



horst 365

Intelligent Service and Support



Let's stay in touch! Take it easy: Take HORST!

In many cases, the costs that are incurred during the service life of a robot account for a large share of the total costs of a robot system. At fruitcore robotics, we keep these costs as transparent and as low as possible!

Our robots are strong and sturdy and have a long service life. They are very easy to maintain and require only minor and simple maintenance. Maximum simplicity is also the basic principle when it comes to servicing our robots – components can be replaced in next to no time and a smooth workflow is constantly ensured.

Simplicity, an attractive cost-benefit ratio and connectivity are what make HORST stand out. With horst365, your support and service package, you get access to our IoT platform horstCOSMOS and the support solutions that can be found there. The added value of our robot systems is enhanced even further when they are used in conjunction with the horstCOSMOS IoT platform. horstCOSMOS allows your robot system to be monitored and analyzed. Intelligent condition monitoring enables "predictive maintenance" that is based on a robot's operating life and workload. What's more, horstCOSMOS allows you to examine process data, receive free learning and support materials and much more.

With our tiered packages horst365 Basic, horst365 Professional and horst365 Premium, we offer you three different solutions to make maintenance, support and service for your HORST industrial robots even easier.

With horst365, your intelligent service and support, we offer you maximum benefits at minimal cost, plus a new level of connectivity in robotics!

Our tailored service and support packages for your needs

The benefits you get from the horst365 packages

- ✓ **Access to the IoT platform horstCOSMOS:** With the horstCOSMOS IoT platform, you can manage your HORST industrial robots, back up data and get regular updates of the horstFX control software and system components. horstCOSMOS provides access to the very latest features and performance optimizations in system components.
- ✓ **Remote connection:** Thanks to the remote connection, it's easy to get customer-oriented support directly on the robot systems with response times of just a few hours. Qualified staff members are available to answer your queries by phone.
- ✓ **Predictive maintenance:** The continual measurement and evaluation of your robot data via our IoT robot portal horstCOSMOS makes it possible to conduct predictive maintenance. This creates the basis for forecasting wear and tear on the robot components. Thanks to the predictable services and repairs, you get full transparency and control over your costs, which means you minimize your risks.
- ✓ **A wide variety of assistance:** We offer you a wide variety of assistance on everything to do with HORST! You will find comprehensive and in-depth technical knowledge about our products in the form of FAQs, an extensive knowledge base, tutorials and videos. We will also be happy to support you by providing direct contact with our experts in the fruitcore network.



horst365 BASIC

horst365 PROFESSIONAL

horst365 PREMIUM

This service package gives you full access to horstCOSMOS

This access provides the following digital services:

- ✓ Management, backup and updates of the horstFX control software and the system components.
- ✓ Short response times through remote connection with our fruitcore experts.
- ✓ Predictive maintenance: Maintenance based on the robots' operating life and workload, reminder function for recommended maintenance operations (depending on degree of utilization).
- ✓ Condition Monitoring: We monitor and analyze your robot system continuously. This provides optimal transparency about the robot's wear and tear and degree of utilization.
- ✓ Monitoring of all status information and performance data via horstCOSMOS.
- ✓ Assistance in programming with horstFX; it's also possible to optimize programs and cycle times.



Includes Service S package

- ✓ Examination of degree of soiling, operating noises, control of the energy chains and cables
- ✓ Visual inspection to check symmetry and external damage to the frame structure, housing parts, shafts and link chains
- ✓ Review of the sequences of movement to prevent wear and tear
- ✓ Functional test of the safety components (emergency stop button, etc.)
- ✓ Written recommendations for optimization including expected benefits
- ✓ Review of the log file to identify risks of malfunction
- ✓ Replacement of the external cables on the robot
- ✓ Option to add the Service M package at a discount

Costs for all robot models:

- EUR 800 plus VAT per robot per year
- Minimum term: 1 year

Elements of horst365 Professional:

- ✓ All elements of horst365 Basic
- ✓ Reliability and transparency by extending the warranty to 3 years
- ✓ Reduction of the response time to solve your urgent issues
- ✓ Remote assistance



The Services S and M are included in the horst365 Professional package

- ✓ Analysis of robot performance and also of the robot-specific service life data
- ✓ Optimization of the application to reduce preventable wear and tear
- ✓ Replacement of wearing parts (e.g. drive belts)
- ✓ Service L can be booked as an option and you will be offered a discount for this

HORST600 - models Minimum term: 3 years EUR 1.495/year

HORST900 - models Minimum term: 3 years EUR 1.795/year

HORST1400 - models Minimum term: 3 years EUR 2.395/year

This service package ensures the highest level of availability, convenience, productivity and cost transparency:

- ✓ Reliability and transparency by extending the warranty to 5 years
- ✓ Reduction of the response time to less than 4 hours
- ✓ Leased robot provided free of charge within 48 hours for a maximum of 2 weeks
- ✓ All other elements of horst365 Basic and horst365 Professional



The horst365 Premium package contains the Service S, M and L

Free general maintenance and replacement of all relevant components, plus refurbishment of the covers.

HORST600 - Models Minimum term: 5 Jahre 2.995 €/year

HORST900 - Models Minimum term: 5 Jahre 3.595 €/year

HORST1400 - Models Minimum term: 5 Jahre 4.795 €/year

Service example – Recommendation

With horst365 and Condition Monitoring:

(Contract term: 10 years)

	BASIC	PROFESSIONAL	PREMIUM	1. Year	2. Year	3. Year	4. Year	5. Year	6. Year	7. Year	8. Year	9. Year	10. Year
Service S annual	Inclusive	Inclusive	Inclusive	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service M As required, at least once every 3 years.	Optional	Inclusive	Inclusive			✓			✓			✓	
Service L As required, at least once every 10 years.	–	Optional	Inclusive										✓

Excluding horst365, excluding Condition Monitoring:

We recommend commissioning the Service M every year.

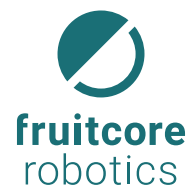
Performance of the Service L is recommended depending on the system status that is identified by the Service M.



		Ohne horst365	horst365 BASIC	horst365 PROFESSIONAL	horst365 PREMIUM	
INFORMATION & INTELLIGENCE	horstCOSMOS					
	<ul style="list-style-type: none"> Spare parts platform (new and refurbished) Maintenance based on operating life/robot workload E-Mail reminder of recommended maintenance Updates and backup of horstFX and programs Updates and backup of system components (embedded systems) Monitoring of all status information and performance data 	-	✓	✓	✓	
	EXTENDED WARRANTY & WARRANTY RENEWAL	36-month warranty (0-36)	-	-	✓	✓
		60-month warranty (months 0-60)	-	-	-	✓
	SERVICE, SUPPORT & MORE	Technical hotline consultation with our qualified robot experts via a designated telephone number	-	✓	✓	✓
		Contact initiated via ticket system	✓	-	-	-
Remote assistance						
<ul style="list-style-type: none"> for technical problems or fault messages for programming with horstFX for optimizing programs and cycle times 		120€/h plus arrangement of a flat fee for remote assistance	80€/h	8 h/year inclusive, then EUR 40/h	40 h/year, then EUR 40/h	
Phone assistance for technical problems or fault messages						
Teaching after maintenance (if necessary)						
Response times		72h	48h	4h during business hours from 8:00 a.m. to 5:00 p.m.	4h	
Replacement robots available in 48h		-	-	-	✓	
Service S – Inspection of the robot system + cable replacement		-	✓	✓	✓	
Service M – Replacement of wearing parts		15% LP	15% LP	✓	✓	
Service L – General maintenance		65% LP	50% LP	50% LP	✓	
Out-of-warranty repair services (plus spare parts)		120€/h	80€/h	80€/h	80€/h	
Minimum term (automatic renewal for 1 year)		-	1 year	3 years	5 years	

Other terms and conditions

Please see our quote and the related documents for the legally binding terms and conditions of the maintenance services, warranty services and other contents of your horst365 package. Furthermore, our "horst365" terms & conditions, the price and service list enclosed with the quote and the general terms and conditions of sale, payment and delivery (terms & conditions) of fruitcore robotics, as currently amended, also apply. You can download the current versions of the "horst365" general terms and conditions of business, the general terms and conditions of sale, payment and delivery (terms & conditions) and the price and service list from www.fruitcore-robotics.com.



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