



more than automation
safe automation

19 September 2007

COMPANY NEWS

Pilz introduces 24/7 telephone support

Round-the-clock support is essential in production environments that operate for three or even two shifts. Moreover, modern automation and safety-related controls are increasingly programmable electronic systems that are dependent on application-specific software, so it is not practical in every case to rely on stocking a replacement for a swap-and-go approach to restarting production.



Pilz has now developed a 24/7 support structure with the aim of enabling its customers worldwide to benefit from a high level of technical support at all times of the day and night. Furthermore, the general standard of support available - which is already high - is being raised even higher, and the 24/7 support concept provides scope for continuous improvement.

Pilz subsidiaries around the world are delivering 24/7 support in a variety of ways, depending on local requirements. Here in the UK it is telephone-based, with a technical support engineer available to take calls at any time. If the customer's problem cannot be resolved over the telephone, the technical support engineer will locate a specialist that can respond in a timely manner. Customers can also send emails and faxes 24 hours per day, but these will not be actioned until the start of the next working day.

To make use of the 24/7 telephone support, UK customers can call 01536 462203.

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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; 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 and consultancy. 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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