



mit uns **technisch überlegen**

Always  
by your side.

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**GEORG protectionworld**

Life Cycle Quality Management

Service



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## Our Service. And your production goes on.

- > Remote Service
- > Spare Parts Orders
- > Maintenance Manager/  
Maintenance Support
- > Online Training

**We are at your disposal, even around the clock if necessary.** Even eventual limitations in mobility show almost no influence in our service capability. Thanks to latest technologies we are able to support you professionally in many aspects via phone, Email and remote.

In case once the presence of our service technician should not be possible, **also from far we are always by your side.**

## GEORGcare

Email: [service@georg.com](mailto:service@georg.com)

Phone: +49 (0) 2732 779-150

# Service with Real Added Value



The **GEORG protectionworld** Life Cycle Quality Management offers our customers an all-round package for the entire life cycle of their machine.

Our services range from planning and consulting to production, monitoring, strategic maintenance, troubleshooting and comprehensive training concepts.

The **GEORG protectionworld** Life Cycle Quality Management helps to lower the operational costs of the machines significantly and to rise the profit of our customers.

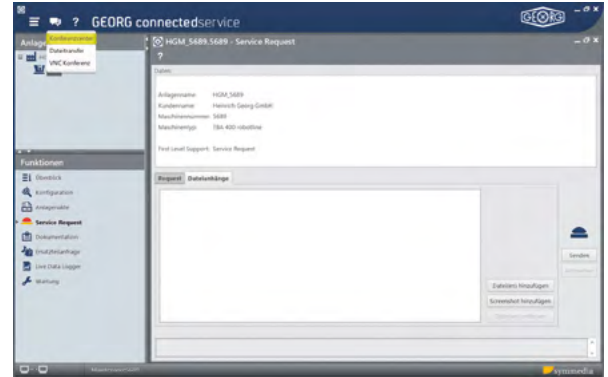
## Remote Service



By using our software solution **GEORG connected-service** the machine and line operators get direct support by our service experts as soon as they release a **Service Request**. Together faults can be localized and solved quickly.

A quick and easy connection setup enables a service conference between the machine operator on site and the GEORG service expert. Hereby all controls, operating elements and drives can be surveyed.

## Maintenance Manager/ Maintenance Support



The GEORG **connectedservice** System offers a maintenance manager assisting you in scheduling and execution of your maintenance tasks. Should there be a problem during the maintenance operation a GEORG service technician follows the job in real time and can assist immediately. The pictures are displayed via conference center and tablet.

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## Online Training



**“Learning by doing is the best way to learn – making mistakes and see how to solve them.”**

Once in case we cannot train your employees at site, our online trainings represent a useful alternative. We offer you the possibility of in-depth training in special topics and to compensate lacks of knowledge specifically. Although this will be a theoretical training, our trainers will watch the practical operations via videochat and will support directly. In addition a practical training at site lateron will be recommendable.

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## Service contracts

In order to make use of these services we offer our customers various kinds of services with different scopes and levels.

- > **GEORG classiccare**
- > **GEORG classiccare plus**
- > **GEORG professionalcare**
- > **GEORG individualcare**

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## Spare parts orders

You can order any kind of spare parts for your line. Our service team can be reached via phone and Email.

In addition spare parts requests can be released directly via the GEORG **connected**service System.

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# GEORG protectionworld

Life Cycle Quality Management



## GEORGdialogue

service help desk

Continuous availability and competent support offered within the GEORG protectionworld.



## GEORGcare

service contracts

A 'peace of mind package' that includes the various service packages and assures customers' protection, safety and quality.



## GEORGsupport

field service

Any support that guarantees the performance, strength and effectivity of the machine. This includes quick reaction and support in case of damage.



## GEORGupgrade

strategic service

Improving and modernizing the efficiency and lifetime of the machine, this is forward thinking and the step into the future.



## GEORGfinance

financing and leasing

Product and financing solutions from one source.



## GEORGknowledge

training and consulting

All further educational offers around the GEORG product line and technological advice on the current state of possibilities.



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