

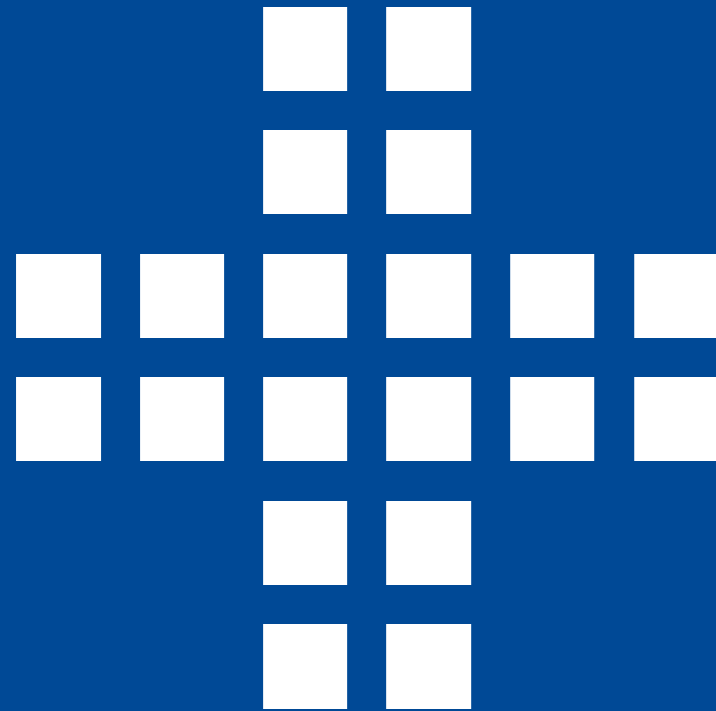
technical service and support



fehr



— **fehr offers** innovative one-stop warehousing solutions, developed with many years of experience and willingness to constantly break new ground.



fehr in Switzerland has been the expert for warehousing solutions since 1949. As a leading innovator, **fehr** stands for sophisticated and customer-oriented one-stop logistic concepts – in an implementation quality that is absolutely reliable.

Originally developed for long and flat stock used in the steel-trading sector, **fehr's** warehouse solutions can now be found in all areas of industry. **fehr** engineers develop customized solutions for a broad range of requirements, from standard applications to complex and comprehensive process-integrated concepts.

Our key success factors are proximity to our customers and identification with their respective requirements. Our locations are ideal, with headquarters in Winterthur and branches in Ubstadt-Weiher and Langenfeld in Germany. **fehr** has also been represented in the USA since 2017 in Charlotte, North Carolina. With numerous highly qualified experts such as engineers, service technicians and IT specialists, we are always on site where we are needed.

Our benchmark is the use of our products and services for our customers, and the trust they place in us. That's because this is the basis for our long-lasting customer relationships.

1949

Hans Fehr founded an engineering office focusing on logistic solutions for long goods.

1993

The first fully automated pick system is developed by fehr and installed in Sweden.

2017

Founding of our branch office in the USA, Charlotte, North Carolina

1970

With an innovative sliding system for cassettes on the rack, fehr developed the basis for the fehr honeycomb, which is still a market leader today.

2007

The fehr multi tower is incorporated into the product range, and fehr automation GmbH in Frankfurt (Germany) is founded.

2018

Integration Skyline Parking (Automated parking system APS)

1972

A revolutionary gripper system guarantees careful handling of materials through friction-locked movement sequences.

2012

With fehr wms, fehr begins to implement its own software solution.

2019

Market introduction of self-sufficient material stocking, including tube/bar separation, integrated into processing machines and fully integrated into fehr multi tower

1974

The first storage and retrieval machine with two pull-out devices for cassettes in the steel-trading sector is put into operation at Carl Spaeter GmbH.

2014

It becomes possible for the first time to simulate the material flow on a computer using customer data.

2020

Maik Ott becomes the new managing director of the Fehr Group AG.

1983

Satellite technology allows materials to be handled without load-carriers for the first time.

2015

Founding of our own in-house production (fehr Lagerlogistik GmbH) in Ubstadt-Weiher (Germany).

— You need to be able to depend on the functioning of your storage system at all times. Suitable lifecycle management with regular maintenance and tailor-made services can help you sustainably secure the return on your investment.

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Lifecycle management

Fehr Lagerlogistik AG's technical service and support will manage your system – from assembly through commissioning to later modernization. Be it mechanical engineering, electronic controls or warehouse-management software, be it via remote access, by hotline or a visit to your premises: we are the people to speak to about all after-sales matters as we can guarantee that your **fehr** product will receive the appropriate technical care.

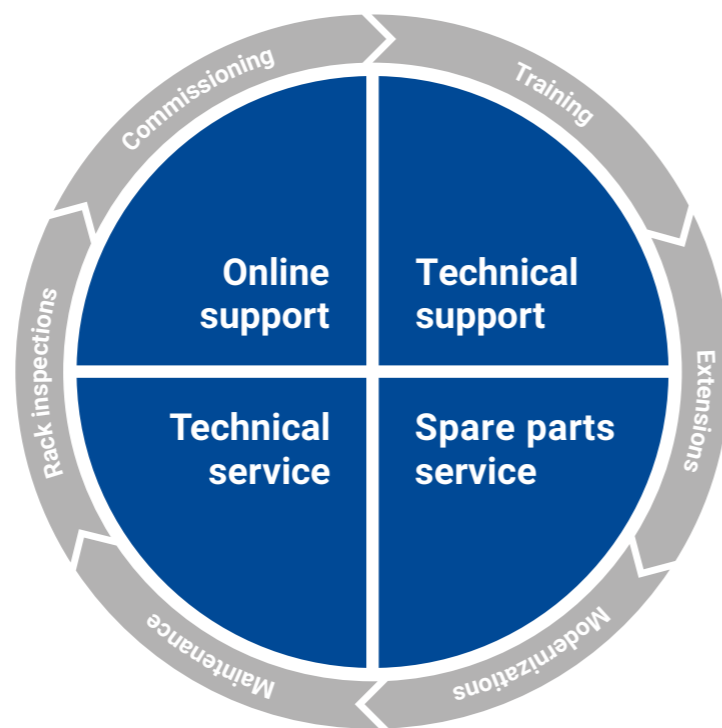
Our Technical Service & Support Organization is structured so that all processes – from commissioning to rack inspection – that are relevant to optimum lifecycle management may be handled by a single team. For you, this means transparency, just a few contact partners and short routes. For your system, it means a longer lifespan and secured value retention.

We invest continuously to this end. In our staff's know-how, in our infrastructure – and therefore in your satisfaction. Your suggestions will help us to even better satisfy the high demands that you justifiably make.

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fehr WMS Specialists
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fehr Spare Parts Service
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parts@fehr.net



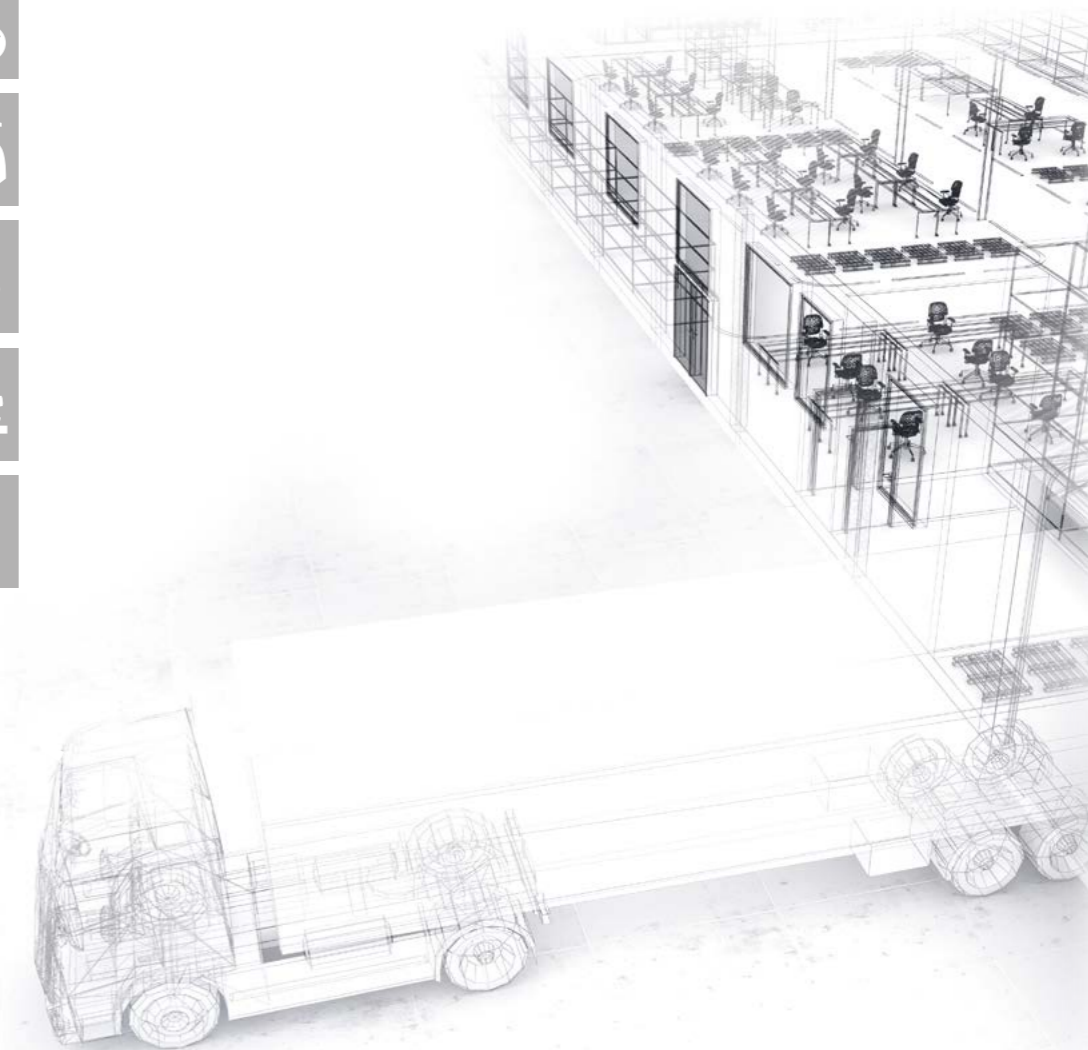
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— fehr's services have been structured into modules. Which means that you will be able to combine the individual services that you actually need with each other. It's also possible to tailor service contracts to suit your specific requirements.

Service portfolio



More information about **fehr Support**



Services

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Fundamental services are already “included” with the purchase of your system and therefore won't cost you a thing. From assembly to commissioning and during the entire period of operation, we will be at your disposal should you need us. For example, you can rely on a dense network of service locations and efficient replacement part management.



SPARE PARTS SERVICE

With our replacement part management, we ensure that you have the right replacement parts and resources in the right place at the right time. We would be glad to put together a personalized replacement part package for your system.



ASSEMBLY, TRAINING, COMMISSIONING

We will put up your system with our trained staff. This guarantees seamless commissioning.



PRODUCTION ACCOMPANIMENT

New systems frequently throw up many new questions. Our technical engineers are always at hand to provide advice and assistance during the initial period of production.



SERVICE POINTS IN EUROPE AND USA

Our dense service network covers Europe, Canada and the USA, allowing us to deploy quickly on site.

Tailored services are available to you at any time.

We will also be at hand to provide solutions and answers to all other questions and problems that extend beyond the scope of our standard services. Whether it's additional training or system repairs and modifications that you need: our individual services enable us to provide the support you require at the place you require it.



TRAINING AND COURSES

Increase your staff's know-how and familiarize new employees with their tasks using the targeted and competent training that our team is able to provide.



SYSTEM UPDATE

Future-oriented modernization will protect your investment and guarantee reliable operations for years to come.



RELOCATION

You're planning to relocate your production facilities? We'll also be glad to put our experience at your disposal here.



CONVERSION AND EXTENSION

We'll assist you with the modification and technical implementation of work flows and processes by ensuring that your system is adapted to the new requirements.



REPAIR SERVICES

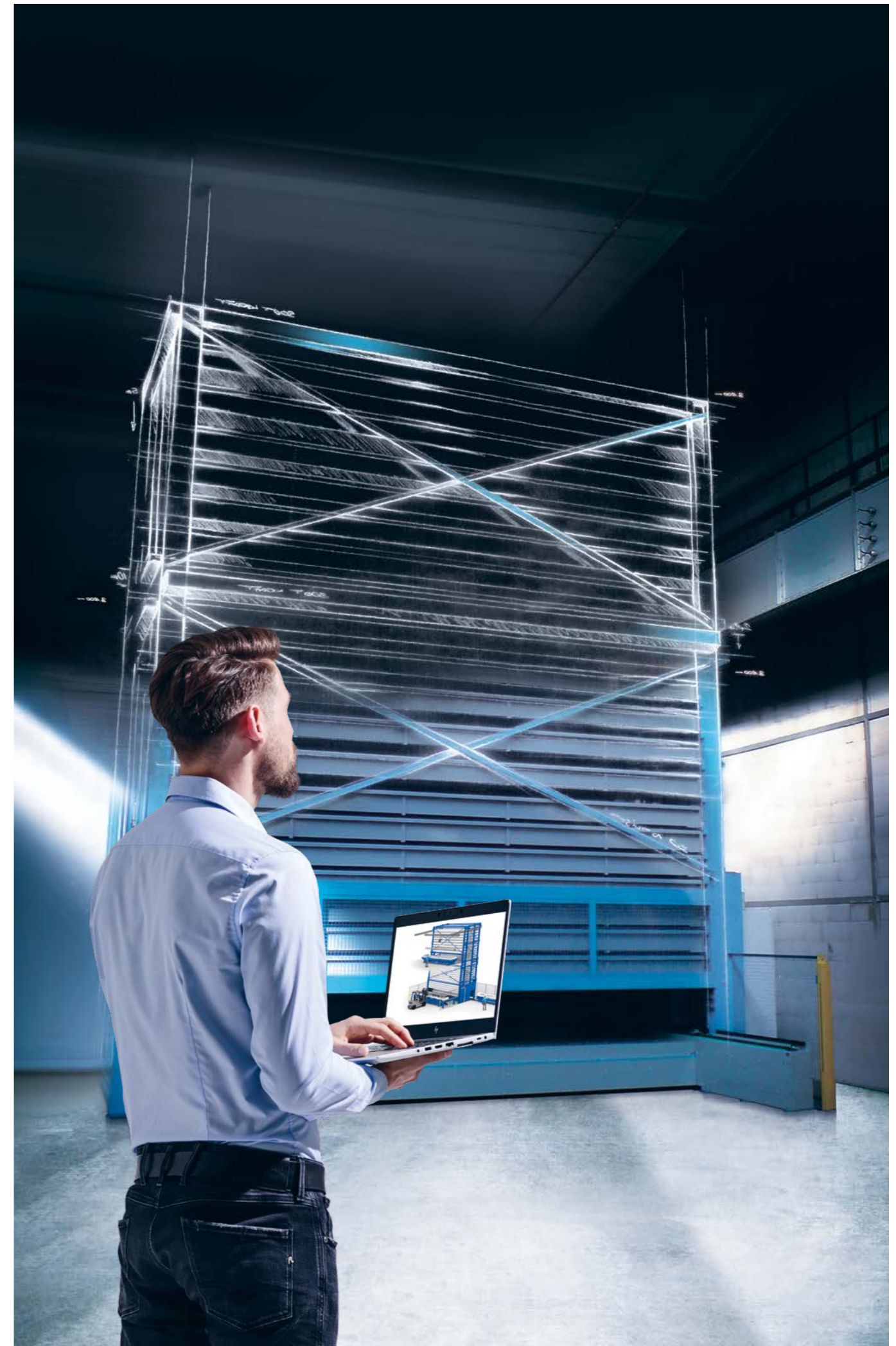
Be they planned or unplanned – it goes without saying that we carry out repair work competently and rapidly.

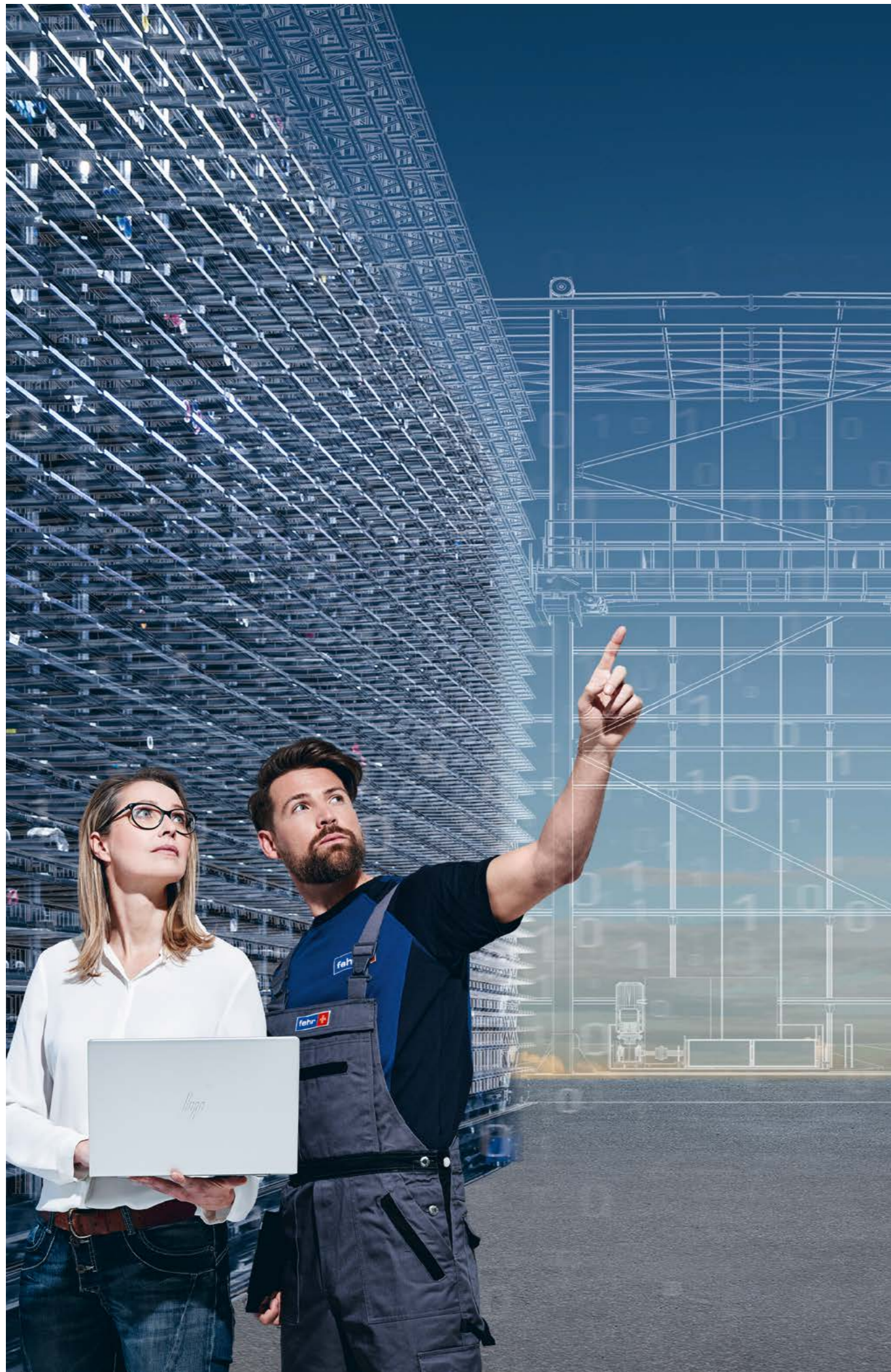


VPN MONITORING

Remote maintenance access service from **fehr** to the customer

The individual modules can be combined in the form of a tailor-made service contract.





Service contracts

Our Individual Modules

The modules for your service contract can be selected according to your needs. If necessary, you can always add modules.

As a contract customer, you benefit from faster service. Your maintenance budget can be planned ahead. And you'll save on the hourly rates, because we pass on the economic benefits to you.

Your benefits:

- + Individually combined
- + System-specific
- + Service privileges
- + Reduced hourly rates
- + Regular checks of the system status
- + Maintenance budget can be planned ahead

 BASIC SUPPORT

Response / Availability

- _ Faster response times by phone, email and remote access
- _ Faster deployment of technical engineers
- _ Cheaper than using hotlines only when needed
- _ Faster provision of spare parts

 MECHANICAL MAINTENANCE

Costs and Weekend

- _ More favourable hourly rate for repairs and maintenance
- _ Preferential treatment with weekend and night-time deployments
- _ 5% discount on all spare parts

 FUNCTION AND SAFETY CHECKS

Cost Saver

- _ As a favourably priced addition to mechanical maintenance
- _ For the appraisal of your own maintenance staff

 RACK INSPECTION
IN ACCORDANCE WITH DIN 15635

One-Stop Shopping

- _ Rack (and PPE) with a single service
- _ No one knows the system better than we do
- _ No administration required by the customer, because fehr will keep its eyes on the schedule

 WARRANTY EXTENSION

Fixed Budget / No Worry

- _ We'll handle everything
- _ No variable costs
- _ All the benefits of the Basic Support and Mechanical Maintenance modules

 WMS SUPPORT

Response / Availability

- _ Faster response times by phone, email and remote access
- _ Greater system availability
- _ Test systems managed for faster troubleshooting

 WMS MAINTENANCE

Safety / Early Recognition

- _ System monitored by automated and manual monitoring systems
- _ Greater operational reliability through database and system-performance monitoring
- _ Proactive software maintenance during ongoing operations

Combination opportunities

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Most of fehr's service modules are provided independently of service contracts. Certain services, however, require specific requirements to be met. This applies particularly to warranty extensions. We will only be able to promise such extensions if fundamental support is ensured and

regular maintenance is being carried out. Function and safety checks as well as rack inspections in accordance with DIN 15635 also require Basic Support services. All other service modules are also available individually.

Combinable individual modules with service contract

Requirements

☎ BASIC SUPPORT



🔧 MECHANICAL MAINTENANCE

⚠️ FUNCTION AND SAFETY CHECKS

📄 RACK INSPECTION IN ACCORDANCE WITH DIN 15635

🛡️ WARRANTY EXTENSION



🏠 WMS SUPPORT

🏠 WMS MAINTENANCE

Available as needed without service contract

☎ BASIC SUPPORT

🔧 MECHANICAL MAINTENANCE

⚠️ FUNCTION AND SAFETY CHECKS

📄 RACK INSPECTION IN ACCORDANCE WITH DIN 15635

🏠 WMS SUPPORT



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Spreading the risk. fehr systems are extraordinarily reliable and long-lived when they are regularly inspected and maintained.

But even if anything should ever happen – you're well protected with fehr's range of services. Our modular principle allows you to select the optimum solution to your safety requirements and will take account, for example, of whether your production facilities operate in shifts or not, whether your company employs its own maintenance staff and how long your business can do without the system should it ever fail. You can reliably prevent unexpected downtimes and thus losses while continuously increasing operational safety with the help of tailored maintenance packages.

🛡️ WARRANTY EXTENSION

🔧 MECHANICAL MAINTENANCE

☎ BASIC SUPPORT

⚠️ FUNCTION AND SAFETY CHECKS

🏠 WMS SUPPORT

🏠 WMS MAINTENANCE

📄 RACK INSPECTION IN ACCORDANCE WITH DIN 15635

No service contract

Low risk

- + Systematic location of potential losses with corresponding improvements
- + Continuous improvements
- + Sustainable investments in the system
- + High operational reliability
- + High productivity
- + Fixed budget costs

High risk

- Risk of systematic errors and financial losses
- No ongoing improvements to the system
- Investment in the system not protected
- High safety risk
- Risk of financial loss caused by downtimes
- Unidentified maintenance costs

Calculating prices A large proportion of fehr's service modules use flat-rate models to simplify their use by customers and make handling easier.

Your individual service package

Are you unsure or do you have any other questions regarding which service package is the one that's best for you? We'd be glad to arrange a meeting and help you decide.

BASIC SUPPORT **MECHANICAL MAINTENANCE**

- Basic per month Monday – Friday 8.00 a.m. – 5.00 p.m.
- Advanced per month Monday – Friday 6.00 a.m. – 10.00 p.m.
- No contract Cost per case plus working time

- Pricing according to system complexity
- Pricing by day/night/Saturday/Sunday
- Pricing according to frequency
- Hourly rate

Varying modules create the necessary scope to meet your respective operational requirements while taking your individual budget into account.

FUNCTION AND SAFETY CHECKS

- Pricing according to system complexity
- Pricing by day/night/Saturday/Sunday
- Pricing according to frequency
- Hourly rate

RACK INSPECTION IN ACCORDANCE WITH DIN 15635

- Pricing according to system complexity
- Pricing by day/night/Saturday/Sunday
- Hourly rate

WARRANTY EXTENSION

- Pricing according to system complexity
- Only in conjunction with other modules
- Hourly rate

WMS SUPPORT

- Basic per month according to software complexity Monday – Friday 8.00 a.m. – 5.00 p.m.
- Advanced per month according to software complexity Monday – Friday 6.00 a.m. – 10.00 p.m.
- No contract – cost per case plus working time

WMS MAINTENANCE

- Flat per month

| | | | |
|--|---|---|---|
| <p>BASIC SUPPORT</p> <p><input type="checkbox"/> Monday – Friday 8.00 a.m. – 5.00 p.m.</p> <p><input type="checkbox"/> Monday – Friday 6.00 a.m. – 10.00 p.m.</p> | <p>MECHANICAL MAINTENANCE</p> <p><input type="checkbox"/> Once a year</p> <p><input type="checkbox"/> Twice a year</p> <p><input type="checkbox"/> Three times a year</p> <p><input type="checkbox"/> Weekdays</p> <p><input type="checkbox"/> Night shift</p> <p><input type="checkbox"/> Weekend</p> | <p>FUNCTION AND SAFETY CHECKS</p> <p><input type="checkbox"/> Once a year</p> <p><input type="checkbox"/> Twice a year</p> <p><input type="checkbox"/> Three times a year</p> <p><input type="checkbox"/> Weekdays</p> <p><input type="checkbox"/> Night shift</p> <p><input type="checkbox"/> Weekend</p> | <p>RACK INSPECTION IN ACCORDANCE WITH DIN 15635</p> <p><input type="checkbox"/> Weekdays</p> <p><input type="checkbox"/> Night shift</p> <p><input type="checkbox"/> Weekend</p> |
| <p>WARRANTY EXTENSION</p> <p><input type="checkbox"/> Individual inquiry</p> | <p>WMS SUPPORT</p> <p><input type="checkbox"/> Monday – Friday 8.00 a.m. – 5.00 p.m.</p> <p><input type="checkbox"/> Monday – Friday 6.00 a.m. – 10.00 p.m.</p> | <p>WMS MAINTENANCE</p> <p><input type="checkbox"/> Via remote access</p> | |





References

EUROPE

GERMANY
Stappert Bönen
Aesculap Tuttlingen
Eisen Pfeiffer Stockach
WMH Essen
Wieland Prometa Düsseldorf
Landefeld Kassel
Lenz Vogelsdorf
Neher Frittlingen
Bikar Production
Korbussen
Gugelfuss Elchingen
Pfeiffer Vakuum Asslar
Kannegiesser Augsburg
P. T. Post Langenfeld
Hörmann Ictershausen
Conergy Rangsdorf
Ensinger Cham
Karsten Stahlhandel
Grevenbroich
Wegener Paderborn
Kastens & Knauer Lilienthal
Thies Coesfeld
Stahlkontor Bad Oeynhausen

Inometa Herford
J. N. Kreiller Traunstein
Dörrenberg Edelstahl Wiehl
Voss Edelstahl Neu Wulmstorf
Schütt Hamburg
Schüco International
Weissenfels
Von Aschenbach & Voss Krefeld
Koenig & Bauer Würzburg
Stinnes Stahl Bremen
Arnold Lammering Papenburg
MECU Velbert
Klöckner Stahlhandel Nürnberg
Remag Nürnberg
G. Elsinghorst Bocholt
Hagelauer Dewald Pleidelsheim
Hörmann Brockhagen
Hydro Building Systems
Germany GmbH Gerstungen
Carl Spaeter Viernheim
thyssenkrupp Schulte Bielefeld
Freiburger Stahlhandel
Freiburg i. Br.
Schüco International
Borgholzhausen
Schüco International Bielefeld

Multivac S. Haggenmüller
Wolfertschwenden
Von Aschenbach & Voss Krefeld
Schüco International
Grossrohrheim
Carl Spaeter Stuttgart
Schüco International Wertingen
Heinrich Schütt Hamburg
Flanschenwerk Bebitz Könnern
Aperam Haan
EISEN + BAUSTAHL Wetrtingen
Lauber Fensterbau Singen
Paul Vahle GmbH & Co. KG
Kamen
Aug. Heseding GmbH Lohne

FINLAND
BE Group Lahti
Onninen Hattula
Starckjohann Turku
Meyer Turku

SPAIN
Schüco Valdemoro
Extrual Albacete
Aceros Abadiño
Transmesa Barcelona
Irestal Abrera Barcelona

SWITZERLAND
Mueller Langenthal
Wieland Metalix Bellach
Leimholz Haag Steinach
Kiener + Wittlin
Münchenbuchsee
R&G Skyframe Frauenfeld
OPO Oeschger Kloten
von Arb Neuendorf
Baumgartner Hagendorn
4B Emmen
Weber Stahl Chur
Rekag Nebikon
Spaeter Sins
Debrunner Acifer Romandie
Crissier
Pestalozzi Dietikon
Schmidlin Aesch
RUAG Emmen
Jansen Oberriet
Piatti Dietlikon
stürmsfs ag Goldach
Hans Kohler AG Dietikon

POLAND
IMS Stalserwis Gliwice
Moris Krakow

TURKEY
ASAŞ Alüminyum Adapazari

SWEDEN
Valbruna Nordic Karlstad
SAAB Automobile Trollhättan
Sandvik Steel Sandviken

FRANCE
DCN Brest Naval
Aubert & Duval Heyrieux
IMS France Bruyères-sur-Oise
Aerospatiale Nantes
Schüco International
Le Perray-en-Yvelines

DENMARK
Vattenfall Odense
Alumeco Odense
Inox Stål Ry

UNITED KINGDOM
Veka Burnley
Schüco International
Milton Keynes
George Fischer Coventry
Harland & Wolff Belfast

LUXEMBOURG
Gilbert Luxemburg
Tarkett Sommer Wiltz

BELGIUM
Mariasteen Gits
Gilbos Herdersem-Aalst
Lecot Heule
Henco Herentals
FN Herstal Herstal
Renson Nazareth

AUSTRIA
Pankl Kapfenberg
RSF Tarsdorf
Wiener Linien Vienna
Flughafen Wien
Papierfabrik Wattens
Eisen Wagner Ried/Innkreis
Internorm Traun
Piesslinger Molln
Jenni Satteins

NETHERLANDS
Paul Meijering
Zaltbommel
O.D.S. Ridderkerk

PORTUGAL
Facmil Lisbon

ITALY
Grohe Brunico

NORWAY
Kongsberg Maritime Horten

CZECH REPUBLIC
Severočeské Kadan-Tušimice
Kondor Prague

SLOVENIA
Krka Nove Mesto

WORLDWIDE

BRAZIL
Marina do Brasil
Rio de Janeiro

INDIA
Viraj Profiles Tarapur

ISRAEL
Raphael Haifa
Klil Karmiel

CANADA
Scot Industries Cambridge
Hydra Dyne Technology Inc.
Ingersoll
Annexair Drummondville

MEXICO
Fischer Mexicana (Plant 1 + 2)
San Luis Potosi

USA
Palmer-Shile Detroit
Scot Industries Inc. Talladega
Scot Industries Inc.
Golden Valley
Triple S-Steel Denver
Trumpf/EMIT Technologies
Sheridan
Tube Service Co.
Santa Fe Springs, CA

VENEZUELA
Ferrum C.A. Caracas

RUSSIA
Bolschoi Theatre Moskau
RTK St. Petersburg

AUSTRALIA
Oxworks Crestmead

— Ideas become solutions with Swiss precision: fehr offers a wide array of solutions and services, all from our one-stop shop.

- _ Long goods and sheet-metal storage
- _ Conveyor equipment
- _ Industrial paternosters
- _ Handling systems
- _ Special designs
- _ Material flow analyses
- _ Industrial automation
- _ Inventory management
- _ Plant modernization
- _ Maintenance/service
- _ Remote maintenance
- _ Online ERP interfaces
- _ Online saw interfaces
- _ Spare parts management
- _ Automated parking system



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