

Emergency stock

Joining systems

A warehouse for emergencies, as close to the destination and as intelligently stocked as possible. Kistler enables customers to fall back on decentralized emergency warehouses in the event of short-term requirements, e.g. due to a breakdown. If a replacement is needed quickly, our service can reach any location in Europe within 36 hours, thus saving you from high downtime costs.

Emergency Stock Contracts leads:

- Finished products on stock
- Single point of contact for emergency case
- Express handling by Kistler
- Delivery within agreed transit time in Europe
- Only delivery of regularly tested systems

Description

Hardware-related failures cause costs and strain the relationship with the customer when services cannot be provided. Such problems need to be fixed within the shortest possible time – and with our Emergency Stock solution package you can ensure just that.

Your contracted replacement system will be held on stock at Kistler, fully maintained and calibrated. In the event of a system outage, you can call it off according to the contracted conditions for material and transport.

Merely an annual fee is charged for ensuring the provision of the joining system. The fee depends on the type of system and the number of the contracted systems.

To ensure that we can always guarantee the fastest and smoothest possible delivery in an emergency, we ship the goods with our forwarding partners. With our Emergency Stock solution package, you are on the safe side if the worst comes to the worst.

Note

Carrier costs are not included.
These costs are determined individually with the contract.

Application

Fast and effective replacement delivery in the event of equipment failure.



Location

Our efficient network covers the whole of Germany and the European countries.

Pre-requisite

To enable a perfect service (in case of an emergency), the customer needs to ensure following information to Kistler:

- Type number
- Contract number

Benefits

- Ready-to-use product on stock
- Cost control in the event of emergencies
- Delivery within agreed transit time
- Reduce/minimize downtime
- No additional maintenance and storage costs

Service content/details

Description	Without Emergency Stock Contract	With Emergency Stock Contract
Remote Support	*Upon availability Technician	✓
Guarantee that the replacement product is on stock		✓
Regularly tested and calibrated systems		✓
Express handling		✓

Ordering key

Emergency Stock JSB	44002632
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