

**Worldwide, competent, to the point:
services and support for maximum
added value**

FESTO



Benefit globally from faster processes, lower costs and maximum reliability – thanks to our first-class products and comprehensive range of services and support, from engineering to operation and modernisation.

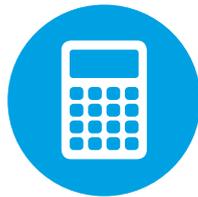


Christian Burdin
Head of Service and Support

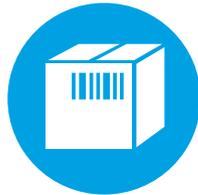
“Are you looking for a reliable partner for the complete life cycle of your plant? With our software tools for design and commissioning and our worldwide, individual support on site, your plant can be quickly commissioned and will be running smoothly.”

Always aimed at meeting your objectives

Boost productivity in every phase, from engineering to operation. It shortens your time to market and avoids bottlenecks caused by unplanned downtimes and emergencies ...



... when it comes to conceptualising and designing your automation solution, our numerous engineering tools and the expertise of our specialists and project engineers support you all the way.



... when it comes to procurement and delivery, you can count on total reliability because you have access to over 33,000 pneumatic and electronic products from a single source. This reduces complexity, time and costs. The Online Shop makes this even easier.



... when it comes to assembly and commissioning, our software tools, ready-to-use complete solutions and local experts ensure our components and systems fit in seamlessly with your overall plant.



... when it comes to operation and modernisation, you can rely on our after-sales services to provide maximum availability and service life for your system. This increases your overall equipment effectiveness.



... when it comes to your market activities, we are always ready to help! Make the most of the worldwide availability of our innovative range of products, solutions and services to gain a competitive edge.



Customised conceptualisation and design



Ergonomic and economical planning, sizing, design and simulation: by adhering to this principle of engineering excellence you will systematically shorten the time between product development and product launch.

With our online engineering tools, you simply reach your goal faster. By searching for specific features, you avoid oversizing and undersizing, you can transfer CAD data directly to your plans and create circuit diagrams – always taking into consideration all the relevant standards and directives.

+ Sizing

Our intelligent Product Finder quickly points you in the direction of the automation solution you really need. And you can configure and order standard handling systems yourself in just 20 minutes by using the Handling Guide Online.

+ Design

Create electrical and pneumatic wiring and circuit diagrams quickly and easily at the click of a mouse. And immediately transfer CAD models as well as EPLAN macros to your system without needing to store them temporarily first.

+ Standards and product approvals

A product filter gives you optimum and reliable recommendations for using our products that meet national and international market access requirements for product safety. Festo experts will be pleased to advise you on special topics such as machine safety and energy efficiency.



Training and consulting

Festo Didactic's close links to industry and its training portfolio provide the best of both worlds. We bring designers up to date in special courses, starting with basic technical knowledge all the way up to specialist topics.



Cost-effective, fast and efficient procurement



Do you use both pneumatic and electric systems? Then we are the right partner for you – from hardware to software. The advantages speak for themselves: not only do you greatly simplify your procurement processes and save time, you also cut your procurement costs.

You have just one supplier to manage in your ordering system and one order to place and track. You only need to process one invoice, and you have just one contact for everything relating to your order. It couldn't be easier.

+ Online Shop

Check your prices and delivery times whenever you need to and track your orders online – 24 hours a day, every day. Frequently ordered components can be quickly retrieved by importing bills of materials. And all matching product documentation can also be easily downloaded.

+ Delivery and core product range

Our core product range covers 80% of your automation solutions, is attractively priced and ready for delivery ex works within 24 hours. If a part is in stock in one of the 13 worldwide service centres, we also offer express delivery with the “scheduled delivery” option.

+ PrePack Service

At Festo, you can combine several individual components and have just one part number, so you will receive a single package with all the parts needed for completing your task. This saves procurement and logistics costs.



Customised, ready-to-install complete solutions

The sooner you get in touch with our experts, the more you can concentrate on your core business. We jointly develop concepts for a range of technologies and specific industry segments that are tested in our Application Center to make sure they are fit for your application. Supplied fully assembled and tested, these reduce overall costs by up to 50%.



Quick and easy to commission



Our supporting tools for configuring and parameterising Festo products such as the Festo Configuration Tool (FCT) or Field Device Tool (FFT) are crucial for maximum system productivity.

These tools together with pre-assembled, ready-to-install complete solutions from Festo will have you up and running in no time, and with very little effort. And if you want to reduce your staff's workload even further, local service specialists are available world-wide on request to assist you with on-site assembly, installation and commissioning support.

+ Installation

Our specialists help you to ensure that everything runs properly and productively right from the moment the mechanical, pneumatic and electric components and systems are assembled and installed. This avoids malfunctions and performance losses and reduces wear.

+ Programming

Our support can also be helpful for the smooth integration into your automation environment, whether for programming the application, developing customised function modules, e.g. for motion or condition monitoring, or connecting to the higher-level control concept.

+ Commissioning

We offer tailored commissioning support so that everything works how it should right from the beginning, even with more complex products and solutions. It includes configuration and parameterisation, test runs and optimisation, data backup and documentation as well as technical instruction and guidance for operating personnel.



“Service2see” video tutorials

On the Festo Service YouTube channel, you will find practical and user-friendly video tutorials on commissioning, configuring, modifying and repairing our products. It's our way of helping you to help yourself!



Sustainable and reliable operation



Sustainability inspires all our thinking. That is why Festo after-sales services are available internationally for all our pneumatic, electric and servo-pneumatic components and systems. It includes a comprehensive range of services from preventive maintenance to trouble shooting using spare parts and repair.

Our modernisation services extend the total service life of your system and usually lead to more energy-efficient operation.

+ Trouble shooting and maintenance

Being able to identify and locate the causes of faults as quickly as possible and replace defective components avoids expensive downtimes. Even better, our trained service technicians can also provide preventive support, for example when carrying out preventive maintenance measures.

+ Spare parts and repair

Our spare parts catalogue shows you which products have wearing or spare parts, how you order them and how you can easily repair them yourself using repair instructions. Or opt for professional help from us in more complex cases. Both are kind to your budget and the environment.

+ Modernisation and optimisation

If individual system components are no longer state of the art, our machine optimisation service and Energy Saving Service extend the life of your systems and reduce their energy consumption. Result: greater efficiency and productivity combined with manageable investments.



Energy Saving Services

Regardless of whether you would like to identify individual action steps with a PreAudit or already know them: when you want to initiate concrete measures such as analysing the compressed air quality or eliminating leakages, our modular services will help you to plan and implement them. Savings potential: up to 60% of operating costs!



Always available, totally reliable



Benefit from working closely together with us. As a global market leader in automation technology and in technical education, Festo impresses the world over with an innovative range of products, solutions and services.

With our comprehensive support and expertise, we provide a positive experience – along the entire lifecycle of your machine or system.

More than 250 branches, national companies in 62 countries and worldwide service in 176 countries mean that we are present wherever you are.

Do you have any technical questions about our products or need tips about how to use them? Or would you like individual support from our experts? Get in touch with us – we are there for you!

More information at
→ www.festo.com/services

You expect a differentiated range of services.
You want expertise for your employees.
We are your worldwide service partner.

→ **WE ARE THE ENGINEERS
OF PRODUCTIVITY.**