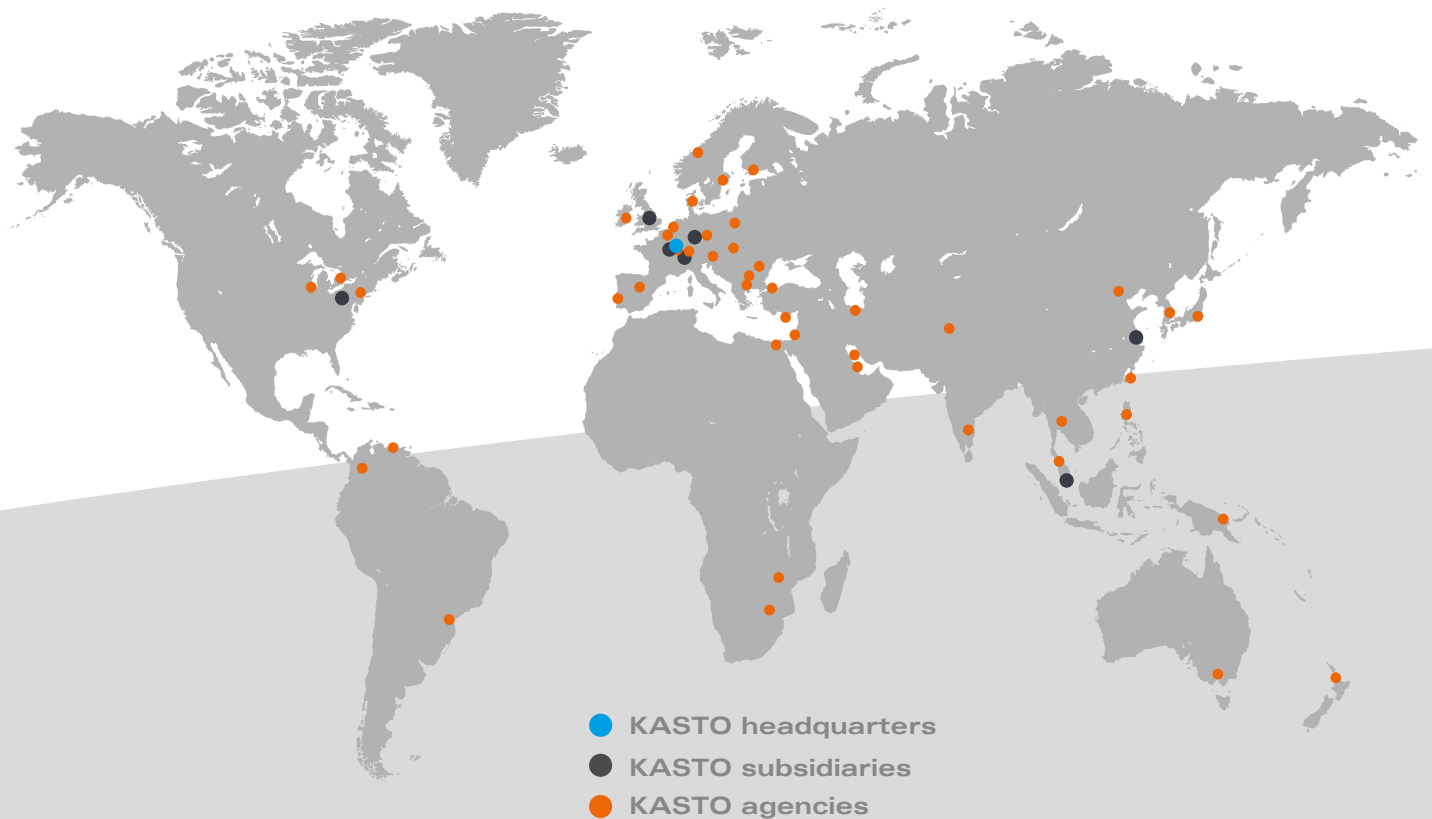




KASTO Service
Worldwide. Fast. Comprehensive.

www.kasto.com

Saws. Storage. And More. **KASTO**[®]

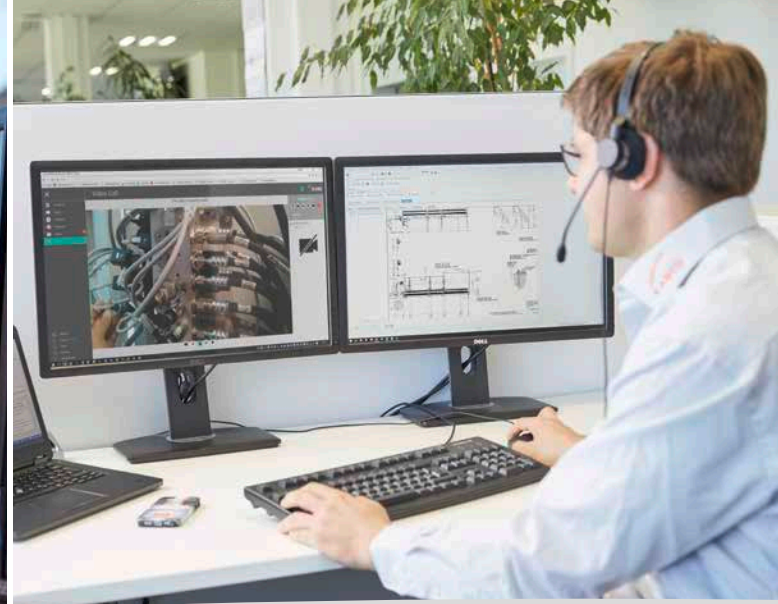


We are there, where you need us.

High-quality metal saws, storage and material handling systems are the name of the game in our product range. However, the products are only part of our performance strength. Reliable, complete service with comprehensive and individual care is what is very important for us.

Our services include the entire after-sales service area:

- Our help desk service offers fast, competent support remotely
- The field service is closer than you think and provides on-site professional help.
- Original spare parts are available from KASTO immediately and are adapted to your machine.
- KASTO *retrofit* secures your investment even with changing technical and organizational requirements.



Support the way it has to be: fast and competent.

The deciding factors for the productivity of your machine or plant are the highest availability of all systems and short response times if you need service support. We are there for you and provide you with fast and effective support remotely. With different Assistance Solutions available, you can be sure of your individual response and availability times.

TECHNICAL SUPPORT

Specialists in the fields of control systems, mechanics and process engineering are available for technical consultation at our service help desk.

REMOTE DIAGNOSIS WITH KASTO *VISUAL ASSISTANCE*

KASTO *VisualAssistance* significantly expands the possibilities of remote maintenance and repair. Using their tablet, smartphone or smart glasses, users can send live videos to KASTO's service experts for real-time visual assistance and information in the event of breakdown or maintenance works.

This enables

- a significantly faster and more accurate exchange of information
- an increase in the proportion of remote repairs
- an increase in availability and productivity
- a reduction in maintenance costs

REMOTE DIAGNOSIS WITH KASTO *REMOTE ASSISTANCE*

Since 1995 KASTO has been making use of the possibilities of Remote-Support. The direct remote connection to control your machine or system enables

- A fast and detailed fault diagnosis even for complex challenges
- Fastest possible support for questions on operation
- Review, change and optimization of parameters
- Direct software updates and upgrades

More than 80% of the reported faults can be resolved without using technicians. The security of the KASTO VPN solution is guaranteed by the use of certified security hardware.



Professional help – closer than you think.

TROUBLESHOOTING AND REPAIRS

Competent help on-site is provided by our specially trained and qualified technicians. Vehicles equipped with many spare parts and state-of-the-art means of communication means our technicians can be quickly deployed and makes them independent and flexible. The worldwide, decentralized support structure guarantees short response times with minimal travel expenses.

INSPECTIONS AND MAINTENANCE

Preventive maintenance measures are designed to avoid sudden, unplanned and therefore expensive machine failures. They ensure the quality of the processing and optimize the performance of the machines and systems. This creates the basis for a high availability and the best possible work and procedure security. Our technicians have the necessary know-how and receive regular training – a prerequisite for a successful, effective and thus cost-effective maintenance service!

An overview of your benefits:

- Reduction of unplanned downtime
- Process reliability due to tested machine quality
- Optimized performance values
- Carrying out of common safety tests on storage facilities
- Monitoring of machine condition using detailed maintenance reports and safety checks



System-tested quality with original KASTO spare parts.

GET THE RIGHT PART ON SITE FAST

By using KASTO original spare parts you opt for technical safety and superior profitability. Because these spare parts are adapted to your KASTO machine one hundred percent and guarantee the highest quality. Due to the proverbial longevity of KASTO machines, in some cases we even supply spare parts for machines that are already 30 years old. If you don't need all the parts, we take back undamaged parts. 15,000 different spare parts are in stock at KASTO, which means that 96% of all spare parts are immediately available ex warehouse. There is same-day shipping for urgent orders received before 15:30. On placing an appropriate Assistance Contract, parts can also be ordered on the hotline after general business hours, these will be dispatched by courier on the same day up until 21:30.

SPARE PARTS PACKAGES

Spare parts that are available on site when needed, can ease a difficult situation. We are happy to work out a spare parts package for you that is individually tailored to your needs and your machine or system. The following factors essentially are taken into consideration when making out the package:

- Use of the machine
- Availability requirements
- Spare parts price
- Distance from KASTO spare parts storage warehouse

Working with you, we will make a parts selection that represents an essential component in securing availability alongside reasonable effort.



To preserve what is good, invest in a purposeful manner.

KASTOretrofit.

The name KASTO stands for the quality and durability of its products. This solid design makes a further overall product life cycle possible, when individual components, in particular the control technology, are brought up to date. Modernizing represents a cost-effective alternative to making new purchases. Functional adjustments or expansions can also be implemented in this context. Machines and systems can be modernized on site and expanded if necessary, with the shortest possible down-time and an absolutely reliable timescale for the resumption of production.

Our range of services:

- Control exchange, conversion to current KASTO control concept
- Updating the sensors, and the drive and positioning systems
- Upgrading the safety technology
- Software updates
- Overhauling and, if required, supplementing mechanical assemblies
- Relocating systems and machines
- General overhaul of sawing machines in the factory



The KASTO *assistance and maintenance* solutions

ASSISTANCE SOLUTIONS	<i>BasicAssistance</i>	<i>SmartAssistance</i>	<i>AdvancedAssistance</i>	<i>ProAssistance*</i>	<i>ExpertAssistance*</i>
Support Helpdesk on-call times	Mo-Fr 07:30-17:00	Mo-Fr 07:30-17:00	Mo-Fr 07:30-17:00	Mo-Fr 06:00– 21:30 Sa 08:00 – 14:00	24/7
Support help desk response times	-	5 hours	2 hours	1 hour	1 hour
Sending a technician – response times	-	-	Mo-Fr 07:30-17:00 Next Business Day	Mo-Fr 07:30-17:00 8 hours + travel time	Mo-Fr 07:30-17:00 8 hours + travel time
Dispatch of spare parts	Mo-Fr 07:30-17:00 until 15:30 NBD	Mo-Fr 07:30-17:00 until 15:30 NBD	Mo-Fr 07:30-17:00 until 15:30 NBD	Mo-Fr 06:00-21:30 Sa 08:00-14:00 until 15:30 (Sa 14:00) NBD**	Mo-Fr 06:00-21:30 Sa 08:00-14:00 until 15:30 (Sa 14:00) NBD**
KASTO <i>VisualAssistance</i>	-	Including max. 2 hours / quarter***	Including max. 2 hours / quarter***	Including max. 2 hours / quarter***	Including
KASTO <i>RemoteAssistance****</i>	-	-	Including	Including	Including
Calculation of service	-	Machine-dependent flat rate + package discount	Machine-dependent flat rate + package discount	Machine-dependent flat rate + package discount	Machine-dependent flat rate + package discount

* only for storage solutions

** outside normal office hours, by courier if necessary

*** beyond that according to expenditure

**** only for products that are KASTO Remote Assistance-ready

MAINTENANCE SOLUTIONS	<i>KASTO Maintenance</i>
Cyclical maintenance	yes
Calculation of service	According to expenditure
Special discount on services and spare parts	10%

The complete KASTO program: Economic sawing and storage of metal.

EXPERTISE RIGHT DOWN THE LINE.

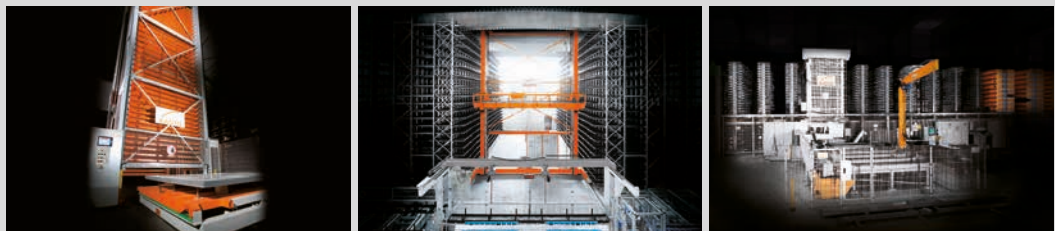
For over 170 years, KASTO has been recognised for quality and innovation, and offers a complete range of metal cutting saws as well as storage and retrieval systems. Thanks to ongoing development of new technologies and constant optimisation of machine concepts, KASTO has achieved the status of market leader in sawing and storage of metals.

KASTO'S SAWING MACHINES.



From the basic hacksaw to the high-performance automatic bandsaw capable of economically processing bar stock, blocks or plates of all grades, KASTO has the best solution for every challenge: Universal bandsaws and circular saws for light and medium duty applications, hacksaws employing the pushing-arching-cutting motion originated by KASTO, and production bandsaws and circular saws designed to cut medium to difficult materials.

KASTO'S STORAGE SYSTEMS.



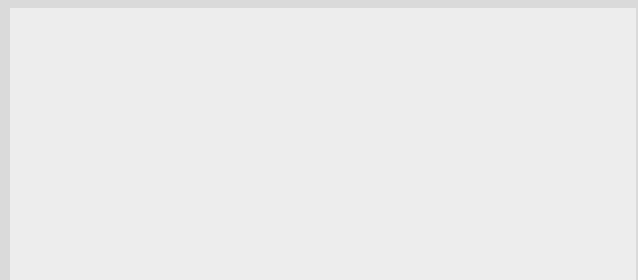
Rapid access, optimum space utilization, clear and accurate view of stored inventory – KASTO storage systems' outstanding features. And there's more! Fully automatic sawing centers, cantilever bar and sheet metal storage systems or cassette storage and commissioning systems, combined sawing and storage systems with integrated inventory control computers. As a one-source supplier, KASTO delivers the complete system, both hardware and software.

KASTO'S SERVICE.



KASTO's comprehensive service program includes everything: from commissioning and training to maintenance support, service contracts, readily available spare parts and on-site service. KASTO's service incorporates individual consulting and immediate support with well-qualified teleservice. And of course, KASTO service is available worldwide.

Your KASTO Partner:



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