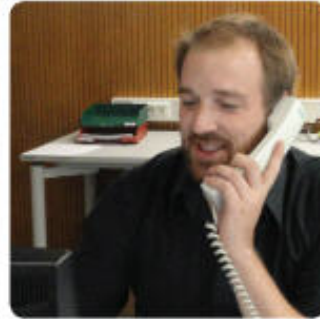


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always available**

Email: support@intrion.com

Or would you like a custom price quote?

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complete end-of-line
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Excellence in product and materials handling



intrion support services
Optimal performance, thanks
to round-the-clock support,
24 hours a day, 7 days a week

With 150 experts and engineers, **intrion** provides you time and time again with the best solutions in **industrial automation**. From inline checks to robotics and from end-of-line solutions to global logistics projects: **intrion** looks at the bigger picture and guarantees **the most effective and sustainable solution**, based on thorough analysis.

intrion support services not only provides services within a global intrion project but also responds to specific requests from companies:



For us, it's about you...

intrion is always ready for its customers, at any hour of the day, 7 days a week. Our support contracts tailored to your industry and needs mean you can rely on telephone support within 30 minutes. If necessary, we can even ensure that one of our experts is permanently present on site.

Preventive controls

Periodic checks ensure that you waste less time and are immediately ready to intervene in case of unexpected disruptions. They also ensure a longer life for your equipment by detecting defects and weaknesses faster. After each preventive control, **intrion** creates a clear report with practical tips and advice. So you not only know what you need to improve, but also how you can improve it.



Excellence in product and materials handling

intrion performs the following checks:

- **Mechanical inspection:** Motors, belts, tires, chains... All parts are tested for wear and defects. Mechanical hotspots are efficiently detected using infrared images.
- **Electrical inspection:** Electrical values, control signals, alarms, steering board and part boards are all controlled and cleaned. An infrared image traces any electrical hotspots.
- **Pneumatic inspection:** Vacuum and FEN-valves, cylinders, seals and supply units are thoroughly inspected and adjusted where necessary.
- **Robotics & machinery control:** **intrion** tests your robots and installations, down to the smallest detail: robot head, wires, oil level...



Communicate securely

An internal and external communication network is vital for any company. Therefore **intrion** doesn't just check your machines; we also monitor the performance and safety of your PLC. Software updates, backup processes, user licenses, network and dial-up connections... They are all individually and thoroughly tested so you can be sure they are functioning optimally and safely.

A health check for your IT in a production environment

Poor configuration between your OS and database, or a software package that is overloading your system can have a huge impact on the efficiency of your systems in the long term. Therefore, during a health check our experts carefully control all of the following elements: software, operating system, disks and files, error messages, database, backup function, application programs.

At your request, we can expand your IT health check with the following tasks:

- i-care: continuous remote monitoring of your applications via the **intrion** control suite
- cold-swap tests with spare PC
- failover testing of database
- virus definition updates