

RG ROBOTIX

Custom Warehouse Solutions

SERVICE/WARRANTY SUITE



Excel After-Sales

RG Robotix offers a comprehensive suite of extended warranties, on-going service/maintenance agreements, and continuous improvement. Our packages give our clients confidence and comfort knowing that they are covered.

Type

Details

Extended Warranty



RG Robotix extends the warranty on all robots, peripherals and system enhancements. The warranty covers all travel, personnel and replacement components costs as applicable. Extended Warranty services can be extended for up to 5 years on a 1 year per annual basis. Some exclusions apply.

Preventative Maintenance (PM)



When the customer takes advantage of RG Robotix PM add on RG Robotix will perform quarterly PM's and assume all travel, personnel and replacement components costs as applicable. Customers who/whom forgo RG Robotix PM add on but have an extended warranty agreement agree to a yearly PM service at cost (within extended warranty pricing) by RG Robotix or RG Robotix authorized general contractors.

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FMS Continuous Improvement



Customers can request improvements in writing to RG Robotix account manager. RG Robotix will work with the customer to create a continuous improvement action plan. This plan will be added to the FMS road map with an anticipated improvement release date.

Spare Parts Pool



We recommend critical parts be onsite when rolling out a solution. These are parts that have a shorter lifecycle, and which can be replaced by customer maintenance or via our Field Services offering.

Our two spare parts offerings are:

- Onsite part parts – customer keeps a certain level of inventory within the site for replacement.
- RG Robotix managed – Customer contacts RG Robotix account manager when there is an issue and operations orders and schedules on site field services for replacement.

Spare parts are recommended if onsite is selected. See RG Robotix spare part(s) level document.

- Basic
- Standard
- Strategic

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PM, Maintenance & Configuration Kit



This kit is a custom-built kit for the customer solution. RG Robotix takes into account customer available personnel and abilities in the design of this kit. In general, this kit includes all custom and common of the shelf tools/fixtures, cables, software, etc. that would be required should the customer desire the ability to perform PM's, maintenance or reconfiguration on their own. Included in this kit will be the applicable training needed to perform the applicable tasks.

Field Services



RG Robotix sends out a RG Robotix technician or RG Robotix authorized general contractor to troubleshoot, repair and/or remove and replace defective and/or broken components on all robots, peripherals and system enhancements. IF under warranty see extended warranty for details on cost as applicable. IF not under warranty customer will cover all travel, personnel and replacement components costs as applicable.