



**LOADING
SYSTEMS**



DOCK EQUIPMENT & INDUSTRIAL DOORS

Service

www.loading-systems.com

We take care.

Service as a principle

Loading Systems is one of the European market leaders and pioneers in the field of loading and unloading. The lay-out of loading and unloading platforms has been our specialisation for more than fifty years. Besides providing products, systems and advice in this field, you can also contact us for an extensive range of service programme options.



With offices throughout Europe we are always located close by to ensure our expert employees are readily available to serve and advise you. Throughout Europe we have a fleet of extensively stocked company vehicles and expert engineers who are always available for you to ensure quick repairs and maintenance is delivered.

Available 24/7

Our service concept is about focusing on a full service programme for you, 24 hours per day 7 days per week. Furthermore, if we can be part of your evaluation process we guarantee to increase your loading and unloading platform efficiency and safety. The advantages we bring to you include: reductions in downtime, reduced operational costs and guaranteed safety on and around your loading and unloading equipment.

Our expertise and experience in this field means we are able to repair, replace and maintain dock equipment and industrial doors manufactured not only by Loading Systems but also all other leading manufacturers. When you call on Loading Systems services you can be assured that we will do everything possible to bring your equipment back on line so that you can continue using your loading bay equipment with minimum disruption to your operations:

We take care.

One partner for all your needs

For new building projects, the end user, building contractor and architect all aim to create the most optimal loading and unloading situation. When it comes to arranging the layout of the loading bay area Loading Systems has a proven track record of being a leading and reliable consultancy partner. Once the solution is decided on, you can rely on us to deliver and install the products safely and on time. We fully understand the importance of delivering the programme and failure to achieve the completion date is never an option that we consider.

After completion, we provide a guarantee and all relevant supporting documentation for the end user. We can also advise you on the recommended maintenance and service schedules specifically tailored to your usage rates and operational requirements. We take care to ensure that after completion of the installation stage that you continue to achieve the optimal use of your investment. It is no surprise or coincidence that most of Europe's leading logistics organisations select Loading Systems time after time. **We take care.**



A large number of our expert employees are readily available to serve and advise you.



Entrepreneurs

Loading Systems has its origins in the Netherlands. The Dutch entrepreneurial culture and continuous drive to improve is totally embedded throughout our organisation. We are entrepreneurs who constantly strive to improve the level of service we offer to you. We manufacture products developed by our own Research & Development and use high-quality technology for manufacturing processes. In this we are guided by state of the art technological insight. We never lose track of the actual application of the products: to ensure an accessible and practical lay-out of your logistic environment. Efficiency, effectiveness, comfortable working conditions and safety: these are our priorities.

Safety and legal or regulatory requirements

In many countries, more strict requirements apply to the safety of loading and unloading bay equipment. All Loading Systems products are delivered in accordance with the relevant EN standards and Machinery Directive Guidelines, and have a CE marking.

In most countries, legislation requires that only an expert with thorough specialised knowledge is able to inspect, service and maintain certain types of loading bay equipment. In the event of equipment damage or operator accidents, insurance companies often require evidence that the equipment has been subjected to a good main-

tenance regime by a competent person as a prerequisite condition to settling any claim. With Loading Systems servicing and maintaining your equipment you are well-prepared. In the event of an insurance inspection, the maintenance history can be quickly proven. Our extensive range of service and maintenance contracts, do not only meet all legal and regulatory requirements, but they also meet many of the requirements set by insurance companies. At Loading Systems, service, reliability and safety go hand in hand. **We take care.**

Energy-saving and environment

Loading Systems accepts its responsibility to create a better environment. This includes our manufacturing processes, which involves products and installations designed and manufactured using state of the art technologies. As such we prevent energy loss resulting from 'leaking' heat or cooling. We offer a wide product programme which contributes to energy-saving measures. We manage our fleet of vehicles using the latest planning tools and satellite navigation systems to reduce our carbon footprint. Upon your

time of your industrial door or dock equipment reaches an end, we would be pleased to assist you in finding the best and most cost effective solution. We are confident that we have standard products and services readily available for you, for all manufacturers' products and all types of installations. However, if a standard solution is not adequate for your loading and unloading situation, Loading Systems will find a solution specifically tailored to your logistic environment. In nearly all situations, an assessment indicates that no significant modifications are required. As such you profit from a suitable solution and avoid unnecessary additional costs.

We can also organise a one stop solution on structural projects, so even if you need building works carrying out in preparation to accept the loading bay equipment we can provide a solution for your needs.

If you need to distribute the costs of your capital investments over several years then Loading Systems also offers attractive lease contracts for new equipment.



request, we would be pleased to visit you for an inspection and a tailor-made recommendation, free of charge.

When using the web-based Advanced Control Centre it is possible to control and direct your doors and installations remotely. As such you save costs, and you are not required to constantly be present in the loading and unloading area to monitor the situation. Our consultants would be pleased to provide further information on this service.

Renovation and replacement

Everything has a lifetime and loading bay equipment is no different. If after many years of use, the economic life-

We take care.

Continuity and accessibility are the key priorities in our service concept. Our aim is to have our products and services support your operational management as much as possible. A total solution for all your needs is what Loading Systems can and would like to do for you!

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Service programme

Like any other investment, it should not come as a surprise that a good maintenance regime for dock equipment and industrial doors is an asset. We recommend that maintenance and service intervals happen at least once a year as a minimum, but depending on your operational use there may be a need to increase the maintenance frequency.

A good maintenance regime guarantees and protects the lifetime of your equipment and products, and also minimises the impact of downtime. You can further minimise disruption to your operations by entering into a service contract.

Loading Systems offers you an extensive service programme tailor-made for your own situation. All you need to do is determine which service contract best fits your operational needs. After this you can leave it in our hands

and rely on us to take care of all your maintenance requirements. Through prior consultation, you can even determine when our service engineers attend your premises. If you need our attendance at weekends or throughout the evening, no problem, we can tailor a solution to suit your needs allowing you to fully focus on your operational management without unnecessary interruptions.

If you choose a service contract including the Advanced Control Centre option, your loading bay worries are guaranteed to be a thing of the past. Besides benefiting from an extended guarantee period we ensure a quick solution for any loading bay equipment failures, carried out free of charge (please read the service contract conditions).

As such you are ensured of an optimal certainty: you have upfront visibility of fixed prices allowing you to accurately budget for your maintenance costs in advance.

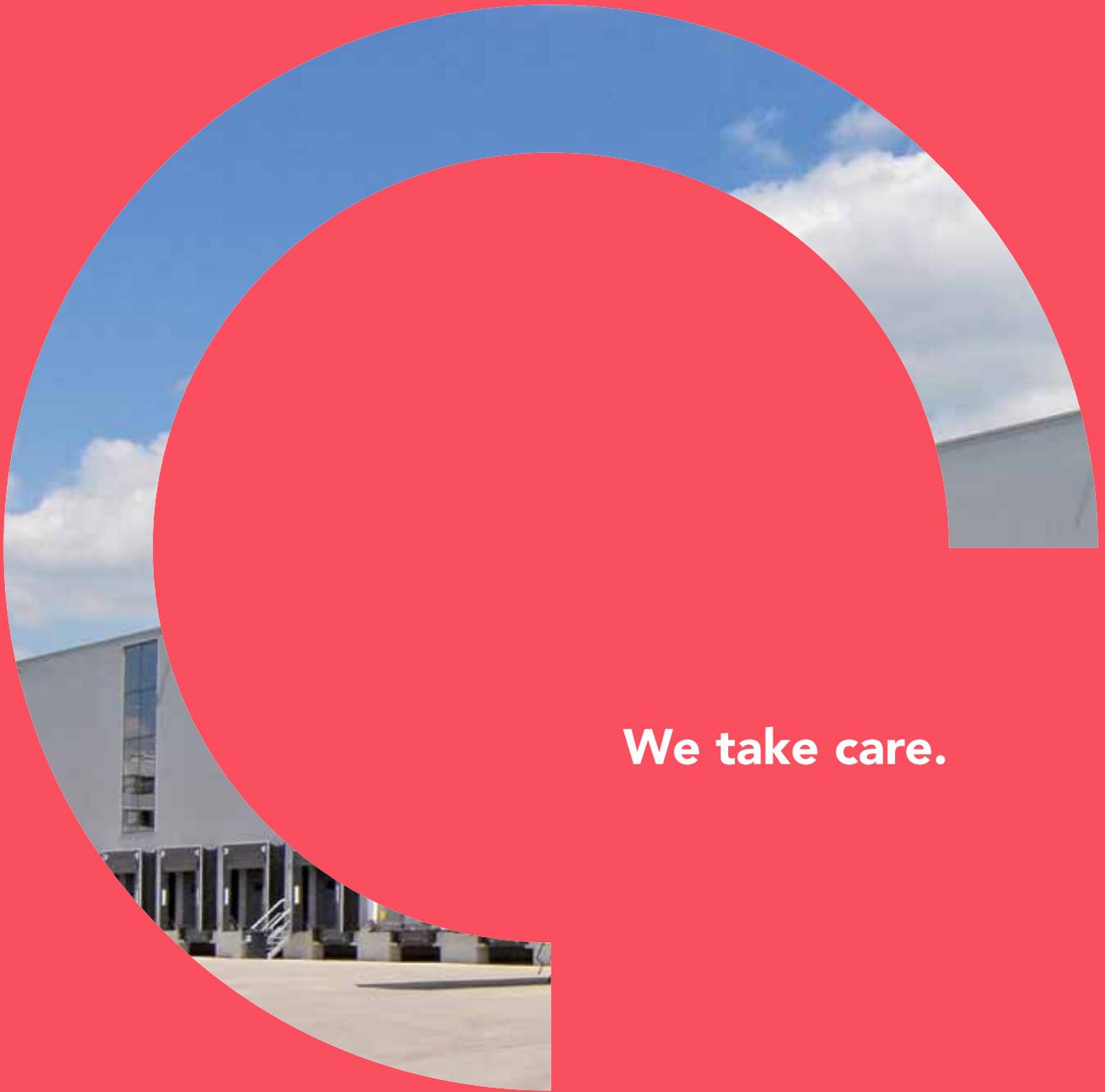
Tailor-made service



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	Tailor- made Service contract				
	Service contract + Advanced Control Centre				
	Service contract				
	Maintenance contract				
	Basic				
Description*					
Fitness check-up free of charge	•	•	•	•	•
Support and advise regarding safety and legal or regulatory requirements	•	•	•	•	•
Immediate availability of standard parts	•	•	•	•	o
Visual inspection and regular check-up		•	•	•	o
Report & analysis visual inspection		•	•	•	o
Basic maintenance		•	•	•	o
Pit box cleaning		•	•	•	o
Product cleaning		•	•	•	o
Minor repairs free of charge		•	•	•	o
Fixed price per maintenance interval		•	•	•	o
Lubrication and small parts free of charge		•	•	•	o
Maintenance at fixed intervals		•	•	•	o
Unique Loading Systems customer ID		•	•	•	o
Additional discount on parts		•	•	•	o
Prioritised reaction, 24/7		•	•	•	o
Annual dock assessment report & analysis		•	•	•	o
Reduced call-out charges for repairs		•	•	•	o
Repairs within the service interval free of charge			•	•	o
Extended guarantee on new products			•	•	o
Additional discount on accessories and fittings			•	•	o
Guaranteed reaction times			•	•	o
Operational Lease			o	o	o
Advanced Control Centre				•	o

* please refer to the contract for detailed information on the conditions | • = standard o = optional



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