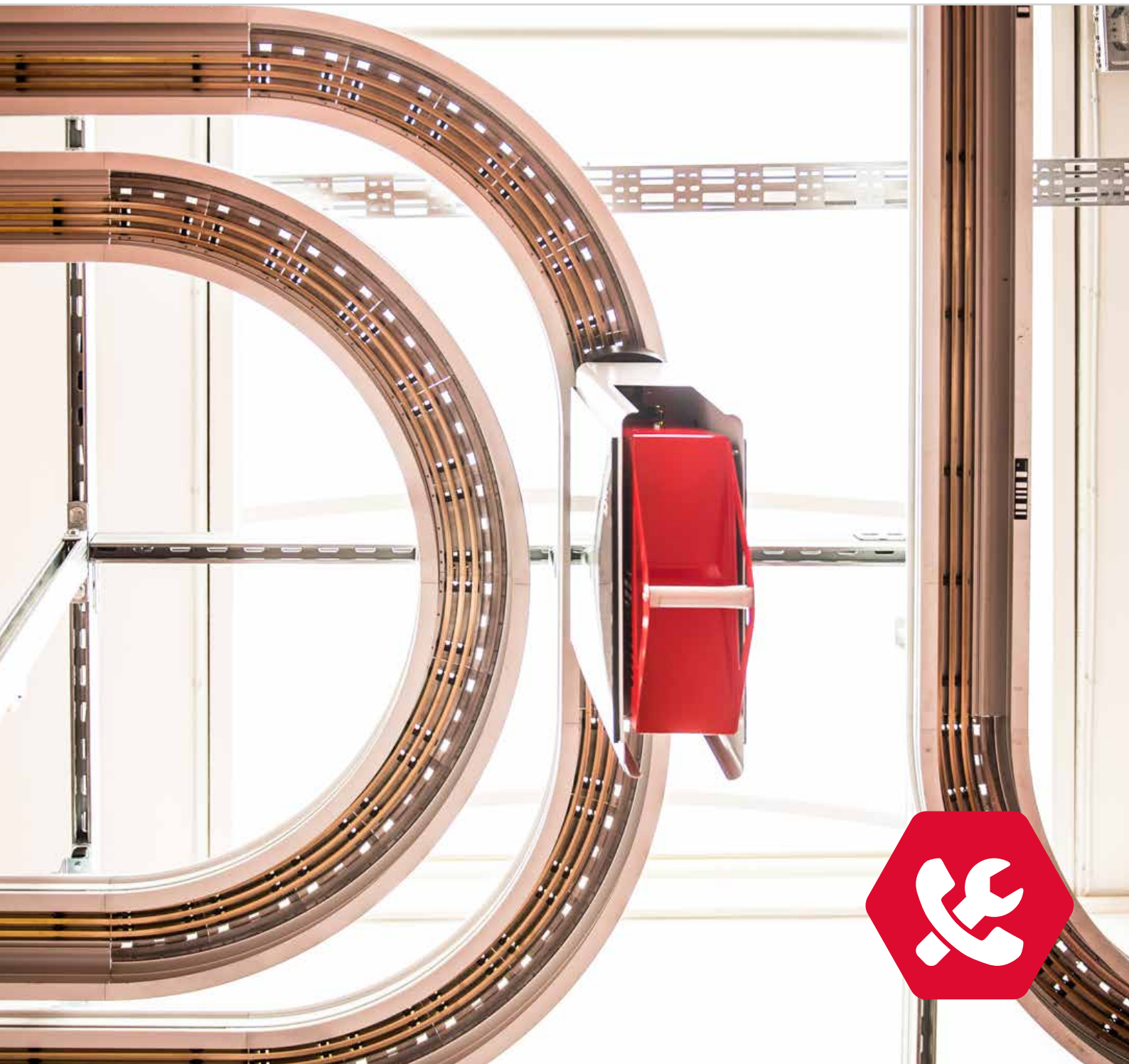


Service - Quality that's tangible





Service – Keep your conveying technology moving

A well maintained system will run and run and run

We are particularly proud when our customers operate their Telelift systems over the course of decades. This is not only due to the ingenious technology and high quality workmanship, but also regular servicing by our expert personnel.

Such systems are necessary but costly investments. So that your investment pays off over the long term, we offer various servicing options for Telelift systems, which we can tailor precisely to your operational circumstances.

Our service team's work begins once your Telelift system starts up

We want you to be satisfied with your Telelift system. Our service team therefore focuses on ensuring that our conveying technology functions without problems and is always up and running.

Over the course of your system's entire service life, our service engineers ensure that it reliably fulfils the agreed requirements. As required, we modify and improve system components, so that these support your operational procedures as well as they possibly can over the course of many years.



The four elements of Telelift's service



- Maintenance
- Spare parts
- Modernisation
- Repairs





Telelift – Your reliable service partner for the long term



Use our service as a pillar for your success

Regular maintenance work ensures that our various systems, UniCar, MultiCar, MultiLift or SIMACOM, work reliably. By combining various services, you will save time and money. Our comprehensive service catalogue covers technical operational support, maintenance and modernisation.

So that the availability of the Telelift system is always guaranteed, the Telelift service department checks and maintains the most important system components at defined intervals.

A regularly maintained system works reliably, unwanted breakdowns are minimised and ultimately it will have a longer service life. In terms of maintenance, spare parts or repairs, the Telelift service department gives you reliable support and provides professional advice when a system upgrade is necessary.





Service – Spare parts management



Spare parts management

- Latest technologies
- Complete spare parts service
- Delivery at short notice
- Component repair
- Advice and documentation
- • For older systems, we keep all the necessary spare parts available over the long term
- • Professional installation





Service – Servicing concepts

The right servicing concept to meet any requirements

Telelift offers three different servicing concepts. Maximum system availability is always our primary objective.

Full maintenance

With full maintenance, the system operator concludes a contract with Telelift. This covers complete maintenance of the system. The contract generally runs for 10 years or longer.

Partial maintenance

With partial maintenance, Telelift carries out all the work just as with full maintenance. However, partial maintenance does not include the supply of spare parts or wear parts. These are invoiced separately, according to their cost. In addition to a partial maintenance contract, a stand-by service can also be arranged. This means that, in the event of faults, system availability can be assured.

On-demand maintenance

For systems that the operators partially or fully services themselves, we offer tailored servicing on demand. Telelift's service team only carries out the servicing works upon request, or optionally according to a servicing plan agreed with the customer. We are also pleased to support or train your own in-house servicing team.

With Telelift servicing, we guarantee that older as well as new systems work perfectly.



Technical service from Telelift:

- Investigation and evaluation of your intralogistics
- Inspections and repairs
- Rectification of malfunctions
- Cleaning the system
- Training personnel
- Transparent and predictable operating costs
- Remote diagnostics
- Repairs whilst system is running if possible
- Nationwide service network





Retrofitting – What does retrofitting mean?

Why modernisation (retrofitting)?

Thanks to Telcelift's high quality standards, our systems work extremely reliably – even after many years.

Nevertheless, at regular intervals, system components should be brought up to current technological standards, for example in order to ensure the availability of spare parts and to avoid increasing maintenance costs or down-time. At the same time, the system's efficiency can be sustainably increased.

With a retrofit, outdated components are replaced, with new, more technologically advanced components being fitted in their place. This means that existing systems are brought right up to date.

The considerably lower costs of modernisation compared to the new acquisition of a comparable system make a retrofit extremely attractive.

To a great extent, the existing hardware remains in use. The basic elements therefore remain in place, and in the case of large systems, high investment costs for creating the foundations are eliminated. In the case of a retrofit, prior agreements relating to the system mostly remain in place. Retrofits can be carried out in stages, or all in one project.



The aims of retrofitting



- Longer life cycle
- Increase in productivity
- Greater system efficiency
- Compliance with current legal requirements
- Guaranteed availability of spare parts
- Spare parts based on the very latest technological standards
- Integration of existing systems into a modern IT environment
- More efficient transport processes
- Reduction in operating costs





Retrofitting – Your benefits!



Your benefits

- Latest technologies
- Quicker container availability
- Greater system availability
- Shorter arrival times, thanks to decentralised storage
- Container vehicles' position can be accurately pinpointed at all times
- Monitoring of entire system
- Shorter reaction times
- All types of goods can be transported more quickly
- Shorter servicing times
- Reduction in maintenance costs
- Cost savings when obtaining spare parts
- Assured supply of spare parts
- User friendliness significantly increased
- Modernisation measures tailored to your budget
- Investment pays for itself within 3–4 years

Why Telelift?

Telelift has more than 50 years of experience when it comes to modernising systems.

Not only do we have tried and tested concepts when it comes to preparing modernisation procedures: we also analyse every single system and modernise it individually according to what is required.





Libraries – Your benefits



Automated process from return to placing back on the shelf

Today, libraries function as multimedia providers and modern educational and cultural centres that are accessed by children, young people and adults, irrespective of education or nationality. They enable free access to information, promote research, science and lifelong learning. Libraries impart the media skills necessary in our digitalised and networked society.

Against this background, innovative library technology represents a key component. It enables libraries to concentrate on their valuable role promoting cultural and education, and to serve growing demands in the context of digital transformation.

Thanks to Telelift's future-orientated logistics solutions, the strain is taken off employees, meaning additional personnel resources are gained.

The UniSortCar™ was therefore designed for use in modern libraries. It acts as a transport system for single books and at the same time can be used as a sorting system from the automated book return station to the open access and magazine sections. Using this transport system saves time and increases the availability of the books for the users.



See the advantages for libraries in the video

Your benefits

- Integration of book return machines in the transport system
- Automated and spontaneous transport to all areas of the library – personnel resources are freed up for their actual tasks
- RFID-based automatic presorting of media by individual transport in the UniSortCar™
- Considerable improvement to the sorting options – Media come back into circulation quicker
- Particularly gentle transport of sensitive media by UniSafeCar™





Healthcare – Your benefits

More safety due to intelligent transport systems

In the internal logistics in hospitals, it all comes down to fast and reliable transport between the various departments.

Typical items that are moved with UniCar systems are blood and laboratory samples, results, instruments, sterilised products, medicines and blood reserves. The hygienically sound, safe and traceable transport of these items is particularly important, as it makes a critical contribution to patient safety.

Using a UniCar system improves the flow of materials, helps a hospital's logistics, reduces costs and relieves staff from performing tasks that are not part of their job.

A retrofit means the Telelift system can be used even more efficiently and the processes are significantly improved.

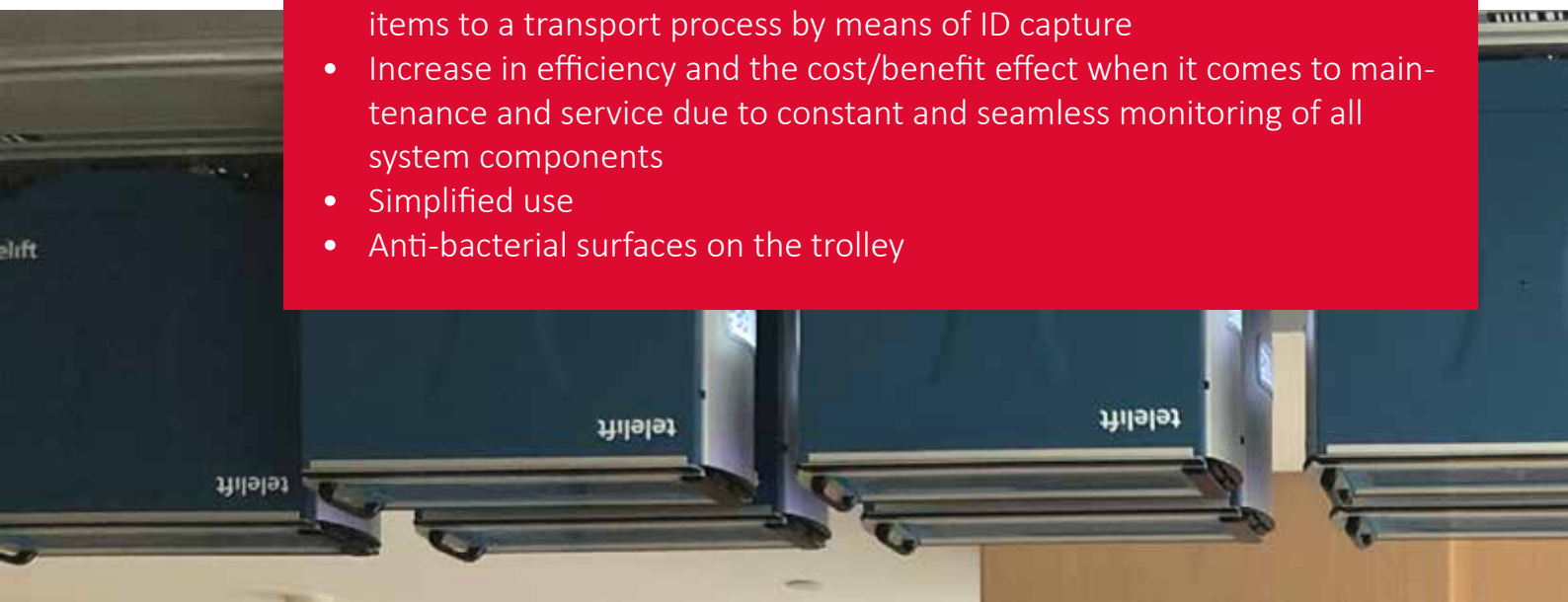


See the advantages for hospitals in the video



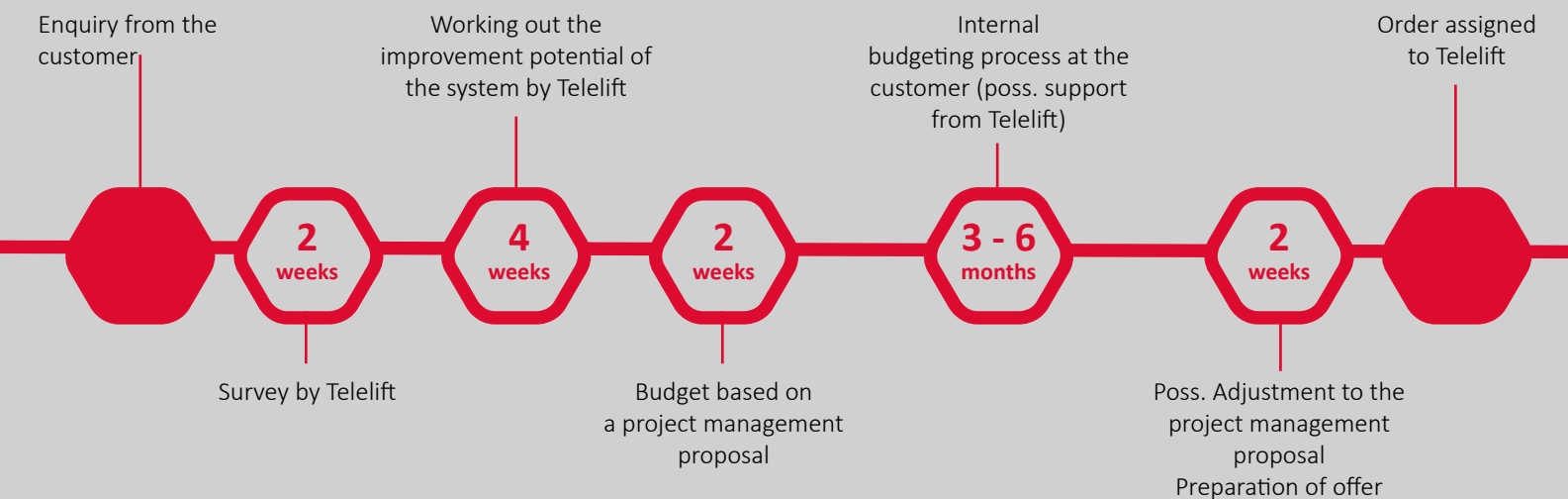
Your benefits

- Reliable and simple provision of information by linking to data from the hospital information system
- Seamless monitoring of transportation by clear allocation of the items to a transport process by means of ID capture
- Increase in efficiency and the cost/benefit effect when it comes to maintenance and service due to constant and seamless monitoring of all system components
- Simplified use
- Anti-bacterial surfaces on the trolley





Retrofitting - Course of a project



* Duration depending on size of system

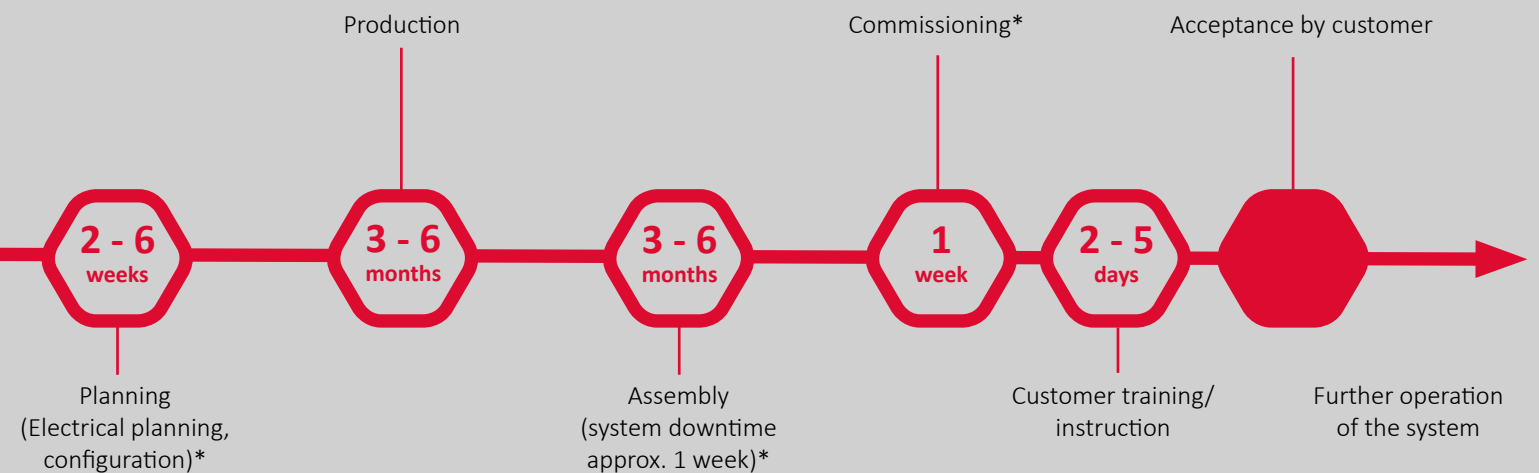
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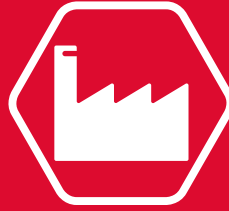
By installing the Telelift system in our laboratory building, we were able to make sure that the food samples get to the laboratories for examination in the fastest way.
The Telelift service is always there for us.

”



Erich Klein, Deputy Head of Office,
Chemical and Veterinary Inspection Office (CVUA) Sigmaringen





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telelift
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More than 50 years of experience!

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■ GERMANY