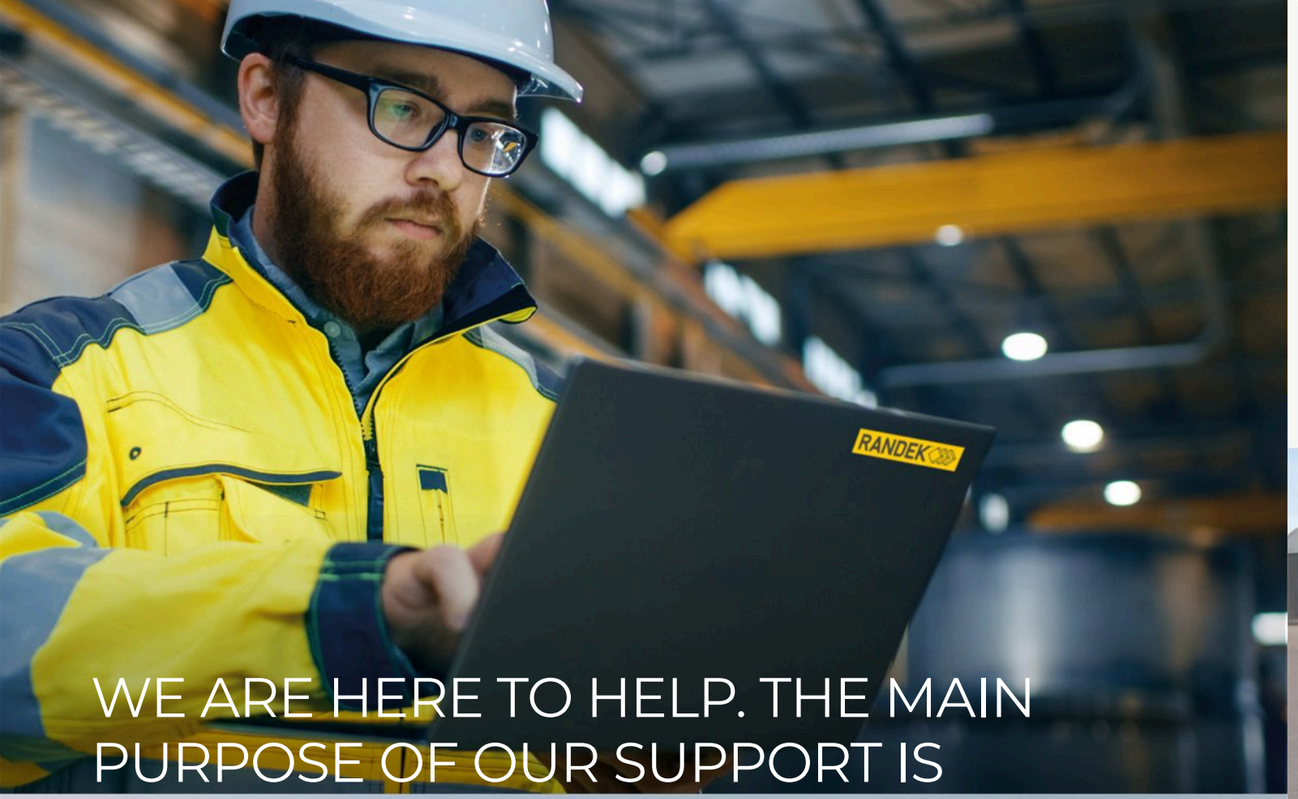

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WE ARE HERE TO HELP. THE MAIN PURPOSE OF OUR SUPPORT IS TO KEEP YOU, OUR CUSTOMERS, FANTASTIC AT YOUR JOB.



GLOBAL SUPPORT

WE PROVIDE HIGH QUALITY SERVICE THROUGH KNOWLEDGEABLE AND RESPONSIVE TECHNICAL SUPPORT.





Contact Randek and you are given a dedicated support ID and routed straight to the right department, by phone, email, Ewon or TeamViewer.

Our own support staff troubleshoot for customers anywhere in the world over remote connection, and in most cases update software and monitor equipment remotely.

Every agreement is tailored. A Service Level Agreement (SLA) includes annual scheduled maintenance that keeps your equipment in top condition, protects your investment and secures production.

Skilled technicians and software engineers, backed by preventive maintenance, reduce the risk of a sudden breakdown.

If a breakdown does happen, we start work at short notice, depending on the chosen service level, to keep any stop in production as short as possible.





RANDEK **PRE-STUDY**

The Randek pre-study is an engineering service, not a sales meeting. A dedicated Randek project leader leads the development and configuration of the automation system that fits your factory, and commits to a lead time afterwards.

The pre-study may reuse proven equipment from the Randek portfolio or specify new machines, always defined against what you asked for. Scope and cost are agreed in writing before the work begins. The recommended equipment is based on your available production surface, capacity demand, automation level, acceptable staffing, and your current or future building system.

Where new systems are needed, the agreement can include building and testing prototypes. Several functions now standard across the AutoEye, ZeroLabor and AutoWall ranges were first developed during a customer's pre-study.

WHAT THE PRE-STUDY CAN DELIVER:

Not every pre-study contains every element below; scope and cost are agreed in writing in the pre-study contract.

- A detailed layout adapted to your available production surface.
- 2D/3D visualisation of the automation equipment.
- Capacity level based on your building system.
- Development of new functions or systems where needed.
- Building and testing of newly developed functions.
- Technical specification of the defined machines.
- Delivery time for the specified equipment.
- A quotation, including the investment level.

MAINTENANCE

Proactive maintenance protects your investment, extends the life of your production equipment and keeps the end product consistent. How much maintenance is needed depends on your requirements and on the production equipment, so Randek builds a maintenance programme together with you, around your line.



OVERVIEW OF MAINTENANCE SERVICES

Maintenance comes in two forms: corrective and preventive. Corrective maintenance is the expensive kind: it arrives unscheduled, can lead to lost customers, uses unproductive operator hours and cannot be planned around. Working proactively with preventive maintenance keeps corrective maintenance to a minimum.

CORRECTIVE MAINTENANCE

Even with good preventive maintenance, there will be times when corrective maintenance is needed. Randek trains your team in what to do and develops checklists to diagnose the cause of the error. Randek support is available by phone, or via VPN connection directly to your production equipment.

PREVENTIVE MAINTENANCE

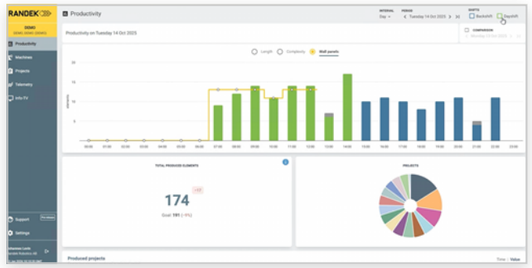
Working proactively with preventive maintenance lowers the total cost of maintenance. Preventive maintenance has two parts: routine maintenance and major recurring maintenance. Routine work can be handled by Randek, or by your own team after training. Major recurring work is carried out by or with Randek. The programme is sized to the complexity of your equipment, typically with yearly or biannual efforts to secure long-term operation.

SPARE PARTS

A spare-parts strategy keeps the right parts within reach and the cost of a breakdown low. Randek develops a list of recommended spare parts with you; stock can be held by you, by Randek, or both, depending on your requirements and equipment.

TRAINING

Randek offers a training programme so your team can perform part of the preventive and corrective maintenance itself. How much you take on can vary, and the training programme is developed for each situation and customer.



MYRANDEK (IIOT)

A line you cannot measure is a line you cannot improve. MyRandek, delivered with every Randek system, reads data straight from the machines.

Live output, hourly trends, comparison against your targets and a drill-down into any machine for status, alarms, stops and losses. Info-TV puts the same numbers in front of the shop floor, the office and management.

SWEDISH QUALITY LASTS

Randek has developed automation for the prefabricated house manufacturing industry since 1943. Today Randek supplies high-performance machines, robotic solutions and complete production lines to house manufacturers in 40 countries on four continents.

PRODUCTS/SYSTEM



SP720 SERIES CUT SAWS

Sturdy, reliable cut saws for house and roof truss manufacturers, with computer-controlled length stops.



WALL, FLOOR AND ROOF LINES

Tailor-made systems for prefabricated walls, floors and roofs. From manual to fully automated.



ROBOTIC SYSTEMS

Randek Robotics develops the ZeroLabor Robotic System: robot cells for sheathing, sub-assembly and insulation.



ROOF TRUSS SYSTEMS

Randek Truss System NT for traditional truss production and the AutoEye System for automated pressing.



BUTTERFLY TABLES

Wall-turning tables, a Randek invention from 1963. From a single manual table to a full line.

RANDEK SERVICES



RANDEK PRE-STUDY



MAINTENANCE



GLOBAL SUPPORT



MYRANDEK

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