



## Services by SICK

**SICK**  
Sensor Intelligence.

## RAPID RESPONSE

Why pay for a service tech when you can hire a service partner. SICK, Inc. supports our customers with a comprehensive portfolio of service offerings, working as your service partner throughout the lifetime of your product or system. SICK's full range of services is the perfect complement to its innovative products and systems. As a market leading service organization, SICK's experience provides you with the highest level of technical expertise, maximizing your productivity and efficiency.

When your lines are running at full speed and only the highest performance read rates are acceptable, don't hope that everything will be okay. Rely on SICK Field Service Technicians to be on standby for your facility to ensure highest availability during your most critical time. SICK's expert technicians have the most knowledge & experience of SICK products & systems and therefore solve troubleshooting applications more efficiently and effectively than other technicians.

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



#### Scope of Service:

- SICK Field Service Technician stationed locally and on-call 24/7 for the duration of the service
- Ability to perform error analysis of equipment, remedy failures, and optimize parameters onsite.
- Detailed service report documenting work performed
- Options during uptime: informal training for maintenance personnel, open question lunch and learn, site walk through to proactively identify systems with low read rates

#### Your Benefits:

- Timely response in the event of unexpected downtime during peak season to minimize disruption and losses
- Peace of mind and security that SICK is available and can be onsite if needed
- Higher uptime and optimized performance due to SICK proactively identifying potential issues
- Opportunity to train maintenance personnel to carry out first level troubleshooting efficiently and effectively

Click here to learn more about rapid response!  
[www.sick.com/services-and-support](http://www.sick.com/services-and-support)