

**Qualified support
from the inquiry
to the result.**

Technical Helpdesk



Siempelkamp

Logistics & Service

For maximum availability of your plant

Quick help with minor issues:
Technical Helpdesk by
Siempelkamp Logistics & Service

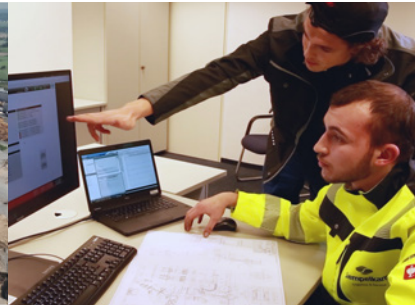
Whether for minor plant problems, technical questions or process issues, all the way to advice on product or production optimization: Our experts will help you.

The facts at a glance

Our remote service team receives your request, forwards it to the appropriate Siempelkamp specialists for further processing and manages the process until its result.

If your request is more complex, an expert system is optionally available on a loan basis with our Remote Service Suitcase. In this way, our experts can provide you with real-time visual support and, if necessary, access your plant control system directly.

Simply consult us, we will find the best solution for you.



Range of services

Reliable and comprehensive support, quickly available

Our Technical Helpdesk will support you in these areas:

- + Minor plant problems
- + Technical or process related questions
- + Consulting needs concerning product or production optimization

Your advantages

Secure access to the entire Siempelkamp know-how

- + Quick help with minor malfunctions, technical questions, process related issues or when consulting is needed
- + Access to Siempelkamp's entire expertise
- + Additional digital expert systems, optional or task-related (on a loan basis), e.g. Remote Service Suitcase



Further support options: 24/7 Remote Service

Our hotline is available around the clock for urgent emergencies at +49 2151 92-4000. For 24/7 service, for example in the event of a plant shutdown, for troubleshooting, remote plant maintenance or plant optimization, we recommend our **24/7 Remote Service** contract. You can conclude this as a retrofit option for existing plants or directly when purchasing a new plant.

Range of services

Fast, secure and reliable availability

This is where we can support you with remote service:

- + Remote plant maintenance
- + Plant optimization
- + Troubleshooting
- + 24/7 service in the event of plant failure

Your benefits

Maximum security and convenient application

- + Secure connection via VPN
- + Plant access exclusively after service request by the operator
- + Access only to previously released plant components
- + Automatic documentation of the service
- + User-friendly handling

Talk to us about it, we will be happy to advise you.



**Any questions?
We've got answers**

Siempelkamp Logistics & Service is with worldwide more than 10,000 maintained machines and plants the service provider of the Siempelkamp group, mainly for the wood-based industry. Our core business is providing the worldwide after-sales support for Siempelkamp machinery and plants throughout their entire life cycle. This includes planning and implementation of modernizations and plant upgrades, sale and supply of spare parts, field service and support as well as MES and Industrial IT.

www.sls.siempelkamp.com



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Intelligent engineering
for future generations.