



DAMBACH Customer Services  
**Services covering every aspect of industrial trucks  
and storage/retrieval machines**

**DAMBACH**  
LAGERSYSTEME

Rely upon experience  
**Increase availability and efficiency**



There's no such thing as two exactly similar companies and in the same way there are no similar warehouse and mechanical handling systems. Reason enough for DAMBACH LAGERSYSTEME to also set up its own plant services as individually as possible. With our emphasis on comprehensive consultation we have put together a modular system. This allows us to offer you the exact service which corresponds with your own ideas and requirements – from the 24 hour hotline via the rapid spare parts service as far as individual training directly on your site.



**Competent:**  
**Technical advice per telephone**

Availability and safety have the top priority for warehouse systems and mechanical handling equipment. Only in this way can economic efficiency and productivity be guaranteed. So that your warehouse does not stand still for one more minute than is absolutely necessary, our experts support your operating personnel – for example with our service hotline – with competent and rapid answers to all questions on the operation, maintenance and rectification of faults. And if desired the 24 hour hotline can even be available round the clock. Here of course you do not have to speak to a machine or a call centre, but rather you get the best possible support directly from our specialist staff. Ask about our individual support per hotline.

- Provision of expert know-how
- Passing on of special product knowledge
- Telephone support during fault-finding
- Advice on fault-rectification, operation, maintenance and documentation

**It couldn't be faster:**  
**Remote diagnostics**

Safe and fast error diagnoses. To do this our experts simply switch into the control system of your plant on-line. The advantages: Immediate fault rectification, reduced downtimes and optimized plant availability.

- Telephone support
- Off-line/on-line fault diagnostics
- Evaluation of the causes of faults
- Measures to rectify faults

**Overnight or faster:**  
**Spare parts service**

If they fail even small parts can have a large effect. In order to be able to react immediately in the case of a failure, we define together with you a spare parts package which is individually matched to your plant. And delivery, exchange or repair will take place if necessary from one day to the next.

- Advice on spare parts to be kept in stock at the operator's premises
- Spare part stocks kept at DAMBACH LAGERSYSTEME
- Delivery of spare parts if necessary within 24 hours

**Perfect precautions:**  
**Service and maintenance contracts**

No matter whether it's an order picking truck or a storage/retrieval machine. Both are subject to extreme loads. Within the scope of the complete plant service, we offer service and maintenance contracts which will guarantee high functional reliability and maximum availability. This means that our service technicians will regularly test your plant with a fine tooth-comb to exchange wear parts or to be able to rectify weak points at an early stage. Why not play safe and rely upon the ISO-certified customer service offer by DAMBACH LAGERSYSTEME - for its customers' sake.

- System testing for proper function and operating safety
- Establishment of wear parts and preventive exchange
- Provision of service and diagnostic tools
- Minor repair work
- Preparation of maintenance report



**All-inclusive:  
Full service for industrial trucks**

Early error detection, guaranteeing of functional reliability, availability and value retention: DAMBACH offers a full service contract in particular for the Hi-Racker series of industrial trucks. In this contract a flat rate covers all the preventive tasks and repair work. From competent inspections or maintenance via any necessary repair work as far as comprehensive advice during the whole service life of the plant. And it doesn't matter whether the work is at night or at the weekend: In an emergency we will also help you immediately. The DAMBACH fault clearing service can be reached at any time and will come immediately to your site within the agreed reaction time.

- Localization of faults
- Rectification of faults
- Preparation of service reports and reports on findings
- Provision of the necessary service tools
- Exchange or repair of worn or damaged parts
- Stand-by service

**Safety first:  
Safety testing**

The specialists in the Dambach Service Department are all trained according to the regulations of the employers' liability associations. They reliably carry out the annually-prescribed safety testing.

**Comprehensive inspection of inventory condition**

The current plant condition is the basis for the establishment of any necessary preventive measures and repair work.

- Inventory inspection
- Checking of the whole system
- Detection of weak points
- Evaluation of fault reports
- Problem-solving with the operating and servicing personnel
- Preparation of an inspection report
- Establishment of next steps

**Optimization of existing plant:  
Modernizing**

Even with existing equipment you can profit from DAMBACH know-how: We will prepare a modernization concept which will bring your technology and control system up to the state-of-the-art and which will increase the performance of your plant.

- Problem-solving workshop
- Plant analyses
- Creation of the inspection concept
- System inspection
- General inspection with exchange and updating of critical plant parts
- Recommissioning and test runs

**Fit for the future tasks:  
Training**

Increase your competency for your customers: Performance-oriented training packages in different national languages will provide your staff with well-founded specialist knowledge. A worthwhile investment – because well-trained personnel increase the efficiency of the industrial trucks.

- Operator instruction and technical training at your site or in Gaggenau
- Complete training packages for optimized cost control
- Recognized certificate

Successful trading and production operations are inconceivable today without modern warehouse and mechanical handling systems. The performance of such systems is to a great extent defined by their reliability, availability and safety. Reason enough to find a partner for service and maintenance who can guarantee maximum productivity with know-how and experience as well as modern technology. And that is independent of the size of the customer's operation, the field or the individual requirements in daily operation.

- Technical advice by telephone
- Remote diagnostics
- Spare parts service
- Maintenance
- Repairs
- Safety testing
- Inspection / modernization
- Training

**Experienced and competent:  
30 years of service know-how**

For more than 30 years DAMBACH LAGERSYSTEME has been known as a competent and reliable manufacturer and service provider for storage/retrieval machines, order-picking trucks, control systems and other components in the warehouse area. Our portfolio ranges from service for man-up order-picking trucks and storage/retrieval machines in complex warehouse systems and as far as the modernization of existing plant. Independently of the size of the system and the task which it has to fulfil – DAMBACH is your competent contact partner.

**Qualified and specialized:  
The professionals for your service**

All DAMBACH service technicians are experienced specialists who are fully aware of the significance of a mechanical handling plant to the operator/owner. They are continuously trained in the factory and at the customer's premises they work with the most up-to-date diagnostics systems and testing equipment.

**Individual and modular:  
Modular systems for service packages**

From a wide spectrum of service modules we combine a service package together with our customers which meets all their task requirements. Of paramount importance to us is to be able to offer comprehensive advice to our customers. We will also be happy to prepare a free quotation for your individual service concept.



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