

Press Message

30.03.2021

## **Individual product support with Pilz Care - Customised support**

Pilz GmbH & Co. KG  
Felix-Wankel-Straße 2  
73760 Ostfildern  
Germany  
<https://www.pilz.com>

Ostfildern, 30.03.2021 - **Service according to customers' needs: With the new Pilz Care programme, Pilz offers individually bookable support modules for its products worldwide, guaranteeing maximum machine availability.**

The Pilz Care programme contains individually bookable support modules for Pilz products, which can be assembled according to customers' needs and by application area and type of machine. So customers receive exactly the performance they need, at predictable, calculated costs. At the same time Pilz offers the same standardised performance range internationally, offering especially streamlined support processes.

### **Individual, dependable agreement**

The offering ranges from the basic "Basic Support" package to "Premium Support" and then the full "All-In Support" package. All modules provide for optimum machine availability and include telephone support, on-site care and the supply of spare parts. The respective framework agreements differ in the reaction time required from Pilz, which is firmly agreed, offering high reliability. The rapid availability of spare parts and products plus remote support means that customers' machine downtimes are minimised.

### **Continuous support increases availability**

Tailor-made Pilz Support also includes additional services such as the regular inspection of technical safeguards. Faults are identified and rectified quickly. As a result, machine availability and plant safety are increased and liability protection is also guaranteed. So Pilz Care is particularly beneficial for machine operators and maintenance managers in fast-paced sectors such as the process industry or logistics.



**Caption:** With its new Pilz Care support programme Pilz offers tailor-made modules, which can be assembled individually according to customers' needs. (Photo: Pilz GmbH & Co. KG / iStock.com/Blue Planet Studio)

You can find texts and images for downloading at:

<https://www.pilz.com/en-INT/company/press/messages/articles/227427>

### **Pilz - The Spirit of Safety**

Pilz is a global supplier of products, systems and services for automation technology. As a pioneer of safe automation, Pilz creates safety for human, machine and environment. Founded in 1948, today the family business with its head office in Ostfildern is represented worldwide with 2500 employees in 42 subsidiaries and branches.

The technology leader offers complete automation solutions for Safety and Industrial Security on the machine. These include sensor, control and drive technology – as well as systems for industrial communication, diagnostics and visualisation. An international range of services with consulting, engineering and training completes the portfolio. Pilz solutions are used in many industries beyond mechanical engineering, such as intralogistics, packaging, railway technology, or the robotics sector for example.

## **Pilz in social networks**

In our social media channels we give you background information concerning the company and the people at Pilz, and we report on current developments in Automation Technology.



<https://www.facebook.com/pilzINT>



[https://twitter.com/Pilz\\_INT](https://twitter.com/Pilz_INT)



<https://www.youtube.com/user/PilzINT>



<https://www.xing.com/companies/pilzgmbh%26co.kg>



<https://www.linkedin.com/company/pilz>

## **Contact for journalists**

Martin Kurth

Corporate and Technical Press

+49 711 3409 - 0

[publicrelations@pilz.com](mailto:publicrelations@pilz.com)

Sabine Karrer

Technical Press

+49 711 3409 - 7009

[s.skaletz-karrer@pilz.de](mailto:s.skaletz-karrer@pilz.de)