

The True Value of Free Technical Support

Technical support from Pilz enables design and maintenance engineers to save time and money in both new projects and existing plant.

With increasing pressure on design and maintenance engineers to achieve more in less time, it becomes even more important to source technical components from suppliers that provide an exceptional level of customer support. While an engineer will typically be able to solve a particular problem independently, it can be highly beneficial to utilise the knowledge of a technical support engineer who is familiar with the product range and who can provide a practical and economic solution. Reputable suppliers such as Pilz provide such technical support free of charge.

Typical enquiries received by Pilz include questions concerning product selection and application, specifications, standards, assessment and calculation of safety integrity, and fault identification and remedies.

Pilz Safe Automation Technology has always understood that the provision of easily accessible product technical support is a very important element of customer service. Pilz has engineers available to respond to queries arriving by email, fax, telephone or via websites. Furthermore, 24/7 telephone technical support is available for urgent out-of-hours assistance. For maintenance engineers responsible for minimising downtime in plants operating two or three shifts per day, this can prove to be a valuable resource. And since it was introduced, the 24/7 telephone support has resolved numerous customers' out-of-hour breakdowns.

For customers do not have in-house engineering capability for completing machinery safety-related projects, Pilz also offers a broad range of engineering and consultancy services for which written quotations can be provided upon request.

However, to make use of the free technical support services, please email techsupport@pilz.com.au or telephone 03 9544 6300.