Impressive Service
Service that provides you with reliability or flexibility for your operations

Our new IMS Service Concept offers you a worry-free service package.

As the world market leader in measuring systems, we know that high-precision technology requires a maximum focus on quality. This also applies to our comprehensive service, which extends our measuring systems to provide complete business solutions. Even before delivery of the system, we offer your employees comprehensive training in our in-house competence and training centre (CTC). This saves time during commissioning and ensures that your employees can operate the system safely and reliably at all times.

To ensure smooth production, we take care of maintenance, repairs and spare parts – around the clock and anywhere in the world, thanks to our IMS Service Centres strategically placed around the globe. With state-of-the-art remote maintenance, we carry out fault diagnoses and support your employees on site. Your advantage: a significantly extended life expectancy of all components, while the systems remain up to date in step with advancing technical demands, leaving you the peace of mind to concentrate entirely on your core business.

To ensure you receive exactly the form of support that is best suited to your needs, we offer a variety of maintenance and service contracts – from the 24/7 fault hotline to on-site training for your employees.

IMS Service
+49 2056 975 200
service-ims@ims-gmbh.de
IN DEMAND WORLDWIDE

“IMS operates worldwide with strategically placed agents. Our broad and individual portfolio makes IMS a sought-after global player.”

Karsten Augustat, Head of Quality Assurance

ALWAYS THERE FOR YOU

“Communication is the be-all and end-all: thanks to analysis and consultation, we always work efficiently on site, without losing sight of risks and costs.”

Andreas Freitag, Head of Service and Maintenance

COMPETENT

“Being there when you’re needed, not just in an emergency, but over and over again and that for years – that creates trust. And we have exactly the right team for that!”

Stephan Schumacher, Head of Production and Manufacturing
The IMS services at a glance

Be it remote or on-site maintenance: you can rely on the competence of our service staff.

FREE SERVICE HOTLINE
After personal consultation we will promptly coordinate all necessary measures with you.

TROUBLESHOOTING
In the event of a fault we will arrange – immediately if necessary – deployment of a service technician.

Troubleshooting includes:
- fast diagnosis by qualified personnel
- provision of fault-specific spare parts
- lasting repair of faults

MAINTENANCE
Regular and professional maintenance ensures the long-term availability of your system.

Maintenance includes:
- assessment of the current state of your system including function tests
- maintenance of the system per service checklist
- maintenance report
- calibration certificate

REMOTE-SUPPORT
We connect to your system through our remote maintenance link – and in this way can immediately diagnose the problem and take action.

Support includes:
- direct response by qualified personnel

SPARE PARTS SERVICE / REPAIR SERVICE
Our spare parts service ensures quick and optimal long-term supply of all spare and wearing parts for your measuring systems.

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- Highly qualified service personnel
- Support in German, English and often in your local language
- Represented worldwide, quickly on site
- 24/7 – always available

When requesting service, please have the project/order/system number and a description of the fault available.
Services include:
- telephonic advice on spare parts
- stocking of spare parts in Germany, North America, China, India, Korea, Japan and Dubai
- repair of IMS spare parts

SYSTEM MODERNISATION
Based on a system appraisal, we will prepare a tailor-made proposal for the modernisation of your system.
- System adaptations to new operating conditions
- Modernisation of hardware and software
- Enhancement of functionalities
- Performance optimisations
- Optimisation of availability

TRAINING
We train your operating and maintenance personnel – at IMS or on your system. Take advantage of our offer to make optimum and efficient use of your measuring system over the long term.

Our CTC competence and training centre offers versatile training courses with professional trainers and experienced service experts. It features state-of-the-art training media and a quiet atmosphere. Training systems using original components allow hands-on training.

Please ask for a quotation via the service hotline.
Basic, Silver, Gold: Service packages that perfectly match your requirements

COMPELLING ADVANTAGES

- Hotline available day and night
- Avoidance of downtimes
- Reduction in your maintenance and administration
- Cost reduction through smaller spare parts inventory
- Downtime-optimised maintenance operations
To ensure that you receive exactly the service you require, we offer our services in three different service packages: the Basic package already includes support via our free 24/7 telephone hotline, direct remote support is included from the Silver Service onwards, and our Gold Service offers the complete carefree package. Just contact us for a system-specific offer!

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<th>SERVICES</th>
<th>BASIC</th>
<th>SILVER</th>
<th>GOLD</th>
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<tbody>
<tr>
<td>Free telephone support 24/7</td>
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<td>Telephonic spare parts advice for purchased electrical parts</td>
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<td>Remote support (Service Level 2) in case of malfunction (AR support with mobile terminal)</td>
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<td>On-site maintenance</td>
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<td>On-site support in the event of malfunctions</td>
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<td>Spare part availability ( \leq 24 \text{ hours} )</td>
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<td>Pre-emption right for remaining stocks of spare parts</td>
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<td>Calibration certificates for maintenance</td>
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<td>1 day hands-on training, on site</td>
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24-hour spare parts support

Available in:

Belgium
Bulgaria
Denmark
Germany
Finland
France
Greece
Great Britain
Italy
Croatia
Luxembourg
Malta
Netherlands
Norway
Austria
Poland
Portugal
Romania
Sweden
Switzerland
Slovakia
Slovenia
Spain
Czech Republic
Hungary