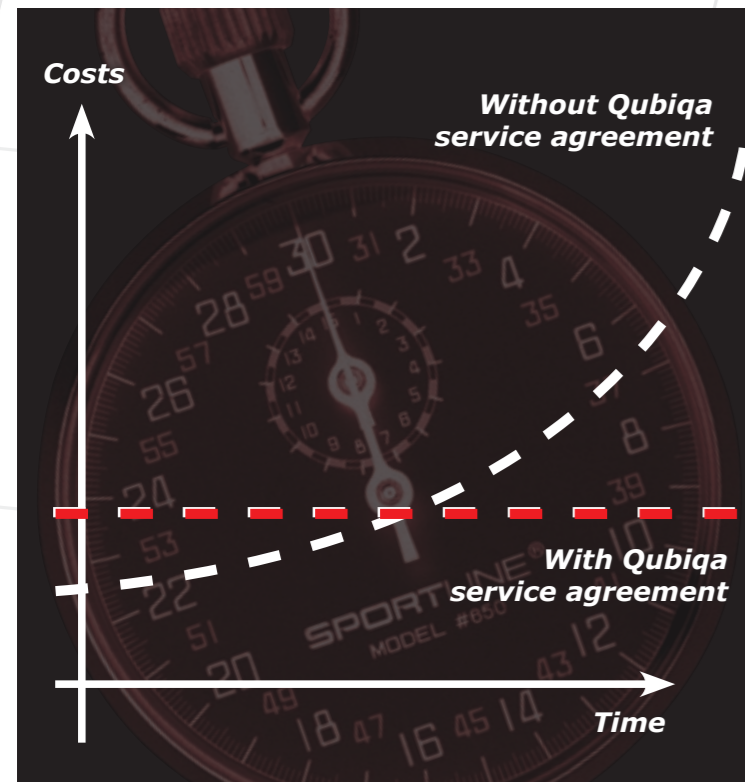


SERVICE GEARED FOR THE FUTURE



Claus Skeel Nielsen
Storage Manager, MASCOT:

"Stable production progress is vital to our business, and due to the essential roles of the Sorter and the Empticon in our distribution process, we have entered into a Service Management Agreement with Qubiqa, covering both maintenance and hotline assistance".

Qubiqa as a service partner means optimum operation every day – and great savings for the life of the system.

Qubiqa has a dedicated after sales department with highly qualified and motivated staff.

Qubiqa, as a service partner, contributes to the continual smooth running and operation of the system.

- High degree of operational safety
- Hotline 24/7/365
- Predictable maintenance costs
- Maximizing the lifetime of the system



QUBIQA INTELLIGENT LOGISTICS SOLUTIONS

Qubiqa supplies intelligent warehouse and logistics solutions, customized to each customer's specific demands and requirements. Whether the need is a complete solution or a small-scale upgrade of an existing system, we ensure our customers optimum efficiency and ability to supply.

Qubiqa has solved many tasks for customers from a wide range of businesses, and we are therefore constantly challenged to strengthen our abilities to think innovatively and be creative. Our strong team of dedicated and experienced experts encourage a professional and efficient dialogue and make sure that we remain a front-runner in the use of the newest technology.

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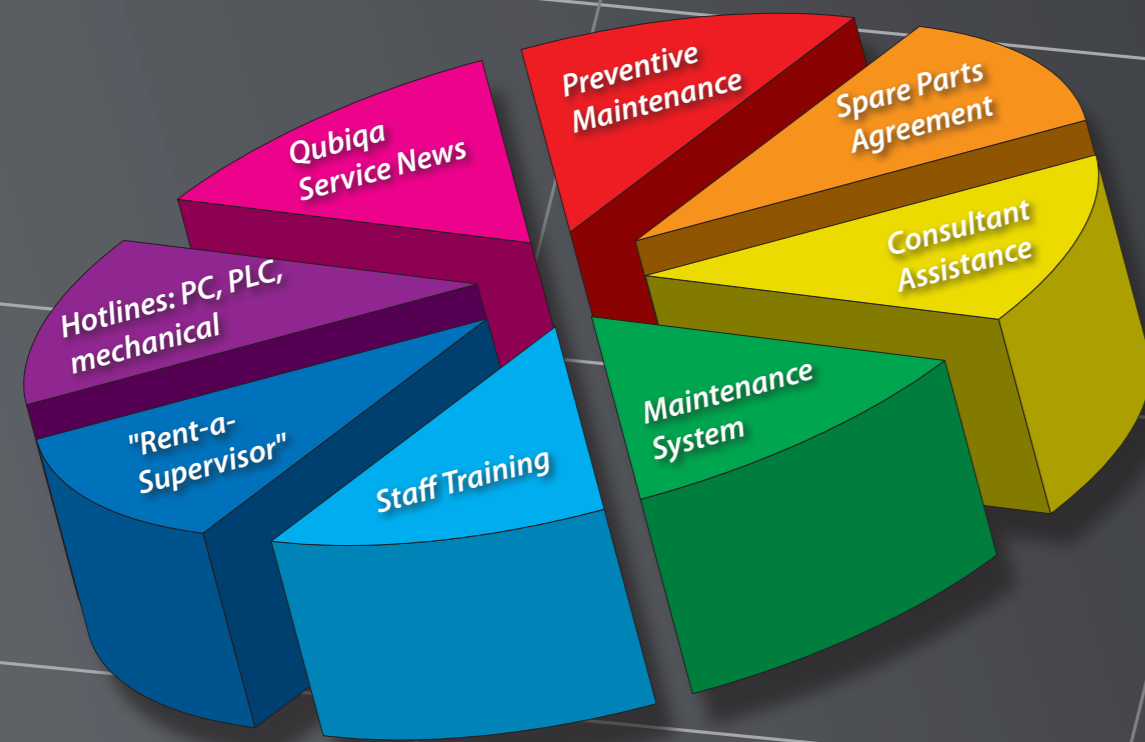
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SERVICE MANAGEMENT

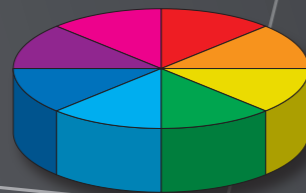
- Customized service solutions
- Optimal daily operation
- "Future-proofing" the capital expenditure

AFTER SALES MODULES



Customized service solutions - from selected modules to Total Service Management

A Service Agreement is flexible and customized to each client's specific demands and requests. It may include one or more modules or be established as a complete Service Management Agreement, including all elements of the concept.



Total Service Management – the excellence of service concepts

With a Total Service Management Agreement, Qubiqa will take over the operational responsibility and ensure that professional operation and maintenance are being carried out by permanently stationed personnel or through regular service visits – and leave the customers to concentrate on their core services.

PREVENTION AND TROUBLESHOOTING



HOTLINE AND STAFF TRAINING

Preventive maintenance

Qubiqa pays maintenance visits, during which the system is inspected and preventive maintenance is recommended.

The status of the system will be reported by means of a service report.

Spare parts agreement

Interruptions to the system are kept to a minimum, due to the correct spares being held on site by the customer.

This provides the right spares at the right time, avoiding any long lead times.

Consultant assistance

In order to ensure that the system is always up-to-date, consultant assistance is offered to keep the customer informed of new developments, which could increase their productivity.

Maintenance system

Get comprehensive and easy control of preventive maintenance jobs.

Using Qubiqa's maintenance system; a user-friendly Windows based software package.

Hotline 24/7/365

Hotline is provided 24 hours a day, 365 days a year, available in 3 levels as an individual or a combined solution:

- Hotline PC
- Hotline PLC
- Hotline Mechanical

Rent a Supervisor

Often it may be advantageous to have a supervisor on site – for instance for the commissioning of new systems or improvements to existing systems, as well as seasonal/promotional periods.

Staff training

Qubiqa offers training for operational and maintenance personnel.

The training is adapted to suit the system and can take place either at Qubiqa's offices or on the customer's site.

Service News

Frequent updates on Service News, issued by e-mail 3-5 times per year.

