



## Engineering support services

In order to ensure that your product is totally compatible with your jacking system or complete turnkey system in terms of the tasks it has to perform, please feel free to take your time at the consulting stage. We feel that consequent success can only be guaranteed if the task specifications are properly designed and fulfilled first. Thinking in advance of what comes later is our idea of a successful partnership. And we call it efficiency. Nothing can take the place of personal contact, which is why our service network is designed to provide just the right short-cuts and continuous dialogue. Just ask us. To arrange a meeting, just send us an e-mail with "consulting" in the subject line.



## Maintenance

The cost of regular checks more than offsets the expenses occasioned by possible breakdowns. You decide for yourself the level of coverage you would like your maintenance contract to have. Just one visit is enough to carry out the annual check and any accident-prevention inspection that your local authority may require. Please note that this offer from Pfaff-silberblau DOES NOT apply to systems from other suppliers. Remember: it's never too late to begin to take proper care of your plant equipment.

## Spare-parts service

We keep ample stocks of original parts for all product ranges, for both emergency callouts and routine maintenance. This means that all common spares are normally onsite within 24 hours. We do not want you to waste your valuable time. This is why our branches and agents – both in Germany and in other countries worldwide – always ensure that your original Pfaff-silberblau spares reach you in a timely fashion and by the shortest-possible route.

## Repair service

Good advice need not be costly. When technical queries arise, a telephone conversation with one of our experienced service engineers is often all it takes to track down the cause and solve the problem in hand. Sometimes just one insider-tip is enough to get everything quickly back on the rails again. In the event of a more serious malfunction occurring, an experienced service engineer present onsite will soon sort out the problem and help ensure that your logistics operations do not suffer any unnecessary delays.