



# AFTERMARKET SERVICES

Automatic guided vehicles were invented by Savant’s predecessors in the early 1950’s. Our 60 year longevity is a testament to our customers’ satisfaction with our product performance, technology benefits and most importantly, the quality of support they receive from our dedicated team of support specialists.

To insure your system provides maximum ongoing payback, Savant offers a variety of services assist you in maintaining your system’s high reliability, low maintenance cost, and peak performance.

Call 616 791-8540

Email

System Changes & Enhancements	Option # 1	<a href="mailto:sales.dept@savantautomation.com">sales.dept@savantautomation.com</a>
Service & Technical Support	Option # 2	<a href="mailto:service.dept@savantautomation.com">service.dept@savantautomation.com</a>
Parts Sales & Repairs	Option # 3	<a href="mailto:parts.dept@savantautomation.com">parts.dept@savantautomation.com</a>

## Parts Replacement and Repair

Our parts specialists have online access to all part information specific to your system.

- Repairs performed in-house for quick turnaround
- Part exchange/rebuild program
- Large inventory supports overnight part replacement needs
- Continuous part improvement program supported by part reliability tracking process

## Technical Phone Support

Our customers depend on Savant systems to support their production. Savant’s skilled technical resources have all documentation necessary to assure your calls are handled efficiently and effectively.

- Availability: 24 x 7 x 365
- Work directly with staff who designed and installed your system
- Mechanical, electrical, controls, & software

## Vehicle Rebuilds/Upgrades

Your system’s performance is only as good as the condition of your vehicles. Your technology investment is protected because Savant owns and constantly improves its technology.

- Replace older generation electronics, controls and sensors

- Insure obsolescence issues never degrade your system’s performance
- Update drives, computers, steering, sensors and safety devices
- Frame-up rebuilds provided with new vehicle warranties



## Preventative Maintenance Programs

Not all customers want to or can make the time to perform the recommended preventative maintenance (PM) on their equipment. Savant provides a cost effective service employing our expert technicians to perform these PM routines for you, thereby lessening the cost of avoidable downtime.

- Insures your system maintains peak performance
- Vehicles receive complete mechanical and electrical inspection addressing lubrication, adjustments, and calibration

- Functional testing of navigation, communications, safety, and control functions for proper performance
- PM report including checklist results and overall assessment of vehicle and system condition
- Quarterly, semi-annual or annual programs to suit your needs.

## System Changes

Your needs change over time and your system is only as productive as it has kept up with your business changes. Savant provides complete capabilities to insure your system investment retains its productive value throughout its lifetime.

- Add/delete/alter paths to accommodate changing material flow patterns
- Add/delete/move stop and action locations
- Change system management logic
- Add new vehicles or system functionality
- Provide system expansions to service new facility areas

## System Upgrade/Vehicle Replacement

Savant provides replacement vehicles and system controls utilizing our newest technology for older technology systems.

- Modernization programs to fit your needs
- Old and new vehicle cohabitation allows fleets to be replaced in phases

## Refresher Maintenance Training

Insuring your maintenance staff remains knowledgeable and proficient minimizes downtime and lost production. Savant trainers provide training tailored to your maintenance personnel's needs.

- 1-2 day on-site training involves classroom and the on-floor, hands-on sessions
- Covers preventative maintenance, operational design and troubleshooting procedures
- Review service manual usage (schematics, diagnostics, parts lists, calibration steps, etc.)

## Service Calls

Our technical phone support solves nearly all caller problems but nothing less than 100% resolution is acceptable, which is why Savant maintains a staff of regional and factory service technicians.

- Experienced service people, AGV-dedicated
- Same day or next day site response available

