



KUKA CUSTOMER SERVICES

TAILOR-MADE FOR YOU

- ROBOTIC CONSULTING
- COLLEGE
- TECHNICAL SUPPORT



KUKA SERVICES FOR MORE EFFICIENT PROCESSES

With Industrial robots, controllers, automation solutions and systems, KUKA automates the world. With top precision, optimized velocities and user-friendly controllers, our robot design principles guarantee optimal operation and maximum efficiency. To ensure that things always stay that way during continuous operation, we offer you a whole range of services to help you realize the full potential of your KUKA robots. From the outset, of planning and start-up, and with perfect maintenance management during ongoing operation of your systems.

AUTOMATION





KUKA CUSTOMER SERVICES



ROBOTIC CONSULTING

In the beginning is the idea, and KUKA is at your side, with consulting services ranging from concepts, analyses and simulations to robot selection and integration. The KUKA team advises and supports you on the road to optimal solutions.
More on page 6.

COLLEGE

Training from industry experts, KUKA College equips your employees today to meet the challenges of the high-tech future. With a comprehensive program of training and continuing education, ranging from basic courses to certified expert courses and conforming to the same high standards worldwide.
More on page 8.

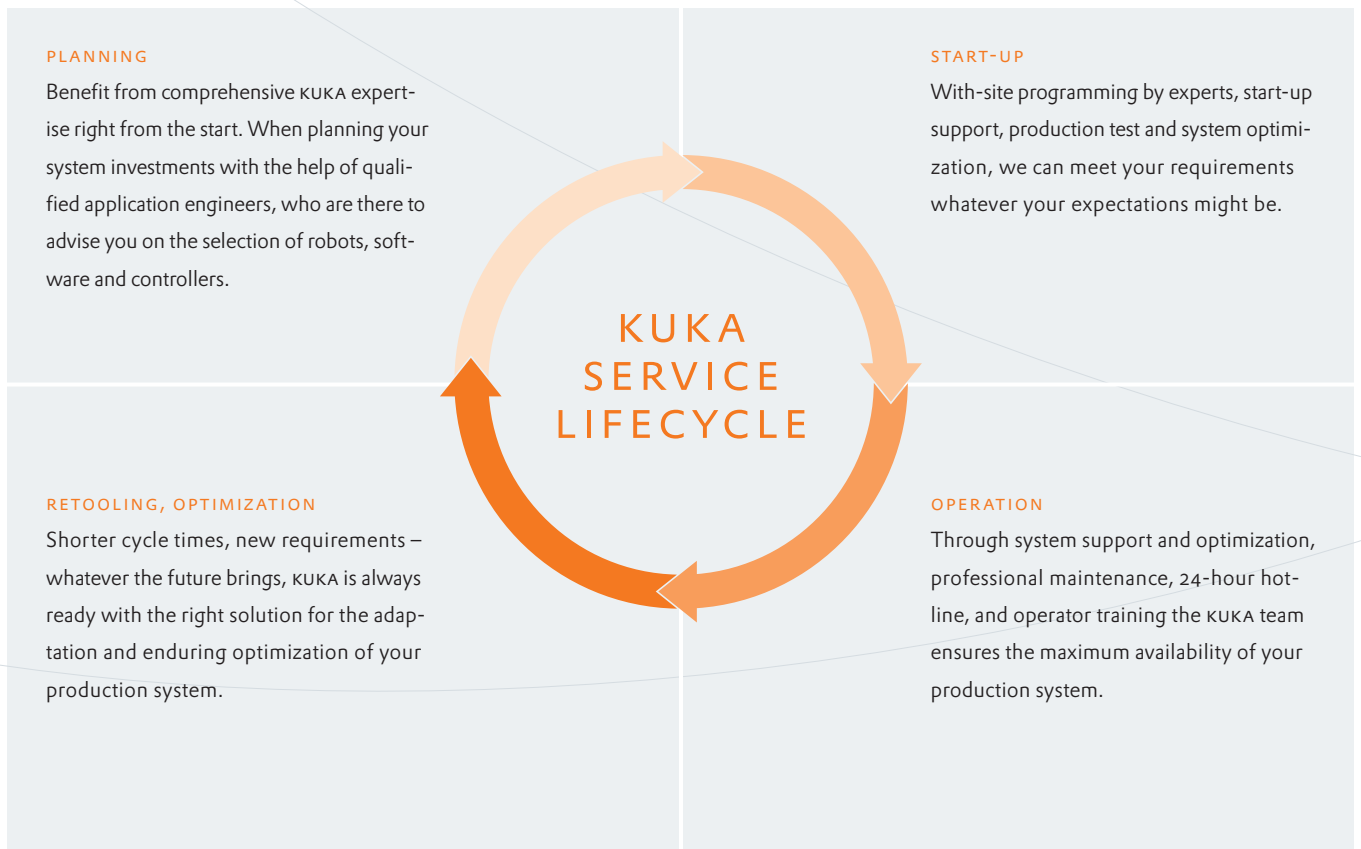
TECHNICAL SUPPORT

Maximum availability, right from the start – and throughout the entire life cycle of your system. KUKA's Technical Support assists you during production whenever and wherever you need it – all-round, competent and cost-effective. With process-optimizing services that include maintenance and fault management, as well as targeted upgrades and retrofits.
More on page 10.

CUSTOMER SERVICES ○ **ALL-ROUND SUPPORT**

First-class performance combined with unique service – as a pioneer in the field of robotics, KUKA also offers the best customer service because the global KUKA service network sets the standard. From planning consultancy to implementation and commissioning right through to employee training and system optimization. In cooperation with integrators, system builders and certified system partners, we provide exactly that expertise which gives you optimal solutions for your industry and application for maximum productivity.

COMPREHENSIVE



KUKA CUSTOMER SERVICES – YOUR ADVANTAGES AT A GLANCE:

Comprehensive consulting services for the most individual of requirements

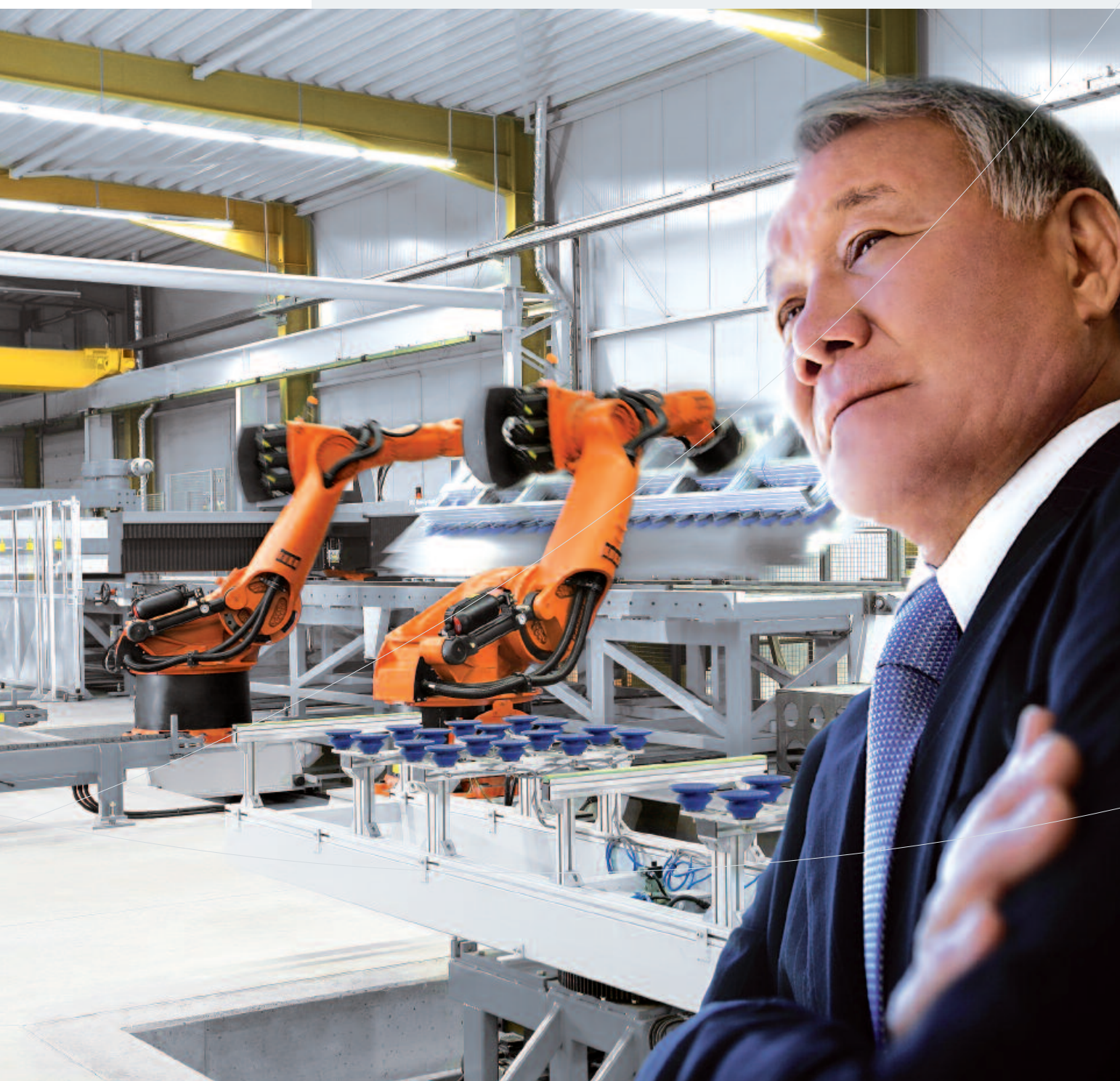
Professional support with system design and robot integration

All-around service and support throughout the entire life cycle

High-level qualifications through employee training and seminars at KUKA College

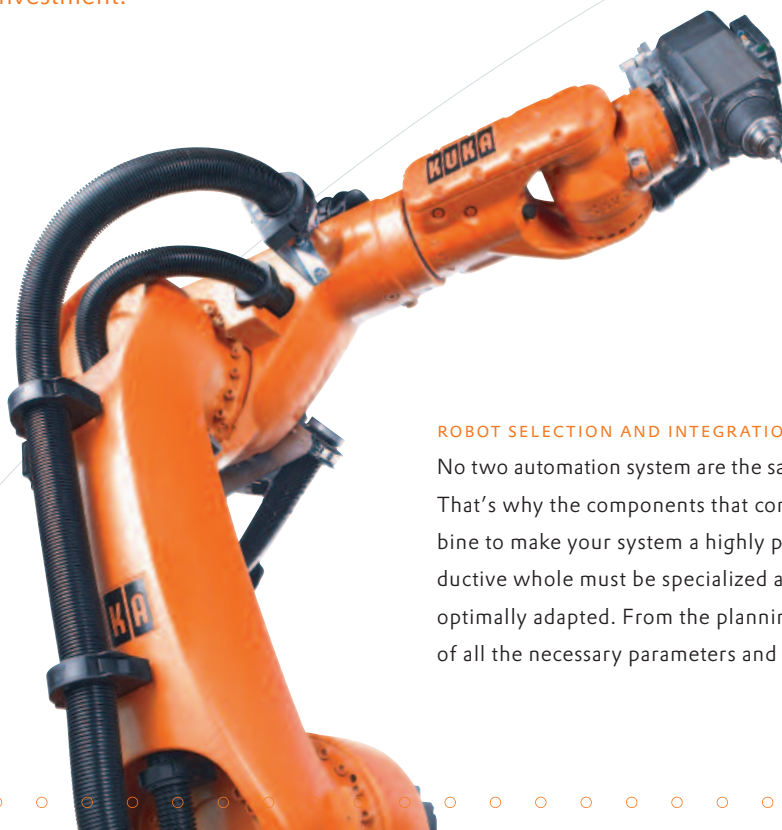
Maximum availability through optimal management of faults, maintenance and spare parts

Global network of partners with over 500 customer service workers in more than 30 countries



ROBOTIC CONSULTING ○ GOOD ADVICE – OPTIMAL SOLUTIONS

Professional planning and comprehensive consultancy is the beginning of all success. With KUKA, you benefit from these services throughout the entire life cycle of the project. So we make no compromises when it comes to the analysis, planning and simulation of your automation processes. We strive to be absolutely sure of this. From the very outset and throughout the life cycle right up to minimized cycle times and optimal availability. We do this in line with your requirements, and with maximum planning, reliability, and security of your investment.



ROBOT SELECTION AND INTEGRATION

No two automation systems are the same. That's why the components that combine to make your system a highly productive whole must be specialized and optimally adapted. From the planning of all the necessary parameters and the

selection of suitable working range limitation and fluid supply systems, to testing under real conditions – don't leave the selection and integration of your robots to chance. Rely on the comprehensive know-how of our robot experts.



ALL OUR SERVICES AT A GLANCE:

OFFLINE-SIMULATION: Know what to expect – with KUKA simulation tools and professional simulation services

ROBOT SELECTION/INTEGRATION: Optimal support with the selection of system components

SOFTWARE: Intelligent customized solutions made to measure

CONTROL TECHNOLOGY: Integration of hardware and software into the system environment

APPLICATIONS: The efficient route to the best application, with KUKA industry experts and our partners

PROJECT SUPPORT: Simple, direct communication and consulting. From the outset through to the complete implementation of your projects.

OFFLINE-SIMULATION

See how it will run in advance: with off-line simulation, you receive comprehensive expert support in visualizing your system concepts, so that you can analyze cycle times, optimize the cell layout and design your system for maximum productivity. Offline programming allows real programs to be created in advance, thereby guaranteeing efficient commissioning.

SOFTWARE SOLUTIONS

KUKA software solutions optimize processes because they can be tailored to individual requirements. This helps to create user interfaces that make robot handling child's play for your employees, to even integrate sensor and vision systems into your processes. KUKA software packages provide solutions for every task relating to the robot controller.

PROJECT SUPPORT AND FEASIBILITY ANALYSES

Advice, guidance and support are all provided from planning through production. Comprehensive industry know-how, many years of practical experience and a direct line to the development departments guarantee efficient solutions and optimal support throughout the project.



IMPETUS

COLLEGE ○ TRAINED FOR SUCCESS

Qualified employees are a company's greatest asset. To ensure your success, we therefore provide not only world-class robot technology, but also the corresponding know-how to enable you to implement our products efficiently to their full potential. At KUKA College, your employees receive training of the highest quality. Thereby giving them the knowledge and skills required to continually optimize your processes, increase availability and equip your production systems to meet the challenges of the future.

OPTIMAL CONDITIONS

KUKA seminars are tailored to the specific practical requirements and communicate precisely the knowledge and skills that the participants need. They are taught by specially trained and certified KUKA instructors using state-of-the-art technical

equipment. The modular structure of all seminars allows the step-by-step qualification of your employees. The methodology and systematic instruction of the training programs meet the same high standards worldwide.



THE RIGHT OFFER FOR EVERY TARGET GROUP:

ROBOT OPERATOR: For production personnel who operate robots in a production line

ROBOT PROGRAMMER: For robot programmers who create, modify or expand robot programs

AUTOMATION PROGRAMMER: For programmers and start-up engineers who integrate robots into a system and establish communications between the robot and other cell components

SERVICE TECHNICIAN: For personnel who perform start-up and maintenance work on the robot system

CELL PLANNERS/DESIGNERS: For robotic cell planners and designers who need to ensure optimal integration of robots into automation solutions

MANAGERS: For managers in Production, Maintenance, Sales, Planning, and Design whose subordinates work with KUKA robot systems

TRAINING PROGRAMS WITH CERTIFICATION: KUKA Certified Robot Professional and KUKA Certified Robot Engineer

TRAINING COOPERATION: For integrators who integrate and sell KUKA robots in production systems

IDEAS



CUSTOMIZED TRAINING PROGRAMS

We offer you training courses that are precisely tailored to your training objectives. This results in training programs which give your employees the exact skills they need in order to get the best out of your

production systems. Thanks to our mobile robotic training cells, courses in operation and programming can also be held directly at your plant at any time with the same high level of quality as at one of our KUKA Colleges.

+POINT **1**

COMPLETE PROGRAM

KUKA offers a broad spectrum of seminars covering a wide range of practical applications modular in structure and adapted in content to the requirements of the target group.

+POINT **2**

HIGH FLEXIBILITY

Modularized training courses tailored to the specific training concept, can also be held directly at your plant whenever needed.

+POINT **3**

HIGHEST STANDARDS

Experienced and certified instructors train your employees to the same high standards of quality all over the world. Each participant who successfully completes a course of study receives a certificate from KUKA.

TECHNICAL SUPPORT ○ **ALWAYS AT YOUR SERVICE**

KUKA Technical Support offers support services upon which you can always rely on. For KUKA support is an integrated process, backing you all the way. From commissioning and production support services such as professional maintenance management, to our 24-hour hotline. The success of this unique approach can be seen worldwide in an ever-increasing number of manufacturing shops and production facilities in which maximum system availability is taken for granted.



COMMISSIONING

Experienced KUKA specialists are available to support you directly at your plant in all phases of commissioning. Whether it's your first steps with the application, the efficient integration of the robot, or the training of your employees. Precise programming instructions, installation support, system acceptance procedures, servicing manuals and comprehensive project documentation complete the list of services.

PRODUCTION SUPPORT

KUKA supports you during production with the aim of safeguarding the efficiency and productivity of your systems right from the start and carrying out optimization where necessary. That's why our portfolio includes system diagnostics for plant downtime and flexible program adaptation for system rebuilds, as well as efficient maintenance management during ongoing production.

24-HOUR HOTLINE

Base your productivity on reliable support. No matter when or where – KUKA is there to help. Fast and dependable with telephone advice, efficient fault analysis, remote diagnosis, and guaranteed technical assistance, 24 hours a day, 365 days a year in over 30 countries worldwide.

ALL OUR SERVICES AT A GLANCE:

START-UP: Support ranging from installation to application training

ROBOT PROGRAMMING: Optimal integration of the robot into your application

PRODUCTION SUPPORT: From start of production to ongoing optimization

MAINTENANCE/SERVICING: Preventive maintenance management for maximum system availability

24-HOUR HOTLINE: Available 365 days a year; also with remote diagnosis on request

ON-SITE SERVICING: Our robot specialists are at your service day and night in 30 countries

SPARE PARTS SERVICE: Highest spare parts availability on the market

UPGRADE/RETROFITS: Modification of hardware and software, adapting the robot to new processes



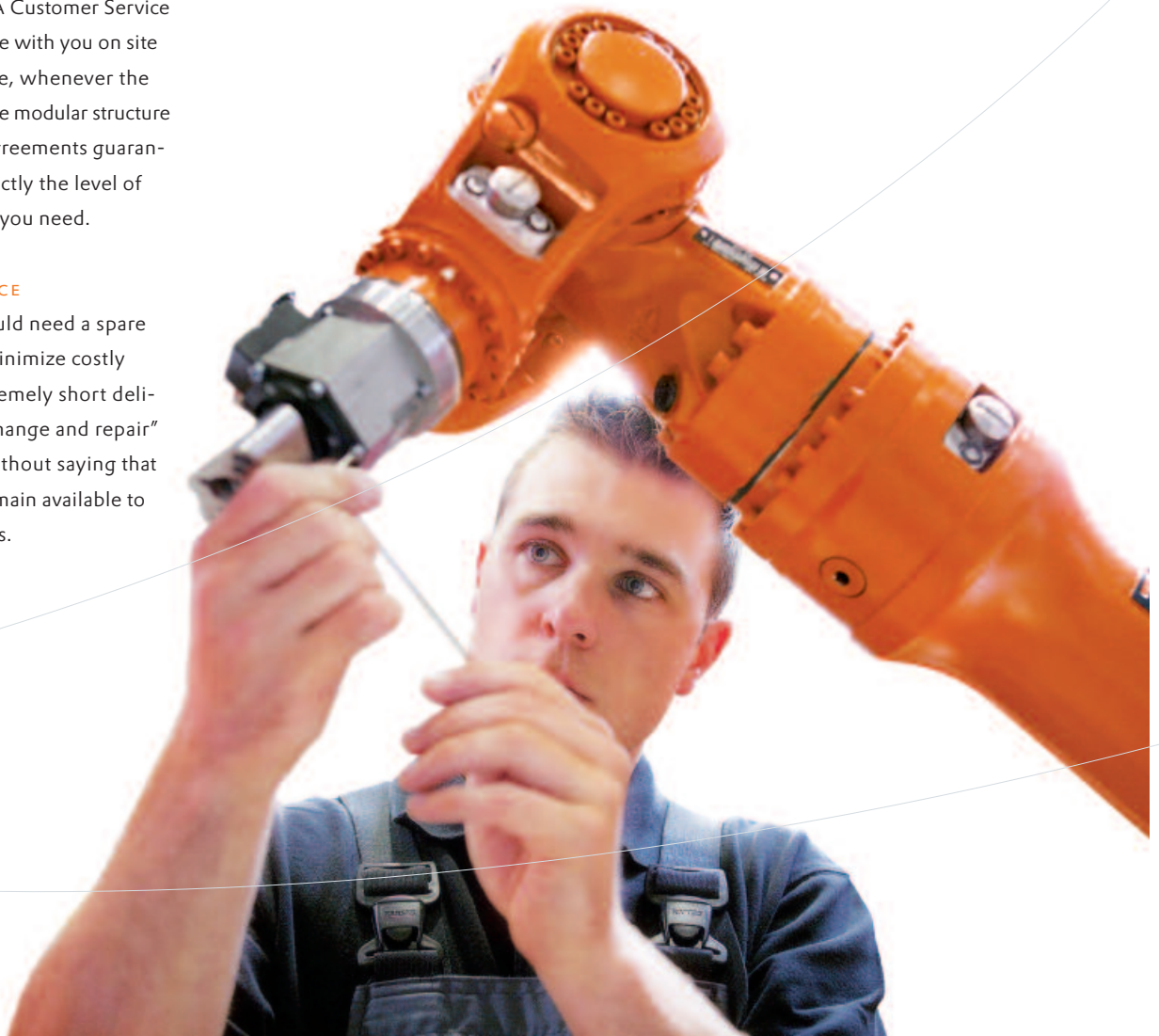
ANY TIME

ON-SITE SERVICING

Our robot specialists are on standby day and night at the KUKA Customer Service centers so they can be with you on site as quickly as possible, whenever the need should arise. The modular structure of KUKA's service agreements guarantees that you get exactly the level of service support that you need.

SPARE PARTS SERVICE

If a KUKA robot should need a spare part, we help you minimize costly downtime with extremely short delivery times and "exchange and repair" measures. It goes without saying that KUKA spare parts remain available to you for up to 10 years.



Worldwide addresses and contacts.

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