

# Customer Support Services

## LIMAB Service and Support



## Service solutions by LIMAB

LIMAB offers non-contact, in-line measurement sensors and systems for different applications in the steel industry, in saw mills and in the production of panels. In most cases our measurement solutions are critical for the production management and quality control, so we understand the importance of efficient and reliable customer support.

In order to meet the requirements of our customers in terms of service and customer support, we have built up a service organization with dedicated service engineers.

We offer:

- Service contracts in different levels
- On-site maintenance and repairs
- Home-based repairs
- Sensor re-calibration
- Training sessions



LIMAB is present globally through subsidiaries and certified local partners. We also have the capability to connect remotely to our products for diagnosis and software upgrades.



## LIMAB

LIMAB started their activities in the early 80's. Since then, we have focused on developing laser based sensors and systems for a wide scope of measurement applications in the steel industry, for saw mills and panel producers.

Today, we are considered as a world leader in non-contact, in-line measurements.

Product development and production is done within the company, which makes it possible to have full control of our products and offer high quality sensors and systems according to the requirements of our customers.

We can offer local support through our subsidiaries or our network of certified partners.

## Service contracts

LIMAB offers four standard levels of service contracts.

Service Contract Level	RSA	RSC	FSC-1	FSC-2
	Remote Service Assistance	Remote Service Contract	Full Service Contract (1 system)	Full Service Contract (2 system at the same location)
Phone and E-mail support during office hours and remote VPN connection	√	√	√	√
Set up of initial connection and registration on our system	√	√	√	√
System back ups	√	√	√	√
Software update		√	√	√
Annual service visit at site			√	√
10% discount on spare parts			√	√
Priority	√	√	√	√

## Repairs

Repairs are carried out at our headquarters in Sweden or at our subsidiary in USA. In most cases repairs can also be performed on-site.

## Quality Management

As part of our customers quality assurance programs, laser sensors can be re-calibrated in Sweden or in USA. We can also offer different methods of validating the measurement system performance at site.

## Training

LIMAB offers training sessions for operators and maintenance personnel, either at a LIMAB facility or at site.



## World Wide Service Organization

Through our headquarters in Sweden, subsidiaries and approved partners, we are committed to offer our customers a first-class service and customer support all around the globe.

Please contact us in order to discuss the most appropriate service solution for your operations.



We reserve the right to introduce modifications without prior notice

LIMAB was founded 1979 and has a long tradition of developing and manufacturing laser based technology. We supply laser guide lines, laser sensors and complete systems for dimensional and profile measurement in sawmills, panel production and steel mills. Headquarters and manufacturing plant is located in Gothenburg, Sweden. LIMAB has regional offices in the USA, UK and Germany as well as approved distributors and partners in other regions.



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