

Wes-Tech

Service
And Support



Service & Support

*The Other Half of
Your Investment*



Integrated Factory Automation Solutions
Enhancing Productivity and Capital Asset Performance



- Web-Enabled Customer Services
- Training
- Preventive Maintenance
- Retooling & Refurbishing
(*System Enhancements, Improvements and Modifications*)
- Spare & Replacement Parts



Wes-Tech Automation Solutions (WTAS) views *Service and Support* as significantly more than an after-sale support function.

Our *Service and Support* is about problem-solving to maximize your production uptime and to extend the life of your capital investments.



- Greg Hall Customer Service Manager: 847-419-7948**
- Service Emergency Hot Line: 800- 541-5070**
- Spare Parts: 847-419-7941**



Web-Enabled Services

WTAS offers a bundle of web-enabled customer services utilizing web technology for communication convenience and ease.



- Online Maintenance / Operator Manuals
- Online Documentation
- "Go To Assist" Help Portal
- Online Maintenance Records
- Remote Diagnostics
- Remote Programming Assistance



Online Maintenance / Operator Manuals	Stored for the customer as part of "Tech-Star" maintenance program*
Online Documentation	Stored for the customer as part of "Tech-Star" maintenance program*
"Go To Assist" Help Portal *	<ul style="list-style-type: none"> <input type="checkbox"/> Online help for finding parts on any customer system including CAD drawings and pictures <input type="checkbox"/> Online help for diagnosing problems with easy retrieval of CAD drawings and pictures.
Online Maintenance Records	Updated by customer personnel
Remote Diagnostics	Control systems support for service problems and programming changes
Remote Programming Assistance	Control systems support for service problems and programming changes

* "Go To Assist" Help Portal is the WTAS web collaboration portal that allows our customers to interact live with our service staff and to share documentation online for communication and training purposes.



Training Programs

WTAS has developed effective training programs for its customers that span conveyors, gantries, and robots. These programs are tailored to customer needs and can be delivered on-site or remotely.

Training Programs by Delivery Type

- At Customer Site
- At Wes-Tech

Training by Content Type

- ❑ Tech-Trak® Conveyors
- ❑ Gantry Robots
- ❑ Robot Programming

- Operator Training
- Machine Debug and Runoff
- Control Systems
- Preventive Maintenance and Assistance
- Certified Technician*

WTAS training content is specific to each equipment or system and it is delivered by the appropriate expert staff.

The following sections present the training programs by delivery and by content type in more detail.



- At Customer Site
- At Wes-Tech

Training By Delivery Type

At Customer Site

- Operator Training
 - ✓ Classroom
 - ✓ On the job
- Maintenance Training
 - ✓ Classroom
 - ✓ On the job
- Web Service Offerings – How to Use For:
 - ✓ Parts Ordering
 - ✓ Service Help
 - ✓ Maintenance Assistance

Benefits

- Wider group participation
- Time effective for customer staff as no travel is required.
- Hands-on job training for improved situational learning and assimilation

At Wes-Tech

- Maintenance training during the debug and runoff of machine
- Operator training during the runoff of machine
- Classroom training for groups
- Tech-Trak® modification training
- Certified Gantry Technician program
 - ✓ Certification will add one additional year to standard warranty
 - ✓ 10% discount on all parts purchases

Benefits

- Most effective method for deeper and more extensive learning
- Multiple staff and equipment available to the student(s)
- Delivered by qualified staff



- **Operator Training**
- **Machine Debug and Runoff**
- **Control Systems**
- **Preventive Maintenance and Assistance**
- **Certified Technician**

Training By Content

Operator Training

System Operation

- ✓ System overview
- ✓ Startup/Shutdown
- ✓ Control points
- ✓ Loading/Unloading methods
- ✓ Initializing and testing

Debugging

- ✓ Functionality
- ✓ Diagnostics

Safety

- ✓ Procedures
- ✓ Precautions

Parts and Maintenance

- ✓ Fundamental operator maintenance
- ✓ Parts replacements

Control Systems

Operator Level Training:

Gantry /Assembly/Manufacturing systems

- ✓ Sequence of Operation Overview
- ✓ Step Through the Main Menu
- ✓ Teaching Points
- ✓ Manual, Jog, and Safety Modes
- ✓ Gantry Components and Functions
- ✓ I/O Diagnostic
- ✓ Downloading and Uploading Points
- ✓ Storing Points
- ✓ Downloading and Uploading Parameters
- ✓ Program Overview
- ✓ PLC/HMI systems supplied

Machine Debug & Runoff

- ✓ Customized to each application
- ✓ Testing and acceptance requirements and procedures
- ✓ Equipment debugging
- ✓ Documentation

Preventive Maintenance

Lube Systems

- ✓ Inspect filters
- ✓ Inspect lines & fittings
- ✓ Check operation
- ✓ Verify lube / pump operation

Air Systems

- ✓ Inspect filters
- ✓ Check pressure / adjust regulator
- ✓ Inspect system for leaks
- ✓ Drain Water Trap

Electrical Systems

- ✓ Clean electrical cabinet
- ✓ Check voltages
- ✓ Inspect electrical ground connections
- ✓ Replace or clean fan filter
- ✓ Check limit switches / safety locks

Mechanical Systems

- ✓ Check machine level
- ✓ Change gearbox oil
- ✓ Inspect drive units
- ✓ Inspects guides and bearings
- ✓ Clean / lubricate chains
- ✓ Inspect lines hoses and cables
- ✓ Clean chips and drip pans



Gantry Robot Maintenance Services



OBJECTIVE

SERVICES

<p>1. Conservation Preventive maintenance service for gantry/robot with less than 6,000 hrs.</p>	<p>Complete inspection of the gantry, battery and filter replacement, replenish/replace lubricants, replace parts as needed (discounted parts price), test and condition gantry and paint as new.</p>
<p>2. Reclamation Thorough diagnostic and maintenance service for gantry/robot with 7,500 hrs.</p>	<p>Disassembly of mechanical components to the appropriate level necessary to evaluate requirements, battery and filter replacement, replenish / replace lubricants, replacement of additional parts if needed (25% discount), test and condition gantry and paint as new.</p>
<p>3. Salvation Complete enhancement of gantry/robot to original manufacture's specifications and 1 year warranty for gantry/robot with 25,000 hrs.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Disassembly of mechanical components to inspect / replace as needed seals, gaskets, and high speed bearings, battery and filter replacement, replenish / replace lubricants, replacement of additional parts if needed (25% discount), install upgraded controller and software, new teach pendant, test and condition gantry and paint as new. <input type="checkbox"/> All gantry / robot will be labeled with a unique serial number (certified serial identification) which comes with the limited one year warranty.
<p>4. Controller Upgrades Replace the existing controller and software with the latest technology.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> 950 & 960 M – Latest Siemens drive updates <input type="checkbox"/> Siemens – 810D or 840D upgrades available <input type="checkbox"/> Cycle time optimization <input type="checkbox"/> Teach Pendants – Update to new “Liveman” switch options <input type="checkbox"/> New programs/parts <input type="checkbox"/> Remote program download.



Retooling & Refurbishing

System Enhancements, Improvements, and Modifications



Keeping Your Production at Full Speed

Retooling/Refurbishing

- Decrease maintenance costs
 - ✓ Prevention
 - ✓ Standardized plant maintenance
- Optimize performance
- Add functionality
- Expand flexibility
- Reuse capital assets beyond their original life

Spare/Replacement Parts

- Standard replacement parts
- Spare part stocking programs
- Non-Standard replacement parts
- Online part identification
- Online parts quoting

Getting More out of Your Investment

1. Tech-Trak® Upgrades	Chain replacements. New “zero-gap” type and new materials available for dirty environments.
2. System enhancements	<ul style="list-style-type: none"> ✓ Add stations ✓ Add features
3. Continuous improvements	<ul style="list-style-type: none"> ✓ Add RFID ✓ Add pallet tag/flag ✓ Add gauging ✓ Add part marking
4. Cycle time optimizations	<ul style="list-style-type: none"> ✓ Re-routing of pallets/parts through system ✓ Relocation of equipment
5. Software Improvements/Enhancements	<ul style="list-style-type: none"> ✓ Software upgrades to latest versions ✓ Code functionality enhancements ✓ Software customization
6. System Modifications	Expand system functionality to accommodate new products/components/parts to existing lines and equipment

Talk to our staff for your unique and special retooling and refurbishing projects. WTAS *Service & Support* works with our Engineering and technical project management staff to carry out even the toughest project assignments.

