

## TECHNICAL ARTICLE

### Understanding the true value of free technical support

**High-quality technical support for machinery safety products 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 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 technical support is available by telephone 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 that 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 [support@pilz.co.uk](mailto:support@pilz.co.uk) telephone 01536 462203 or fax 01536 460866.

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## **Contact Points for Publication**

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## **Note to editors**

**Pilz Automation Technology** develops, manufactures and supplies process and automation control products for use wherever there is a requirement to ensure the safety of plant, personnel or the environment. Included in the range are: safety relays; configurable safety controllers; programmable safety systems (safety PLCs) for use with or without the SafetyBUS p safe, open industrial fieldbus network; mechanically actuated and non-contact guard switches; safety light curtains; 2D and 3D vision-based safety sensors; emergency stop switches; conventional and touchscreen operator interfaces; plus control and monitoring relays for non-safety applications.

In addition, Pilz provides safety-related services, such as training, engineering, consultancy and competence management. For 20 years Pilz has taken a leading role in educating the market with regard to safety legislation. This has been through seminars on legislation, software packages that assist with standards compliance and product selection, and publications. Pilz has produced six editions of the *Guide to Machinery Safety*, a *Guide to Programmable Safety Systems*, and publishes a free monthly email newsletter

Pilz Automation Technology is a wholly owned subsidiary of Pilz GmbH & Co KG, a family-owned German company with global operations. Since its foundation in 1948, Pilz has remained at the forefront of safety technology, launching the first safety relay the first programmable safety system, the first safe, open fieldbus system (SafetyBUS p), the first solid-state safety 'relay', the first software-configurable modular safety controller, and the first safe camera system for monitoring three-dimensional zones. Future developments will see safety technology being integrated more closely with standard control, such as in servo drives with safety functionality.

*Editors should contact Pilz if they would prefer to receive future press releases electronically or by post.*

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