

Press Message

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## **Individual product support with Pilz Care - Customised support**

Ostfildern, 30.03.2021 - **Service according to customers' needs: With the new Pilz Care programme, Pilz offers individually bookable support modules for its products worldwide, guaranteeing maximum machine availability.**

The Pilz Care programme contains individually bookable support modules for Pilz products, which can be assembled according to customers' needs and by application area and type of machine. So customers receive exactly the performance they need, at predictable, calculated costs. At the same time Pilz offers the same standardised performance range internationally, offering especially streamlined support processes.

### **Individual, dependable agreement**

The offering ranges from the basic "Basic Support" package to "Premium Support" and then the full "All-In Support" package. All modules provide for optimum machine availability and include telephone support, on-site care and the supply of spare parts. The respective framework agreements differ in the reaction time required from Pilz, which is firmly agreed, offering high reliability. The rapid availability of spare parts and products plus remote support means that customers' machine downtimes are minimised.

### **Continuous support increases availability**

Tailor-made Pilz Support also includes additional services such as the regular inspection of technical safeguards. Faults are identified and rectified quickly. As a result, machine availability and plant safety are increased and liability protection is also guaranteed. So Pilz Care is particularly beneficial for machine operators and maintenance managers in fast-paced sectors such as the process industry or logistics.



**Caption:** With its new Pilz Care support programme Pilz offers tailor-made modules, which can be assembled individually according to customers' needs. (Photo: Pilz GmbH & Co. KG / iStock.com/Blue Planet Studio)

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### **The Pilz Group**

The Pilz Group is a global supplier of products, systems and services for automation technology. Based in Ostfildern, near Stuttgart, the family-run company employs around 2,500 people. With 42 subsidiaries and branches around the world, Pilz supplies safe solutions for people, machinery and the environment. The technology leader offers complete automation solutions comprising sensors as well as control and drive technology – including systems for industrial communication, diagnostics and visualisation. Consulting, engineering and training round off its international range of services. In addition to mechanical and plant engineering, solutions from Pilz are used in many sectors such as wind energy, railway technology and robotics.

[www.pilz.com](http://www.pilz.com)

## **Pilz in social networks**

In our social media channels we give you background information concerning the company and the people at Pilz, and we report on current developments in Automation Technology.



<https://www.facebook.com/pilzINT>



[https://twitter.com/Pilz\\_INT](https://twitter.com/Pilz_INT)



<https://www.youtube.com/user/PilzINT>



<https://www.xing.com/companies/pilzgmbh%26co.kg>



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