



NORIS Service –
A Strong Global Partner Close to You



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NORIS Service – Trust and reliability, right from the start

First-rate service starts with experience

Developing economically efficient working practices means keeping devices and systems in perfect working order at all times. It's the only way to avoid repair work and keep downtimes to a minimum. And it's something we can help you achieve.

We are a family-run company based in Nuremberg with a long tradition in measuring and automation technology – in fact, we have almost 90 years' experience in this field. Our service personnel receive the best possible training and equipment, and work with high-quality spare parts. By combining this with state-of-the-art training facilities and professional support, we can guarantee first-rate service with short response times.

Customer proximity means going global

Achieving short response times and ensuring spare parts are always available requires a carefully considered strategy as well as intelligent spare parts logistics. Our service and representatives network stretches across the entire globe and guarantees the best possible support at any time, in any location, whether this means drawing up a quotation or performing service work.

One call is all it takes.

Service and support for any product, at any time

Reinforcing your market position and ensuring service perfection means thinking ahead. Whether you're looking for a routine inspection, repair work, a retrofitting solution, or simply a customised package of spare parts as a preventative measure, we can provide exactly what you need for any of the products and systems you have purchased from us, at any time. Our aim is always the same: to find a cost-effective solution that works for you.



An overview of our services

Providing the highest level of service means delivering maximum performance in every area and going above and beyond

“The best service starts with a vision!”

– day after day. As an experienced manufacturer of devices and systems for measuring and automation technology, not only are we experts on which components and system parts are subject to particularly high levels of stress, but we are also ideally placed to know what really matters in our field. There is a continual

stream of new guidelines to be adhered to; standards have to be met; operating costs reduced; service and maintenance costs kept to a minimum; and downtimes avoided. In an ideal world, service work would not be necessary at all. But since the real world is different, a response that’s fast, simple and comprehensive is required when service work does come up – and what is more, it has to be one that doesn’t compromise on quality. That’s how to deliver the highest level of service. And it’s exactly the method we’ve been using to inspire our customers over

several decades. So what’s our secret – how do we achieve that perfect balance? The answer is simple, and is all down to maintaining a holistic perspective. We keep service in mind right from the start, from developing each individual product and designing each solution, to installation, commissioning and throughout the equipment’s entire operating life, and right through to the actual service work itself – in other words, over the life cycle in its entirety. Further down the line, we still focus on keeping the equipment going, as well as, of course, on replacement.

We are there for you through the entire life cycle of our products



Customer support & service

Support	Repairs	Spare parts	Customer service	Training
Hotline and personal support	In-house repair service	Intelligent spare parts logistics	Commissioning	Operation and application
Technical consulting	On-site repairs	Spare parts packages	Installation	Commissioning
Web support	Exchange service	RETROFIT solutions	Inspection	Professional service
			Maintenance	Engineering
			On-site repairs	
			Updating, Upgrading and RETROFIT	

Maximise your productivity!

- Maximise your system availability
- Extend the life of your system
- Optimise your system’s performance
- Reduce the time required for repairs

Improve your financial power!

- Reduce your operating costs
- Reduce your repair costs
- Use capital you have already invested: NORIS RETROFIT solutions instead of expensive new acquisitions

Enjoy the benefits of development and progress!

- Use new and improved innovative functions
- Create more convenience
- Reduce the impact you have on the environment

Stay flexible!

- Make the most of our global service network
- Benefit from our short information and communication routes
- Benefit from the flexibility of open system platforms

YOUR BENEFITS

We provide personal, tailor-made advice and support

Hotline and personal support

Thanks to our worldwide service and representatives network, we can guarantee quick response times and support without red tape – whatever the time zone or office hours. You can get in touch with your own personal contact via email or by phone. Our service team and in-house development department work closely with

“We won't say goodbye after you buy.”

one another, which allows us to respond to your individual enquiries quickly and efficiently.

Technical consulting

We provide you with guidance and support, and are always there for you – both as an adviser and as a partner, in anything

“We meet you where you are and work with you to find the right solution.”

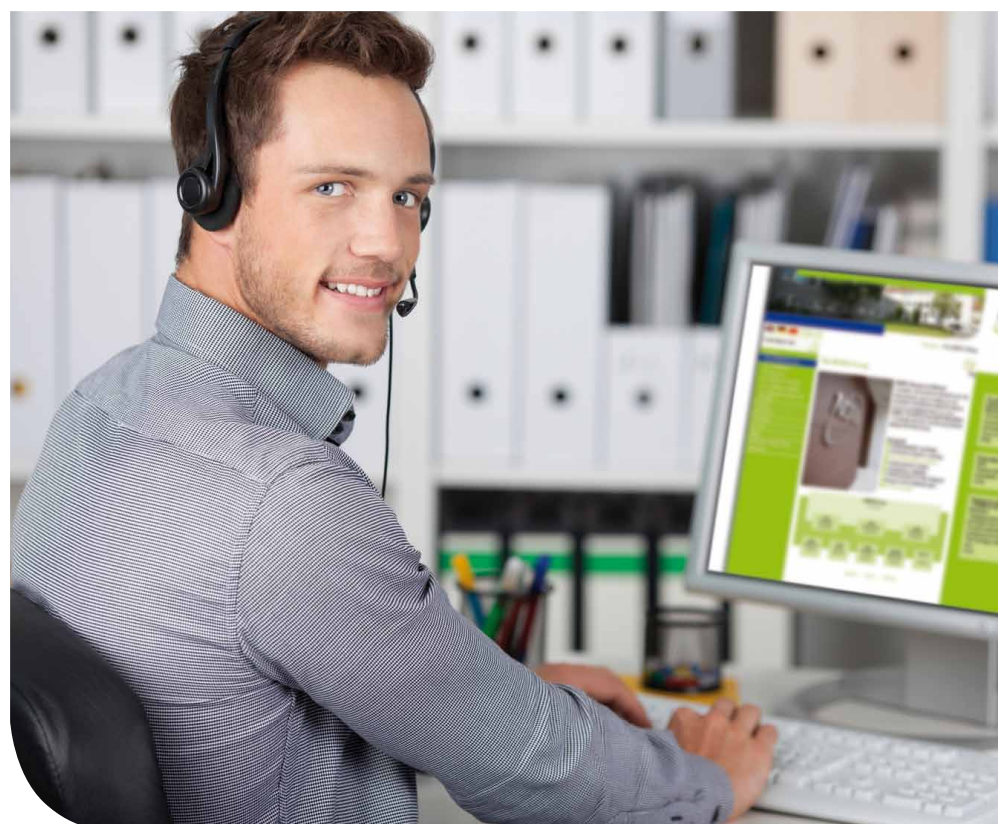
from drawing up a quotation to performing service work. We work with you to design your system in line with your vision, develop possible solutions, and find the right devices and functions for you from our range of products. We assess your requests in terms of their feasibility, find alternatives, and help you to optimise your concept. You and your product are at the centre of what we do.

Web support

It's not a case of reinventing the wheel. By choosing to benefit from the experience and knowledge of our service technicians and trainers, you'll be given access to a wealth of expert knowledge that will help you achieve optimum performance with our devices and systems. A clearly organised Knowledge Base that's constantly growing, plus an FAQ database, will help you with the tasks and questions you face on a daily basis – and help you overcome particularly significant challenges. As well as technical information and useful tips, it

“If you share your knowledge, you increase it.”

provides the latest product documentation available to download.



Support

Hotline and personal support

Technical consulting

Web support

We make your repair work a top priority

In-house repair service

The in-house repair work we carry out on defective devices or parts is subject to strict quality control. There's no extra cost and no unpredictability: following

“Rapid repairs in any situation.”

a careful process of fault diagnostics, we send you a binding cost estimate with a recommendation of whether it is worth doing repair work or whether another, more economical solution could be the answer. Our highly skilled technicians' long years of experience, coupled with original NORIS spare parts, ensure a first-rate level of service. We offer two types of repair, based on how urgent your requirement is:

On-site repairs

There are some situations where repairs have to be carried out on site – for example, if devices or systems are more difficult to remove and send or if the work is urgent. Thanks to our widespread service network, our technicians can get to you in the shortest possible time, no matter where you are. What is more, our intelligent spare parts logistics will make sure you get the spare parts you need, quickly and reliably.

Our service technicians undergo constant training and education as part of our in-house training programmes, so they are always up to speed. And their many years of experience and strategic fault analysis techniques enable them to pinpoint and resolve problems rapidly.

ges. So you can be sure that we're always here to help you.

Exchange service

Enjoy the benefits of our exchange service. We can minimise your downtimes by sending you replacement devices that have already been reconditioned and tested, at the same time as you send us the old ones – so you don't have to wait until we've received them. And that means savings in one key area: time. No more

“It couldn't be faster: our exchange service ensures your spare parts are sent to you immediately.”

time-consuming troubleshooting on site. No more long waits for repaired devices or spare parts deliveries. Our technicians

Repair type

Standard repair

Approx. 10 working days after the product reaches the repair site

Followed by standard delivery

Express repair

Approx. 2 days after the product reaches the repair site

Followed by express delivery

In addition, our repair tracking service lets you keep up to date with how your repair work is progressing. You'll receive an email informing you when the device reaches our repair site and when it leaves again.

Not only that, but our technicians also work in close contact with our in-house development department, giving them

“And when it's an emergency, we can come to you.”

constant, unlimited access to all the specialist knowledge they need to cope with even unpredictable and difficult challen-

Repairs

In-house repair service

On-site repairs

Exchange service

know your system and can send you pre-configured devices or spare parts after carrying out a quick fault diagnostics process. You send us the defective devices or parts in return. Costs are then calculated after the defective devices have been received and undergone a thorough check.

We have the right spare part for any situation

Intelligent spare parts logistics

Our devices and systems are subject to exceptionally high reliability and safety requirements. And that requires us to incorporate an intelligent spare parts management system into our service work. Thanks to our efficient network of spare parts warehouses worldwide, our spare parts can get to you quickly and without

*“We always have
the right spare part
in stock for you.”*

the need to deal with red tape. As far as possible, our spare parts come prepared and preconfigured for use – so at the most all you need to do is plug and play. And of course, they come with full warranty coverage and support too. In addition to our standard delivery service, we use proven express and courier services to guarantee the shortest possible delivery times in an emergency. Our exchange service ensures your spare parts are sent to you immediately. You send us the defective devices or parts in return. Costs are then calculated after the defective devices have been received and undergone a thorough check. And if the worst comes to the worst, we can even send out a technician with the requested spare parts.

Spare parts packages

There are some situations where you just don't have time to wait for spare parts.

“Better safe than sorry!”

We have a solution for these too: instant availability thanks to customised spare parts packages. We use our long years of experience to analyse potential areas of failure in your system and, on this basis, offer preconfigured devices and spare parts that you can simply plug and play. So you can always stay on track.

RETROFIT solutions

Even on our products, time can leave its mark. And we understand that old systems and devices become less trustworthy if defects and repairs start to crop up with noticeably increasing frequency. With this comes a higher risk of failure. There are certain situations where repairs no longer make economic sense or are simply not possible because the spare parts required are no longer available. But new systems aren't always favourably priced or compatible with your needs. So why should you have to put an entire system into retirement just because one

*“Transform something
old into something new –
our RETROFIT solutions
help you go further.”*

of its devices can't be repaired? Our RETROFIT solutions are the right choice in exactly those cases where parts of a system are still in good working order. They not only save time and money, but also reduce downtimes. We offer RETROFIT solutions for the majority of our products and provide you with support in the process



Spare parts

Intelligent spare parts
logistics

Spare parts packages

RETROFIT solutions

of retrofitting your system – from the project planning stage, to classification certification and right through to installation and commissioning.

We come to you: NORIS mobile Service

Commissioning

Commissioning complex systems requires expert skills. We provide you with support that's tailored to you, whether you need help with installation, system configuration or parameter settings, with comprehensive function and performance tests, or with an HAT (Harbour Acceptance Test). If required, we can also

“Tailor-made support.”

include user training to ensure you'll always get off to a good start.

Inspection and maintenance

Our inspection and maintenance services make sure that your system has a long life under the best possible conditions. Regular inspections and maintenance increase not only the service life and reliability of your system, but its safety too. This gives you long-term protection against unnecessary and unpredictable repair costs, as well as keeping downtimes to a minimum. Before inspection, we check

*“Stay on track and
stay prepared:
timely inspection and
maintenance work
means safety and reliability.”*

whether your system is compliant with current specifications and make any necessary adjustments, thus preventing additional costs arising from checks being carried out again.

Customer service

Commissioning

Installation

Inspection

Maintenance

On-site repairs

Updating, Upgrading
and RETROFIT

res they are always up to speed. What is more, our worldwide service network means they are guaranteed to reach you, and in the shortest possible time. We provide solutions quickly and efficiently – at any time, in any place.

Updating, upgrading and RETROFIT

Whether you want to integrate additional functions and features into an existing

*„Enjoy the benefits
of our innovations
and developments.”*

system or simply replace certain parts of it, we are a reliable partner that is always



On-site repairs

We provide you with on-site assistance in urgent cases. We make solving your

*“Good service is more
than a promise.”*

problem a top priority. Our service technicians have extensive practical experience and receive in-house training that ensu-

there to help and is happy to support you on whatever path you consider taking. We analyse your existing system resources, present you with possible solutions, and optimise your system in line with your vision.

We show you the best ways to use our products and systems

“We give you the right tools to work with our products and systems.”

Training

It has long been recognised that users require training when it comes to operating customised, complex systems. We have made it our mission to help you take those first steps by giving you the right tools for the job. We train your employees, crew and service technicians so that they know the best ways to use our devices and systems. Our trainers have practical experience and offer individual training sessions as well as problem-solving approaches that are tailored to your needs. We offer training at our competence and training centres – and of course, we can even come to you. We have the right training to suit every area.

Training

- Operation and application
- Commissioning
- Professional service
- Engineering



Our competence and training centres

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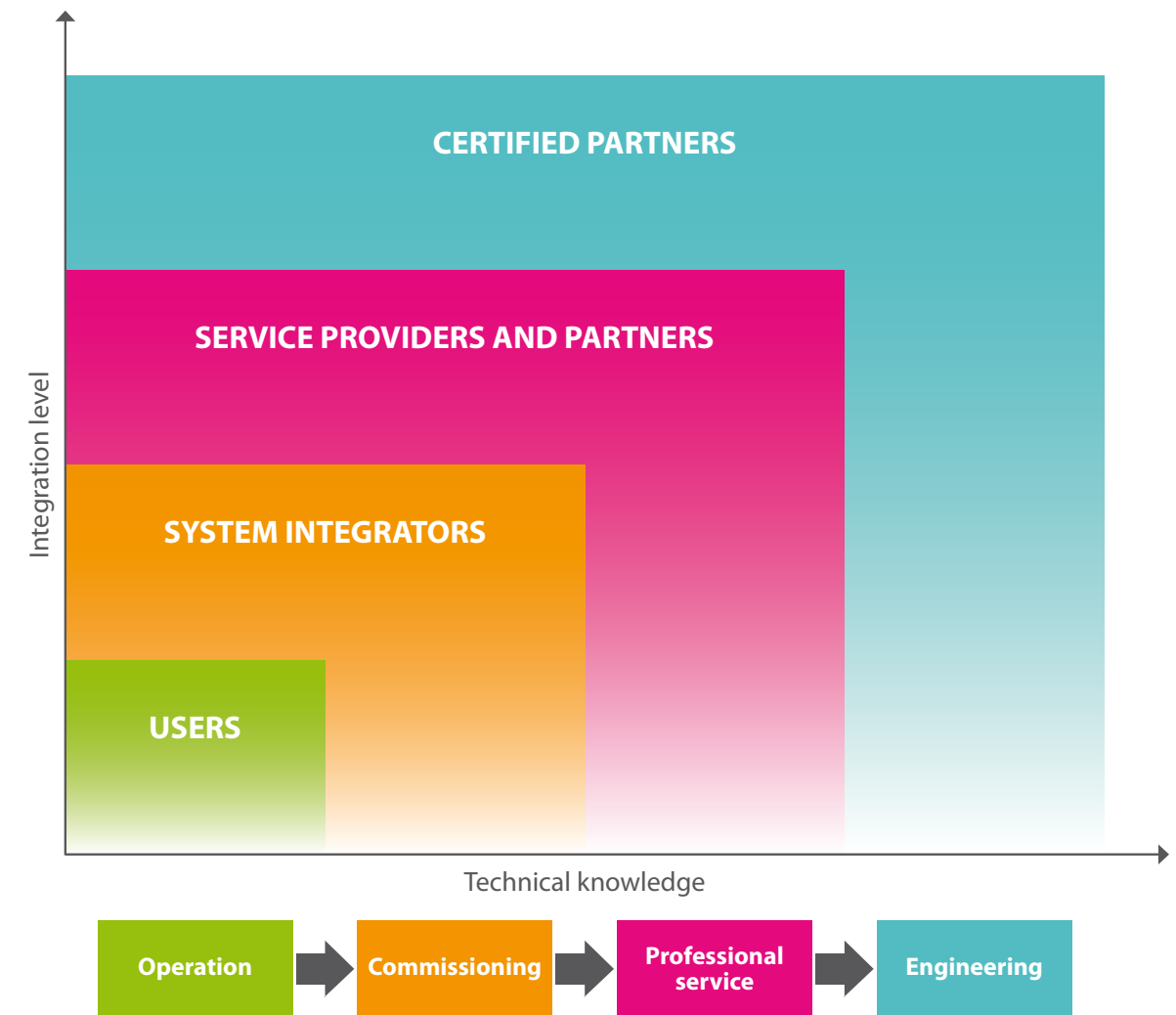
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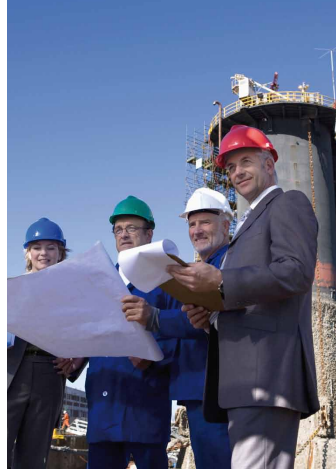
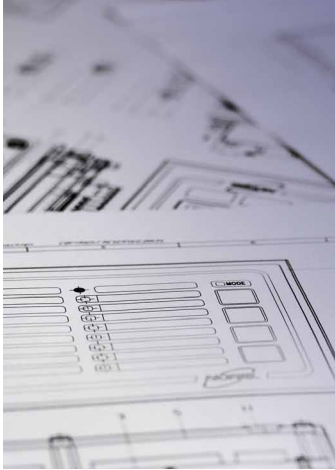
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Operation and application	Get to grips with functions and system environments, and learn the right way to use our systems.
Commissioning	Learn how to commission and test systems, including troubleshooting and fault diagnostics techniques if required.
Professional service	Learn how to offer professional service to external parties or how to maintain your own systems, for quick and effective responses in the event of a fault.
Engineering	Learn how to configure our products for your applications using professional developer tools, and gain technical background knowledge.



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