

Ersatzteile, Wartung, vor Ort und Remote Service

International, schnell und zuverlässig

Spare parts

We have a comprehensive spare parts service for our customers, wherever you need it and available around the clock. Our range of services covers the processing and fulfilling of spare parts orders and deliveries, creating spare parts lists and packages, and repairing spare parts. Our maintenance personnel and on-site service teams also handle the installation of spare parts.

Your orders are received 24 hours a day. The delivery of the spare parts is done quickly within a guaranteed deadline and at fixed prices.

Maintenance

With SSI SCHAEFER you may choose between different maintenance models: preventative maintenance checks at defined fixed prices, periodic investigations or maintenance to order, full or supportive functions. The maintenance we offer is carried out on everything relating to the conveyor technology, from racking through to the storage and retrieval equipment, even if it was not provided by SSI SCHAEFER.

In all cases, maintenance work will only be carried out by qualified personnel of SSI SCHAEFER, e.g. trade-registered control inspectors. This includes conducting visual and acoustic checks in your facility, regardless of whether it is mechanical, electrical or electronic in design.

As part of the maintenance, we will then rectify possible faults and - where necessary - carry out the required adjustment work and checks with regard to accident prevention regulations. According to the options on site, we optimise the performance of your entire facility.



On-site service

If you ever need our technicians on site because a problem cannot be resolved over the phone or via remote diagnostics access, SSI SCHAEFER is at your service within short and guaranteed response times. To facilitate this, multiple service engineers are on standby in all sectors and at the same time.

Troubleshooting in your company is therefore carried out quickly, efficiently and in

line with defined escalation mechanisms. Every call-out is completed by a comprehensive report to provide the necessary transparency.

Remote service

Thanks to the direct connection via VPN, our experts detect possible problematic issues from afar and resolve them for you. Should it prove necessary for engineers to come on site, their deployment will be initiated by fixed, defined escalation stages. Short response times are guaranteed at SSI SCHAEFER.

Logistics systems >



Storage and conveying >

