

Tradition. Ambition. Vision.

Find out more about the future at randek.com

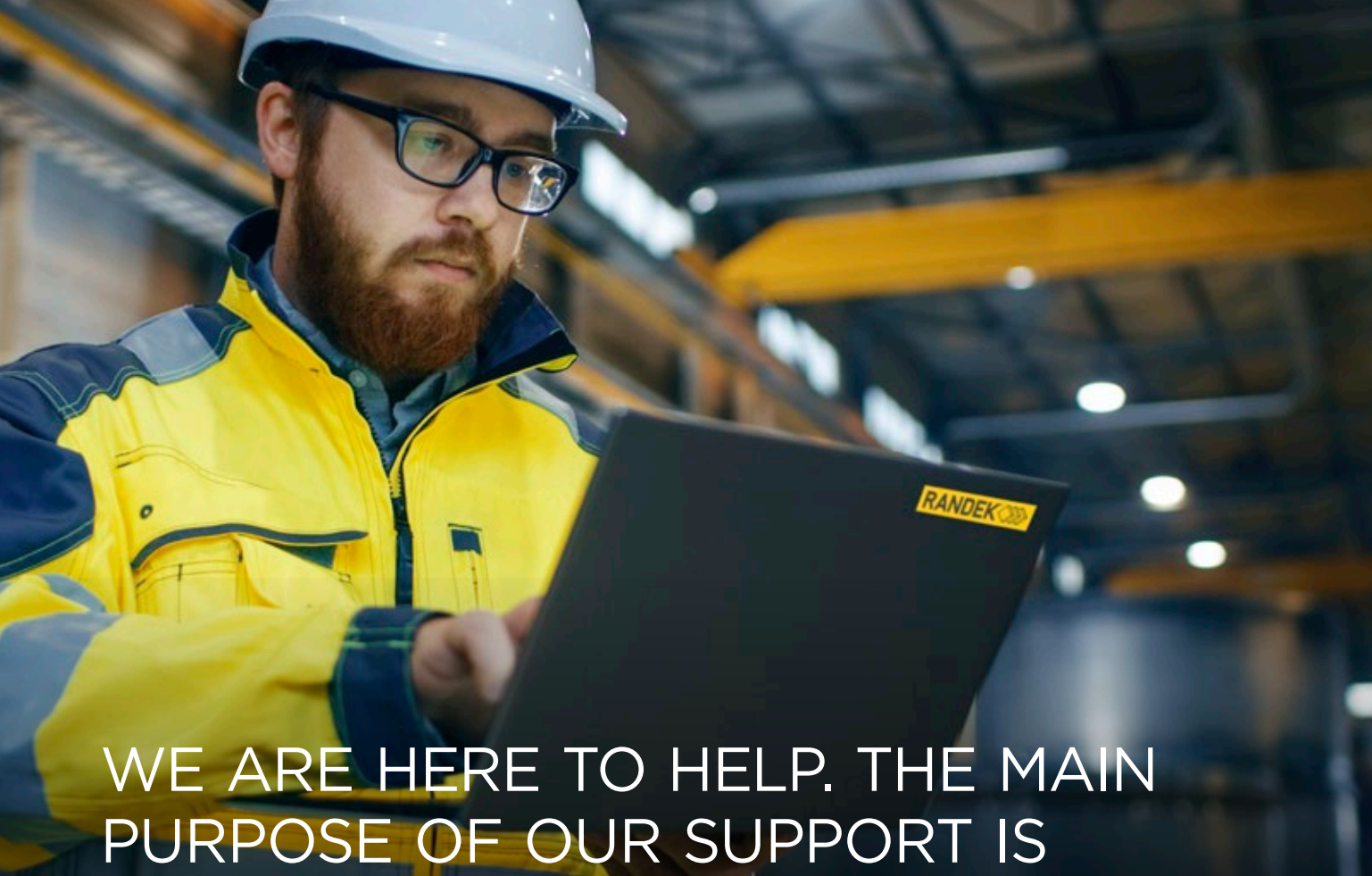
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RANDEK SERVICES

RANDEK 

BUILDING THE FUTURE



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.



When you contact Randek you will get a dedicated support ID case no and directed to the correct department. You can choose to get support by phone, email, Ewon or Team Viewer.

Our support staff has the possibility to troubleshoot to all customers globally via remote connection, we can in most cases also update the software remotely and monitor your equipment.

We have different Service Level Agreements (SLA) which includes annual scheduled maintenance to keep your equipment in top condition and to help you protect your investment and secure the production.

Skilled technicians and software engineers at your service along with preventive maintenance reduce the risk of sudden breakdown.

We can offer you a Service Level Agreement (SLA) tailored to your needs, which includes annual maintenance to keep your equipment in top condition and in case of a sudden breakdown we can start working on the case in a very short notice depending on the chosen service level. All to keep stops in the production as short as possible.





RANDEK PRESTUDY

The Randek Prestudy is a service provided by Randek aiming to find the most optimal and suitable automation system for a given customer. Randek will assign a project leader to lead the development/configuration and define a leadtime for the automation system after the project.

The prestudy can contain elements of utilizing existing automation equipment within the Randek automation portfolio as well as designing new machines/systems clearly defined based on customer request. The cost for the prestudy will be agreed before it is initiated. The prestudy will specify the recommended equipment based on: available production surface, capacity demand, automation level, acceptable staffing and existing/future building system of the customer. During prestudy containing customized development of new systems the agreement can also include building and/or testing of prototypes. Randek has an extensive experience of developing new systems for pre-fab automation and some of existing systems has been developed during prestudy agreements i.e. some functions within the AutoEye, ZeroLabor and AutoWall product range.

RANDEK PRESTUDY OUTCOMES:

The agreed prestudy does not necessarily need to contain all elements listed below, scope/cost for prestudy will be agreed and specified in the prestudy contract

- A detailed layout adapted to fit the available customer production surface.
- 2D/3D-visualization of the automation equipment.
- Simulation of the production equipment.
- Capacity level of specified production equipment based on building system of the customer.
- Development of new functions/systems based on customer request.
- Building/testing of new developed functions/systems.
- Technical specification of defined machines/system in prestudy.
- Delivery time for the specified automation equipment.
- Quotation including investment level of automation equipment.

MAINTENANCE

By proactively working with maintenance you can achieve a significantly improved lifespan of your production equipment and maintain high quality end-product. Randek has a well developed methodology for maintenance of production equipment for prefabricated house production. The extent of maintenance that is motivated depends on customer requirements and production equipment. Randek develops a customized maintenance program together with the customer.



OVERVIEW OF MAINTENANCE SERVICES

Maintenance is divided into two categories corrective maintenance and preventive maintenance. By proactively working with preventive maintenance the corrective maintenance can be minimized. Corrective maintenance is associated with high costs due to: the need for correction comes unscheduled, can lead to customer losses, unproductive working hours for the operators and inability to plan activities effectively.

PREVENTIVE MAINTENANCE

Scientific studies shows that the total cost of maintenance can be reduced by working proactively with preventive maintenance. The preventive maintenance is divided into two categories, routine maintenance and major recurring maintenance. The routine maintenance is done by Randek or by the customer after carried out training. The major recurring maintenance efforts should be carried out by or with Randek. A customized program is developed, depending on the complexity of the production equipment. Usually it is motivated to make yearly or biannual point efforts to ensure the long-term operation of the production equipment.

CORRECTIVE MAINTENANCE

Despite working proactively with preventive maintenance, thus minimizing the cost for corrective maintenance, situations when corrective maintenance is required will come. Randek educates the customer what to do when corrective maintenance is needed and develops checklists to diagnose cause of the error. Support from Randek can be offered, by telephone and / or via VPN connection directly to the customer's production equipment.

SPARE PARTS

To work proactively with a strategy for supply of spare parts minimizes downtime costs at breakdown. Randek develops together with the customer a list of recommended spare parts to keep in stock. Part of the stock can be held by Randek, the strategy for spare part supply is customized depending on customer requirements and production equipment.

EDUCATION

Randek offers a training program that helps the customer to perform part of the preventive and corrective maintenance itself. The degree of customer performed maintenance can vary; the specific training program that is required is developed for each situation and customer.



FINANCING

In cooperation with EKN Randek can offer leasing or credit business all over the world on the best terms available on the market.

After approval of equipment EKN makes an audit of your company. Based on the risk level a leasing or credit business suggestion is completed.

SWEDISH QUALITY LASTS

Randek are pioneers in creating innovative automation solutions for customers within the prefabricated house manufacturing industry since the 1940s. Today, Randek is one of the world's leading suppliers of high-performance machines, robotic solutions and complete systems with production lines holding several world records in production capacity.

PRODUCTS/SYSTEM



CUT SAWS

Sturdy reliable cut saws delivered to house and roof truss manufacturers all over the world. From manual to fully automated



WALL, FLOOR AND ROOF PRODUCTION LINES

A comprehensive product range with tailor-made systems for prefab manufacturing of walls, floors and ceilings. From manual to fully automated.



ROBOTIC SYSTEM

Randek Robotics develop advanced systems in robotic automation. Delivering efficiency to customers in Europe, China, North and South America since the 1990s.



ROOF TRUSS SYSTEM

Equipment for traditional and effective manufacturing of roof trusses and a revolutionising automated roof truss production system.



BUTTERFLY TABLES

Innovative patented wall-turning tables. From moderate manual wall-turning tables to advanced with a range of options.

RANDEK SERVICES



PRESTUDY



MAINTENANCE



GLOBAL SUPPORT



FINANCIAL SOLUTIONS

Randek is not liable for any misprints or errors in this catalogue