



## SICK Service and Support Programs

Automatic Identification Products

# The industry's premier Automatic Identification solutions are also backed by uncompromising service and support...

SICK offers a wide range of services and support for its products. We have a knowledgeable technical staff available to assist you as well as a host of other services, support and assessment programs for customers who require a higher level of assistance.

If you need a spare part for a SICK product or a replacement device on short notice, our competent team can provide full support. And in an emergency, we will ensure your devices are repaired quickly in our factory or, if necessary, our trained field service engineers will come to your site to troubleshoot and diagnose system problems to get you back up and running as quickly as possible.

## General Technical Support

- **Phone-in Technical Support and Customer Care**

From 8 a.m.–5 p.m. Central Time, call 1-800-325-7425 and follow the prompts. You will be connected to a call center where your information will be forwarded to the appropriate department for follow-up on a next available basis.

- **Emergency and Critical Care Support After Working Hours (5 p.m. - 8 a.m. Central Time)**

For Emergency Technical Support on bar code scanning systems after normal business hours, please call 1-800-325-7425 and press **option 4** during the phone prompt. This option is for support of bar code scanning systems after normal business hours when in a critical down situation. Choosing this option will direct you to the after-hours call center. You will be immediately connected to a live operator who will gather information and forward it to the appropriate SICK department for follow up. If you have a SICK After-Hours Support Agreement, you will be transferred from the call center to an on-call SICK Support Engineer. See program details for more information.

- **Online Product Support and Downloads**

Visit the Service and Support section of our web site at [www.sickusa.com](http://www.sickusa.com). From this section, you will find helpful links to literature and manuals in our Literature Finder, download SICK's free software, and account-holding customers can log in to the SICK Partner Portal to track and manage orders.





## SICK Fee-based Services

In addition to general technical support, SICK also offers a range of fee-based services for customers who require the highest level of support for their mission-critical applications. The new programs are designed to be flexible to meet the exact needs of your operation.



## Extended Warranty Program

SICK offers the highest-performing, most dependable products for automatic identification in the industry. Each product is backed by a full 12-month factory warranty<sup>1)</sup> against material and performance defects. But even the best products sometimes require unexpected service or repair. To help minimize the costs of unexpected repairs, and more importantly to minimize application downtime, SICK offers a convenient Extended Warranty Program.

The same service and repair protection provided during SICK's original factory warranty period is provided with SICK's Extended Warranty Program. This program can be purchased as a 1-, 2-, 3- or 4-year plan that, along with the factory warranty, will cover each product up to five years from the date of purchase.

## Rapid Response Option

This option provides the same service provided in SICK's Extended Warranty Program, plus the added benefit of 5-day hardware replacement. A provision is also available to upgrade the original factory warranty to the Rapid Response Option.

<sup>1)</sup> SICK's Original Factory Warranty is available for a period of 12 months from the date of product shipment. SICK will return ship, at no expense, repaired or replacement products covered under this warranty.

### Program benefits:

- Guaranteed product repair and/or replacement after expiration of factory warranty\*
- 10% discount for any billable depot repairs (products under an extended warranty only)
- Convenient annual or multi-year terms (pay one time or renew annually)

\* All units returned for repair under the Extended Warranty Program are subject to evaluation. There will be no charge for parts or labor if repairs are due to normal use. Customer will be charged for repairs of the original unit or for a replacement unit if product failure is determined by SICK not to be caused by a manufacturing or performance defect.



Contact a SICK Sales Representative to discuss your individual extended warranty needs.

# SICK After-Hours Technical Support Program and Performance Assessment Program Information

## After-Hours Technical Support Program

SICK automatic identification solutions are designed to be easy to use and maintain, but it's always reassuring to know that there is an expert available to assist with your applications whenever you need help. The After-Hours Technical Support Program was designed for those customers with around-the-clock operations who may require emergency support outside of normal business hours.

When you enroll in SICK After-Hours Technical Support Program, your call to 1-800-325-SICK after normal business hours will be patched directly to an experienced staff of dedicated field technical support engineers. They are on call 365 days a year to help troubleshoot and diagnose hardware issues, even in the middle of the night. In the event that a problem cannot be resolved following a thorough remote evaluation, customers will receive priority field service response and a field engineer will be dispatched to your location within 48 hours.

### Criteria and Eligibility

- Eligible products include CLV, OPS, VMS, ICR890
- Problem resolution under this program is limited to phone support and intended for mission critical applications during non-business hours ONLY
- Access to exclusive service queues and field service resources through SICK's 800 number will require validation of an active service contract.
- Escalation to on-site support will be provided if all efforts to resolve the problem have been exhausted remotely; prevailing on-site service rates will apply
- On-site response time will be in no more than 48 hours from the time it is determined remote resolution is not feasible. SICK will always respond on a next available basis and often in less than 48 hours.
- For SICK solutions compatible with remote access features, remote access permission will be required.

### Program benefits:

- Dedicated emergency support after standard hours
- Telephone and remote assistance provided via a centralized field support center
- Priority on-site dispatch if not resolved over the phone\*
- SICK Technicians on call, providing technical product expertise
- Minimum system downtime with 100% resolution commitment

\* On-site service calls will be billed at the prevailing on-site service rates plus actual travel costs. Actual response time may be affected by weather, location, air travel limitations, or other variables out of SICK's control. To minimize downtime in the event of any system service, SICK recommends the purchase of spares for critical components.





## Performance Assessment

The SICK Performance Assessment Program is a customized, consultative service. This program provides comprehensive application evaluations to existing customers who want to have an annual check-up or validation of their automation processes. The program is not intended as a service and repair option, rather it is a service provided to evaluate existing and potentially new applications to maximize the utilization of SICK product capabilities and optimize the efficiency of processes.

As part of this program, a SICK Field Service Engineer will go on site to evaluate automatic identification processes and provide an evaluation of installed systems and components. For smaller scale installations, a complete evaluation, including RDT analysis, will be completed. For larger scale installations where a customer only requires a visual inspection, an audit can be performed to assess product functionality, alignment and connectivity only. Bar code analysis and recommendations for process and automatic identification hardware enhancements are provided, as well as an updated spares list recommendation, if applicable.

### Program benefits:

- Regular validation of product effectiveness
- Performance maximization
- Optimum utilization of product features
- Expert analysis for improving related material handling processes

### Criteria and Eligibility

- Program is for functioning SICK hardware only, including CLV, OPS, VMS and ICR product families; repair and application modifications will not be performed
- Performance Assessments must be scheduled 4-6 weeks After Receipt of Order (ARO)
- A Performance Assessment report will be provided within 4 weeks following final site assessment
- Minor modifications to parameters that do not require third-party intervention or material changes in application attributes can be performed provided they do not add to the original scope of work outlined in the quotation
- Follow-up to implement recommended changes that cannot be performed during the original Performance Assessment will be charged at prevailing on-site service rates and must be arranged separately.
- A Performance Assessment is not a guarantee of performance enhancement and does not include any extension of warranty.

# Training and Installation Services

## Training

SICK offers training options that allow customers to get precisely the training they need for their operations. From general product knowledge to application-specific training for self-sufficiency in the areas of performance optimization, troubleshooting or maintenance, a training program can be designed to meet your exact needs.

## Eligible products

CLV bar code scanners, ICR image-based code readers, OPS omni scanning systems, VMS dimensioning systems, ICR camera systems, and ALIS baggage handling systems. (Training on vision and/or sensor systems used separately or as part of an automatic data capture solution can be covered within the On-site Customized Systems Training).

## Advanced Product Training – Automatic Identification

Products:	CLV bar code scanners and ICR image-based code readers
Dates:	3-Day Session (schedule available at <a href="http://sickusa.com/training">sickusa.com/training</a> )
Location:	SICK facility in Bloomington, Minnesota
Class Size:	Limited to 10

SICK Advanced Product Training sessions are held twice a year. This 3-day training covers standard product features and proper set-up instructions, including the hardware, wiring and software configurations, all organized into separate product family modules. The format includes a combination of standardized presentations and hands-on lab sessions. Attendees will receive a hard copy of the presentation materials and a resource CD. Detailed curriculum is available online at [www.sickusa.com/training](http://www.sickusa.com/training).

(SICK also provides Advanced Product Training for its Industrial Sensors and Safety Systems. For more information, contact your SICK representative or go to [www.sickusa.com/training](http://www.sickusa.com/training).)

## On-site Product Training – Automatic Identification<sup>1</sup>

Products:	CLV bar code scanners, ICR image-based code readers, OPS omni scanning systems, VMS dimensioning systems, ICR camera systems, and ALIS baggage handling systems
Dates:	Typically 1-Day Session
Location:	Customer Facility
Class Size:	Up to 10

On-site Product Training is available for customers seeking in-depth product knowledge of SICK CLV bar code scanners and automatic identification systems. Typically geared toward technicians and maintenance personnel, the training covers bar code symbology fundamentals, scanner installation and configuration, interpreting diagnostic information, troubleshooting and optimizing read rates. Attendees will receive a hard copy of the presentation material and a resource CD.



## On-site Customized Systems Training – Automatic Identification<sup>1,2</sup>

Products:	CLV bar code scanners, ICR image-based code readers, OPS omni scanning systems, VMS dimensioning systems, ICR camera systems, and ALIS baggage handling systems
Dates:	Typically 1-Day Session
Location:	Customer Facility/System installation site
Class Size:	Up to 6

Our On-site Customized Systems Training programs provide the practical knowledge to optimize, maintain and troubleshoot a variety of SICK Automatic Identification components and systems. These courses are custom **developed around a customer's actual application**. The objective is to increase the self-sufficiency of the technicians and maintenance personnel who are responsible for the performance and maintenance of their systems. Training is conducted in three parts:

1. Introduction and concepts are presented in a classroom environment
2. Hands-on, off-line diagnostics of systems with the conveyor turned off
3. Hands-on, run-time diagnostics with “live” product running through the system

Attendees will receive comprehensive training and reference documentation relevant to actual application specifications. Operational and maintenance procedures include step-by-step details.

<sup>1)</sup> Two weeks notice is required to schedule an On-site Product Training; four weeks notice is required to schedule an On-site Customized System Training.

<sup>2)</sup> An RFQ is required for all On-site Customized Systems Training.

## Installation and on-site services

A nationwide network of experienced field service and application engineers provide installation and on-site services for all SICK Automatic Identification products. These experts conduct site surveys to ensure timely and efficient implementation of solutions, complete system installation and commissioning, and post-sale services. Services can be conveniently scheduled at any time to accommodate any operation. Contact a SICK representative for more information and pricing.

Worldwide presence with subsidiaries in the following countries:

Australia  
Belgium/Luxembourg  
Brasil  
Česká Republika  
China  
Danmark  
Deutschland  
España  
France  
Great Britain  
India  
Israel  
Italia  
Japan  
Nederland  
Norge

Österreich  
Polska  
Republic of Korea  
Republika Slovenija  
România  
Russia  
Schweiz  
Singapore  
Suomi  
Sverige  
Taiwan  
Türkiye  
United Arab Emirates  
USA/Canada/México

Please find detailed addresses and additional representatives and agencies in all major industrial nations at [www.sick.com](http://www.sick.com)

For more information, please contact:

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800.325.7425  
[www.sickusa.com](http://www.sickusa.com)

## Our Competence in the Business Segments

### Factory automation

With its intelligent sensors, safety systems, and auto identification solutions, SICK offers comprehensive solutions for factory automation.



- Non-contact detecting, counting, classifying, and positioning of any type of object
- Accident protection and personal safety using sensors, as well as safety software and services

### Logistics automation

Solutions from SICK automate material flows and optimize sorting and warehousing processes.



- Automated identification with bar code reading devices for the purpose of sorting and target control in industrial material flow
- Detecting volume, position, and contours of objects and surroundings with laser measurement systems

### Process automation

Analyzers and process instrumentation from SICK provide the best possible acquisition of environmental and process data.



- Complete system solutions for gas analysis, dust measurement, flow rate measurement, water analysis, liquid analysis, and level measurement as well as other tasks