



CUSTOMER SERVICE, CLOSE WORLDWIDE

- Global Customer Service Team
- From the concept phase, through project planning and implementation, to ongoing service support
- Customized individual solutions from our experts
- The latest on-site analysis technology and optimization service (digitalization)
- Fast and high-quality support

Flexible and streamlined production processes offer the plant manager a crucial competitive advantage in terms of product quality and output.





CLOSE TO THE CUSTOMER, CLOSE TO PRODUCTION.

Our customer service portfolio

With our modular and configurable service packages, PIA Automation offers professional solutions to optimize the uptime of your machine. We offer a wide range of customer services such as reactive service, preventive service, adaptive service and even predictive service. As our customers strive for highly efficient performance from their assembly systems, PIA is also pursuing a strategy for the future that is characterized by growth, portfolio expansion and increased efficiency.

PREDICTIVE SERVICE

In addition to our PIA Industrial App Suite, we offer you an analysis and optimization service through remote evaluations as well as on-site validations to provide you with the best possible support in the use of digital products and to identify optimization potential.

REACTIVE SERVICE

Our reactive service is always available to provide you short-term assistance. This guarantees the quickest possible recovery of your machine.

ADAPTIVE SERVICE

Our service team will keep your machine up to date, by processing retrofits for product changes, optimizations, and modernizations independently.

PREVENTIVE SERVICE

To ensure the best operational availability of your system, our preventive service not only ensures the functionality of the hardware, but also the qualification of the operators and maintenance teams.

PIA SERVICE: COMPETENCE ON DEMAND

- Problem solving during ongoing operations
- Fast reaction and short decision-making process
- Access to worldwide expert knowledge
- Remote maintenance via digital connection of sensors, actors and controls



EXCEPTIONAL SERVICE FOR UNIQUE CUSTOMERS

PIA Customer Service provides maximum availability and productivity of your assembly line.*

PREVENTIVE SERVICE

Spare part management

- Delivery in 100% OEM quality
- Short delivery times due to own production facilities
- Customized spare parts packages (ESSENTIAL - IDEAL - COMPLETE)
- Simple processing via framework agreements

Maintenance and Servicing

- Ensuring the availability of the system through regular maintenance
- Individually defined scope of maintenance and servicing
- Documentation and suggestions for assembly line optimization

Training

- Customized training for maintenance and production
- Training materials and training certificates

ADAPTIVE SERVICE

Retrofits and modernizations

- PIA Customer Service Experts from offer to execution
- Many years of experience in all common software and control systems
- Support with CE marking in accordance with the Machinery Directive 2006/42/EC
- Optimization of lead times, quality assurance of processes
- Modernizations and relocations

Resident Engineer

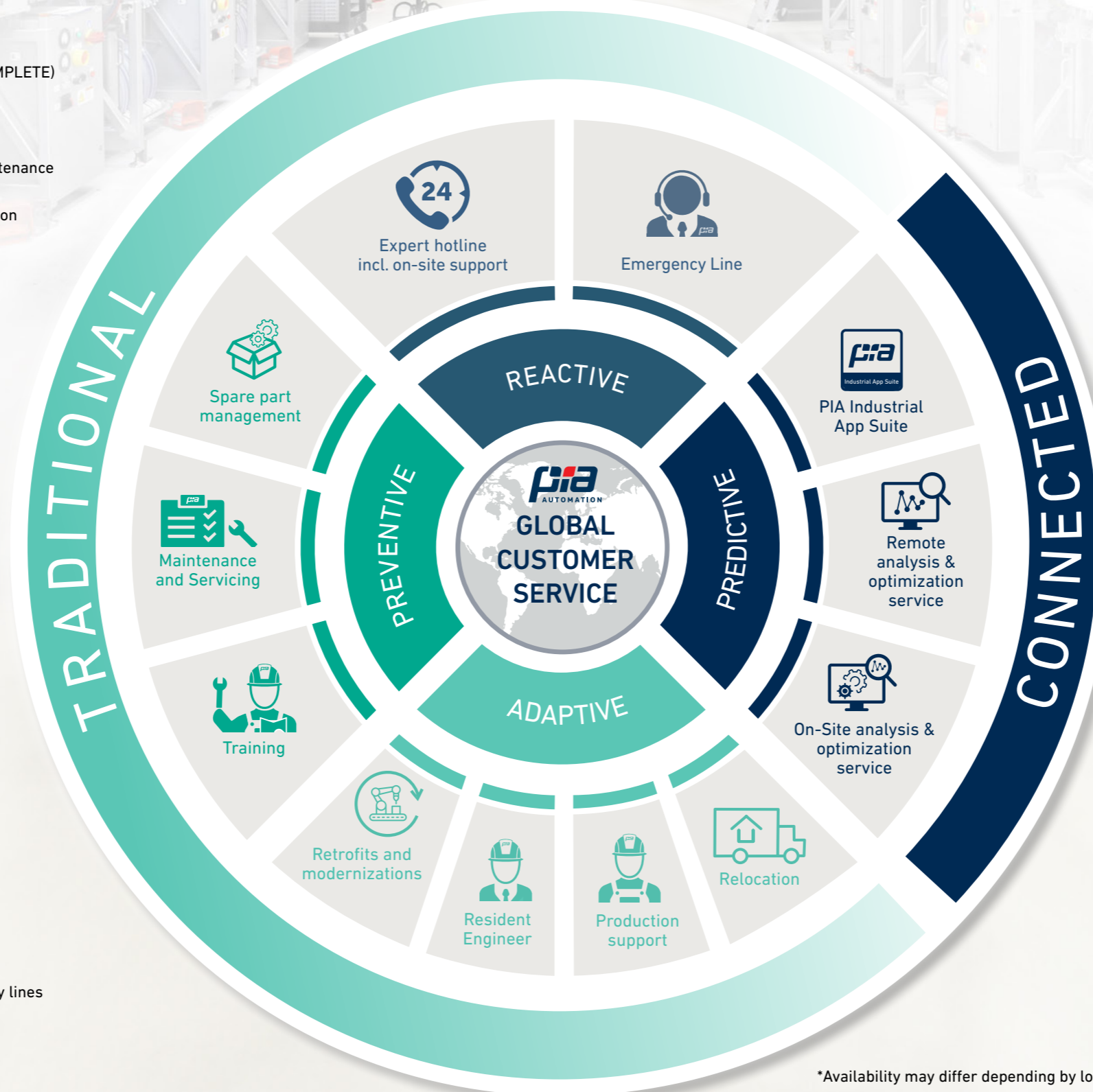
- PIA specialist on site during the ramp-up phase as contact person for all service questions
- Interface between customer and PIA departments
- Various management services

Production support

- Efficient production start-up through on-site presence
- „Training on the job“ for operators and maintenance staff
- Analysis and optimization of the logistics process

Relocation

- Rescheduling of individual parts, modules or entire assembly lines
- Incl. handling of import and export processing



REACTIVE SERVICE

Emergency line

- Support for customers without an expert hotline contract
- Available during PIA business hours
- Defined response time (remote and on-site)
- No contractual commitment
- Billing according to time and effort

Expert hotline incl. on-site support

- Fast help via remote maintenance or on-site support by our experts
- Availability 24/5 or 24/7 in agreed hotline and response times (remote and on-site)
- Extended services
- High first response rate

PREDICTIVE SERVICE

PIA Industrial App Suite

- High-quality Industry 4.0 solutions for analyzing and optimizing production according to the WHAT, WHERE and HOW principle.
- Local installation on the assembly line for past and future
- Basis for optimization service
- Easy to create evaluations and reports
- Location and device-independent

Remote analysis & optimization service

- Regular data analysis with the PIA Industrial App Suite
- Standardized reporting and presentation of results

On-site analysis & optimization service

- Validation of the potentials from the remote analysis together with the customer on site or remotely via AR tools
- Definition of optimization measures
- Offer and implementation of optimization measures

*Availability may differ depending by location



- Higher machine availability with reserve of spare parts
- Minimized downtime due to fast availability of components
- Individually customizable spare parts packages
- 100% original quality from a trusted source



“High machine availability is the key for every plant operator. Be optimally prepared for system operations with PIA Automation!”

NAOMI ECK
Global Product Manager Customer Service & Digitalization

SPARE PARTS PACKAGES FOR EFFICIENT SYSTEM OPERATION

High machine availability and short downtimes are essential for every plant manager. With customized spare part and wear part packages, you can secure this competitive advantage and peace of mind.

PIA's 3 package options are based on the system-specific component classification that is determined during the design phase in collaboration with our experts. Depending on requirements, these can be further customized afterwards. Utilizing a preferred spare parts package minimizes potential downtime situations right from the start of the system.

Benefit from 100% original quality directly from PIA!

	ESSENTIAL	IDEAL	COMPLETE
High-risk spare parts and wear parts	X	X	X
Low-risk spare parts and wear parts		X	X
Non-risk spare parts and wear parts			X
Suited for:	<i>example:</i>	<i>example:</i>	<i>example:</i>
Mechanical components	<i>limited</i>	<i>limited</i>	<i>limited</i>
Components susceptible to wear	X	X	X
Relevant safety components	<i>limited</i>	<i>limited</i>	<i>limited</i>
Component classification	3c - 2a	2c - 1b	1c - 1a

ESSENTIAL

- High-risk spare parts and wear parts
- Keep downtimes to a minimum
- Avoid affecting machine availability
- Components susceptible to wear
- Relevant safety components
- Mechanical components that may be subject to abrupt failure

e.g. grippers, pins, suction cups

IDEAL

- High-risk + low-risk spare parts and wear parts
- Optimized for customer requirements
- Ensuring adequate production in multi-shift operation
- Package minimizes the risk of prolonged machine downtime by including additional critical components

e.g. moving cables, belts, guides

COMPLETE

- High-, low- and non-risk spare parts and wear parts
- Ideally prepared for the future
- Maximum availability of your system
- Includes the majority of spare parts and wear parts for your system

e.g. motors, feed rails, bearings



PIA INDUSTRIAL APP SUITE - THE DIGITAL PACKAGE OF THE FUTURE



The PIA Industrial App Suite (piaIAS) is a modular software package and contains smart apps to meet the challenges of assembly line operation and optimization. In developing the apps, the knowledge of custom machine builders - especially the expertise of PIA Automation - and customers from a wide range of industries were combined to create a digital solution portfolio that is perfectly aligned with customer requirements. Assembly and test systems can be analyzed worldwide, their weak points localized and their productivity optimized. It doesn't matter whether it is a single station or a complex in-

terlinked assembly line locally on site or remotely at another location.

PIA's smart tools address different user groups with features providing information for line workers, evaluations for shift managers and the maintenance team, or reports for management. All apps share the following advantages: (1) Increasing the degree of digitalization of production, (2) future-proofing thanks to modular and expandable design, and (3) reduction of travel costs through location - and device-independent access.

ADVANCED

DATA ACQUISITION

<p>ET piaOEEtracker to increase the Availability</p> <p>Target group: Production manager</p> <p>Key-Features: Classification of plant shutdowns</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Increase of availability at line and station level • Increase in output through the prevention of shutdowns • Efficient use of existing plant capacity 	<p>AN piaAnalyze to improve the Quality</p> <p>Target group: Quality manager</p> <p>Key-Features: Analysis of measurement and process data</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Increase in the quality of production • Reduction of costs through rejects prevention or increase of the IO rate • Prevention of rework and thus increase the plant profitability 	<p>OP piaOptimum to optimize the Efficiency</p> <p>Target groups: Production manager Optimization team</p> <p>Key-Features: Analysis of cycle times and partial cycles</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Increase in efficiency, output and thus plant profitability • Cost reduction due to earlier start of production (short ramp-up phase) • Support for optimization measures during operation
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BASIC

DATA ACQUISITION

VB **Visibility Box**
to increase the
Digitization | Transparency | Insights

Target group: Production Manager | Operators

Key-Features:

- Dashboard for production data
- Calculation and visualization of the OEE key figure
- Visualization and localization of assembly line bottlenecks

Benefits:

- Increase of availability at line and station level
- Increase in output through the prevention of shutdowns
- Efficient use of existing plant capacity

PIA MAINTENANCE APP – REDUCE MAINTENANCE EFFORT

Symbiosis of automation, digitalization and service

With the first generation of the Maintenance App, PIA Automation will offer users of its assembly and testing systems a software solution that makes maintenance management more efficient and convenient.

The digital maintenance plan includes scheduling and appointment reminders, as well as central documentation and guidelines for inspections and repairs. While the first version of the Maintenance App allows for the storage of fixed intervals, the second expansion stage will also allow for the display of the maintenance requirements in an event-controlled manner, such as after a pre-determined number of processes.

However, this type of predictive maintenance and scheduling are still quite new in the industry. The reality is that planning management and maintenance plans are still frequently written out on paper, which is made more challenging by the growing shortage of skilled workers. Nonetheless, routine maintenance is a key success factor for achieving OEE goals, because: Predictive maintenance can prevent costly machine downtimes.

DIGITAL, LOCALLY INSTALLED, AND RELIABLE

The PIA Maintenance App addresses these important issues and offers customers a reliable digital solution. It provides an early notification of the next regular maintenance or, in the second expansion level, event-related maintenance such as when individual components need to be replaced due to a cycle count being reached. The maintenance app is integrated into the PIA Industrial App Suite, which many customers are already using.

The suite analyzes quality and process data to ensure plant performance and subsequently optimize OEE values. The Maintenance App is installed locally in the customer's system, runs browser-based and makes it easy for users to keep track of upcoming or overdue maintenance work on their systems.

The digital maintenance plan includes appointment reminders, planning, instructions, and documentation of the work on the system. For many customers, digital document storage in a central database is a decisive step forward compared to paper traffic.



KEY-FEATURES:

- Planning and optimization of maintenance work

BENEFITS:

- Reduction of machine downtime
- Certified documentation through digital logbook/ audit trail
- Managing commissioned maintenance work



CUSTOMIZED TRAININGS

Act independently

“ We are happy to share our knowledge.

PIA Expert and Instructor



Being optimally trained for system operation, able to react quickly in the event of malfunctions, maximizing processes and preventing downtimes through the correct interpretation of analyses are all key in efficient production.

The better our customers' plant operators, production staff and production managers are trained on the production line, the faster they can act independently to enhance their procedures.

Our experienced experts are happy to share their knowledge and the best way to do this is with on-the-job training directly at the assembly line with training courses individually tailored for your requirements.

In addition to a personal contact person on site, who explains, demonstrates the topics and answers questions about the topics, your employees are given training and a certificate of completion after successful participation.

WE PROVIDE EVERYTHING FOR SMOOTH OPERATIONS

Service after final acceptance

After the final acceptance of an assembly line, the operator's area of responsibility changes from development/planning to production/maintenance. At this point, PIA Customer Service becomes the central point of contact for questions and assistance of all kinds. We offer the best possible support through our worldwide service locations and professionally qualified service teams.

PIA Customer Service will be happy to advise you on our wide range of services for PIA systems as well as third-party systems.

	LOCATION	PHONE NUMBER	SUPPORT E-MAIL
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We make high-quality products available to everyone –
sustainable and worldwide.



creating efficiency.
in global customer service.

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Mexico. USA.



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