

KUKA



Global Customer Services.
Our pledge for your robot systems





We create success. Together. Worldwide.

German engineering, quality, creativity and a tireless commitment to our users: at KUKA, this has been the basis for decades of exceptional technologies that have helped our customers gain a decisive competitive advantage. We were the pioneers in the world of robotics. Today, we are a global leader in innovation. Our passion is to create future-oriented solutions that make even complex automation tasks easy.

_About KUKA

A tradition at KUKA: Innovation for more value creation

KUKA is an internationally active automation specialist that brings robot-based solutions directly into companies at over 100 locations. As one of the world's leading suppliers of intelligent automation solutions, KUKA offers its customers everything they need from a single source – from robots and cells to fully automated systems and their networking. We are active in markets such as automotive, electronics, metal & plastic, consumer goods, e-commerce/retail and healthcare.

Our company is firmly rooted in its home city of Augsburg. This is where the success story began in 1898, when Johann Josef Keller and Jakob Knappich founded an acetylene plant for lighting. The telegram abbreviation from the initial letters of the company name (“Keller und Knappich Augsburg”) became

the brand name: KUKA. Innovation is more than a hundred-year-old tradition at KUKA.

KUKA has grown strongly over the decades and has developed into a global group. As one of the world's leading automation specialists, we are the driving force when it comes to intelligent automation – from the digital networking of production to modular and flexible manufacturing concepts and even entirely new business models. Thanks to decades of experience in automation, broad process expertise, comprehensive industry knowledge and digital services, we give our customers a real edge while optimizing value creation and serving as a key factor in their competitiveness.



KUKA Global Customer Services.

For perfect customer service.

With our global network, and by using the latest means of communication, we can offer our customers the outstanding service of a global market leader.

Speed, reliability and professionalism are essential in guaranteeing efficient production processes – throughout the entire life cycle of your automation solution.

For this reason, we take an open-minded approach to your specific and individual requirements. In addition to our experience from everyday operations and findings from research and development, feedback from our customers also helps us to deliver the best service possible.

More than **100** subsidiaries worldwide
in **4** regions

Always there for you worldwide:

- _Qualified and excellently trained service technicians & programmers
- _Certified and standardized Colleges
- _Global infrastructure and regional hubs for rapid spare parts supply
- _24/7 professional support

Find the right contact person –
we will be happy to help you:
[KUKA.com/customer-service](https://www.kuka.com/customer-service)

Over **1,400** employees
in Customer Service

1,100 **9,500** different parts in stock
deliveries per week

More than **350,000**
industrial robots on the market

More than **50** College sites
with more than **19,000** participants
worldwide per year

KUKA Global Customer Services.

To maximize your success.

Our business does not end with the sale of a robot. We offer a wide range of services for the robot, stretching from the decision phase for automation to training, programming, maintenance and refurbishment of used machines.

All the products offered by Customer Service have been designed with one goal in mind: maximizing your success. We exercise our passion and enthusiasm to this end.

We are always there for you – whether you need technical assistance or advice on the optimal maintenance philosophy or production optimization.

Hotline

customerservice@KUKA.com

The **KUKA Hotline** provides expert assistance for technical challenges regarding the robot. A globally standardized ticket system enables seamless collaboration, no matter where the robot is located. Use my.KUKA.com in conjunction with the KUKA Hotline for an even faster response time and greater transparency.

Our **Customer Service consultants** will advise you individually on site and deliver customized solutions that meet your exact requirements. With the right answers regarding spare parts, maintenance, programming & optimization as well as retrofits, the consultants ensure your success.

Self-Service

my.KUKA.com

my. **KUKA**

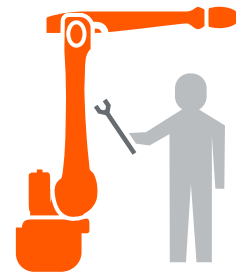
My.KUKA.com is a powerful self-service platform. Registering your robot fleet gives you access to tailored product documentation and the Xpert database for fault analysis including valuable work instructions. Beyond this, my.KUKA links your robot fleet to the KUKA marketplace – thus making the search for the right spare parts or available services a breeze.



KUKA Customer Services – Portfolio.

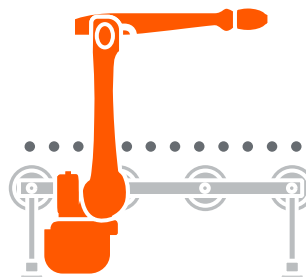
Because we live and breathe 360° support.

A timely upgrade or refurbishment ensures the sustainable use of robotic automation. Depending on your operating parameters and requirements, experts from KUKA renew your system – from selective upgrades to renewal of the entire robot system. This assures a second life cycle of your investment.



Upgrade & Refurbish

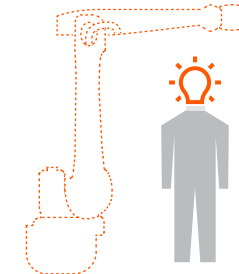
Availability, performance and quality are the key factors in successful production. Our preventive maintenance and flexible service levels – along with a guaranteed supply of spare parts – assure high availability of your robot. Qualified performance checks by KUKA experts additionally identify optimization potential in terms of performance and quality.



Operate & Maintain

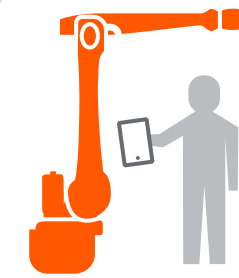
Plan & Select

The optimal choice of the robot type and the implemented technologies lay the foundation for successful robot automation. Simulation, feasibility studies and test setups by our KUKA technology experts reduce risks and guarantee minimum planning times.



Setup & Program

In the Setup & Program phase, KUKA technicians undertake the programming work, develop intelligent application solutions and ensure smooth installation of the robots. We do everything to make sure that every start of production is successful and that the quality is right.



Good planning. Fast, safe and successful implementation..

KUKA supports you with four important modules to ensure that your project idea and requirements can be turned into a complete implementation concept with minimum effort and cost.

Added value for you

- Use KUKA robots and technologies correctly and get the most out of them
- Reduce project costs and risks through professional support and analysis
- Effective safety concepts and minimized cell sizes



KUKA Technology Packages.

The right robot and the right technology.

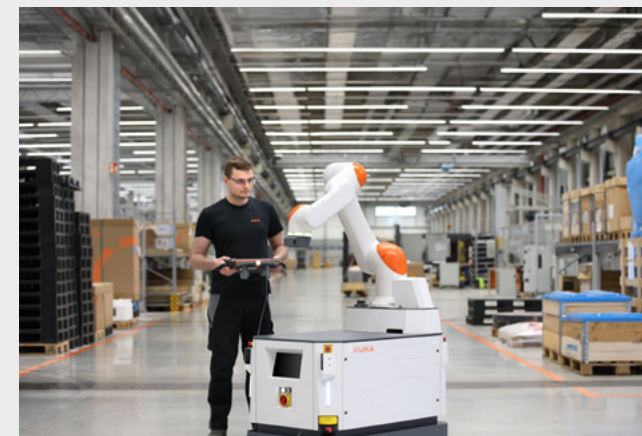
KUKA experts advise you on the selection of the most suitable robot as well as the appropriate technologies and components for your application.



KUKA Application Center.

Tests and feasibility studies.

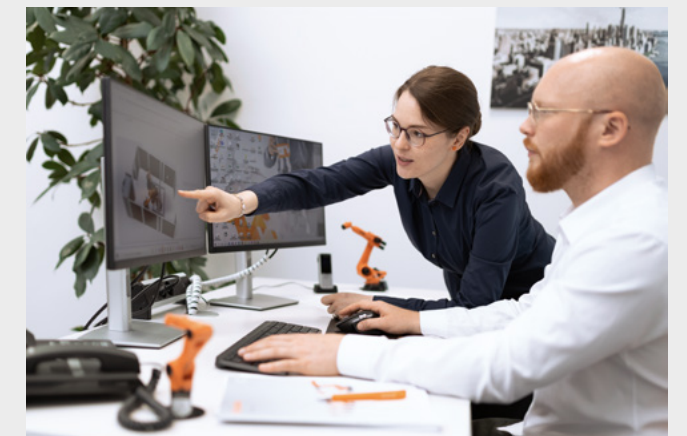
With comprehensive test setups and feasibility studies – whether for welding, image processing or other applications – we ensure the correct design of the components and are able to test critical areas of your application. This provides reliable results even before the actual project is launched, thus minimizing planning risks.



KUKA Safety Services.

Considering safety right from the planning phase.

From conventional safety concepts to human-robot collaboration – we are happy to advise and support you, for safe implementation in accordance with current safety standards.



KUKA Simulation Services.

Efficient planning through 3D-visualization.

Well-grounded simulation of the robot cell minimizes risks in terms of accessibility and cell layout. Beyond this, the movement times can be determined and already optimized offline. This guarantees a rapid, efficient planning phase and lays the foundation for a successful project. Moreover, we provide 3D measurement services as an optional add-on for existing facilities.



KUKA College. The easiest and most modern way to work with robots.

KUKA leaves nothing to chance in this area and offers state-of-the-art methods for the training and development of your employees.

Your company benefits from your employees' capability to

- successfully implement the project through correct planning and assessment of risks
- ensure targeted programming and implementation
- increase productivity and safety in your system
- respond quickly and efficiently to production changes

KUKA College supports your employees – from beginners to experts – with an intelligent combination of digital media and practical in-person training – a powerful learning platform that can be expanded with customized training as needed.

In-person training at KUKA College
50:50 theory/practice combinable with online modules

Certified trainers Highly qualified
and evaluated

Xpert
Knowledge base – Expertise on demand

Online
E-learning modules and interactive online webinars in the comfort of your own home

Modern training environment
Certified Colleges – worldwide

Custom-tailored workshops
Training modules tailored exactly to your individual requirements

Digital Learner Platform
Digital support through videos, tutorials and self-study modules throughout your professional life

On-site training sessions
We come to you, anywhere & anytime

Added value for you


- Globally certified standards for the training process & trainers
- State-of-the-art infrastructure
- Trainers with practical experience
- 50% practical content

Target groups and courses. To ensure learning success, the KUKA courses are geared to the respective target groups.


- For complete range of courses, see college.kuka.com
- All technologies
- All locations


Operator. Can operate the equipment, make program adjustments and resolve problem situations


Course. Operator course, Operator Pro


Programmer. Creates the robot programming and the entire application program


Course. Programming 1 and 2


Start-up technician. Configures safety and interfaces to PLC and peripherals


Course. SafeOperation, Profinet Configuration


Maintenance technician. Analyzes malfunctions and rectifies electrical or mechanical problems

Course. Mechanical Servicing, Electrical Servicing

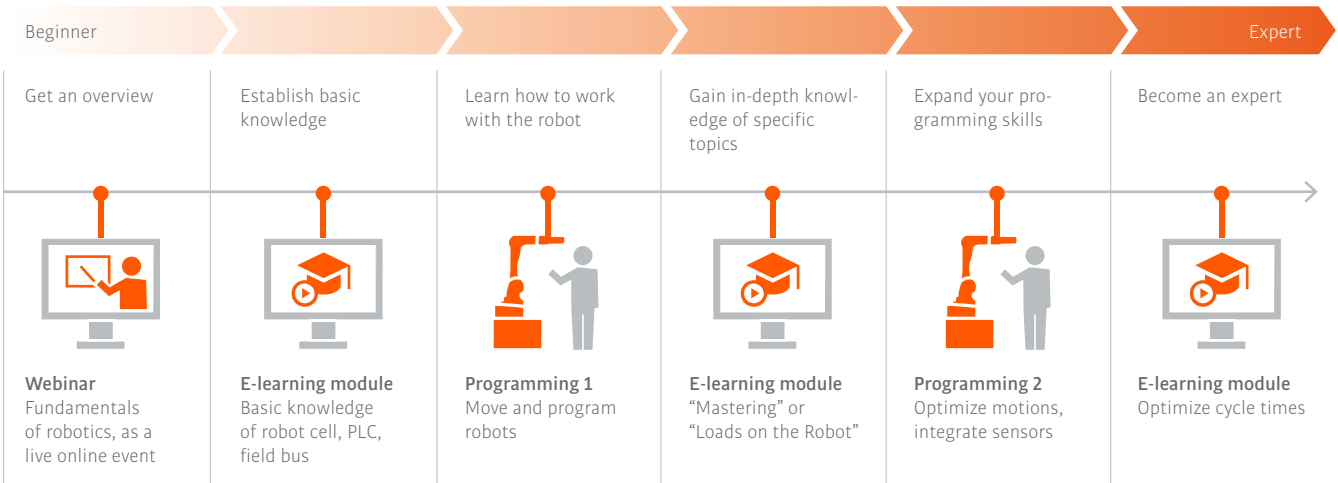

Planner/Designer. Plans, simulates and ensures the correct design of the robot

Course. KUKA Sim, Robot Selection and Integration, Cell Safety


Manager. Decides on the application of robots with regard to safety, ROI and technology

Course. Training for managers, individual focal points

The modular and flexible course structure precisely targets the needs of the respective user. Modern e-learning modules and webinars complement the practical seminars at KUKA College. The following example shows how you can leverage this to become a programming expert.




KUKA application programming.

Launch and adapt applications quickly and efficiently.

Highly qualified and dedicated staff will support you throughout the entire programming and start-up phase. Whether it is just a matter of minor program changes or the application implementation of a complete robot cell: the KUKA engineering team is the right partner for your project – in practically every technical discipline.

For the deployment of an autonomous mobile robot fleet, the KUKA AMR-fleet management offers the simplest prerequisites: Numerous industrial scenarios in complex production environments can be set up and controlled via the software. In the event of obstacles and changes in the production process, routes are automatically adjusted in real time. Programming couldn't be easier: you can configure logistics processes using drag-and-drop and put the AMR directly into operation.



Added value for you

- Experienced programmers guarantee fast and competent implementation of the application
- We know how to apply our technology packages. This enables us to reduce unnecessary project risks
- Comprehensive offline preparation of the application ensures the shortest possible start-up times on the real system

Choose the appropriate programming support to match your project-specific circumstances

● Comprehensive

Complete cell and robot programming

From the first simulation to the ramp-up phase and acceptance – the complete handover for your automation project.

● Flexible

Programming support via support quotas

Support your robot programming through flexible quotas.

● Individual

Hand-in-hand programming support

Execution of specific project phases of your automation.



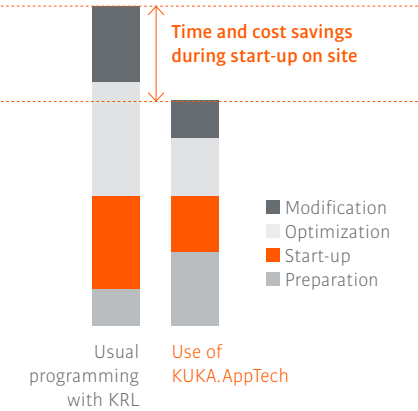
KUKA.AppTech. Reach your goal faster with established standards.

Our option package provides the common thread in application programming with defined interfaces, ready-made program structures and modules.

KUKA.AppTech includes

- Proven station and component program templates
- A comprehensive library of customizable and expandable function blocks
- PLC function and data blocks for seamless, optimized PLC programming for common PLC manufacturers

With KUKA.AppTech as the company standard, you save valuable time since the program logic and operator control concept are always identical.




Installation and configuration.

Professional, precise installation and start-up support.

We install and assemble your equipment. Through error-free initial start-up and installation, we ensure correct operating parameters of the robot components. This increases durability, avoids unwanted problems when replacing components and reduces maintenance costs.

Our scope of services

- Initial robot start-up and configuration
 - Correct configuration of the load cases, robot check
 - Load data determination, correct adjustment of the energy supply system
- Robot and KL assembly
 - Precise installation according to specifications
 - Acceptance report



Added value for you

- Less wear and longer service life of your equipment
- No retooling after maintenance and repair
- Correct configuration and function right from the start



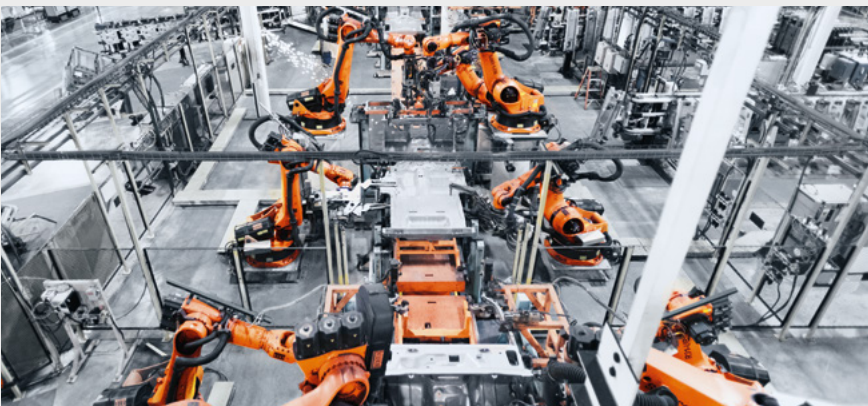
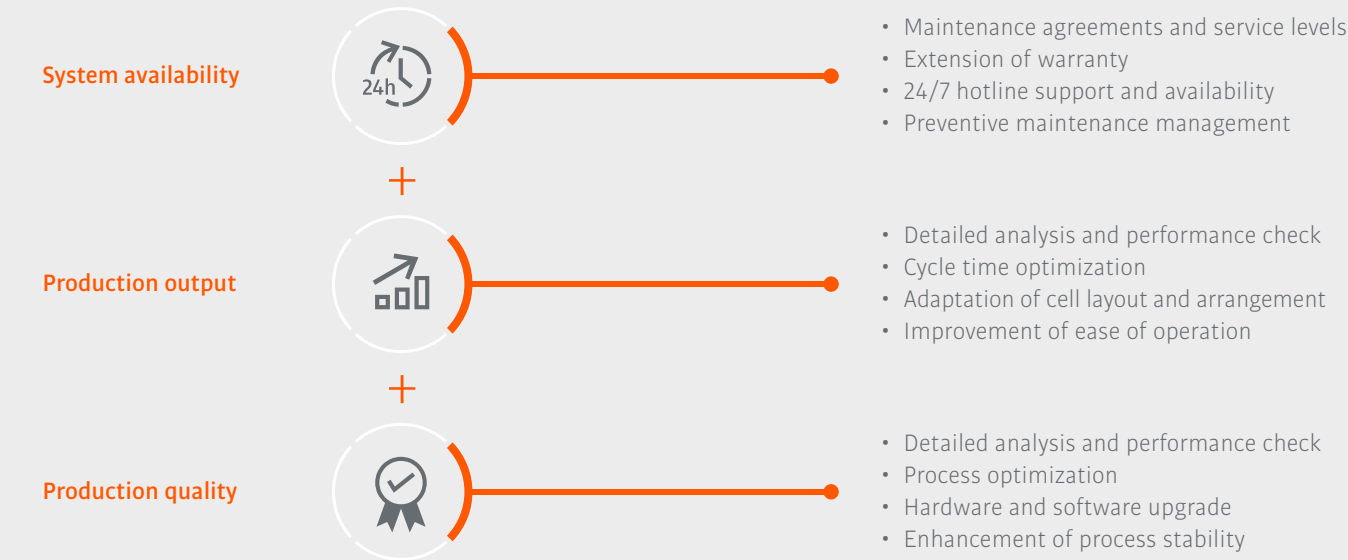
Customized concepts. For every maintenance philosophy.

We are driven by the will to actively maximize our customers’ productivity. Our highly qualified service personnel is available to you with short response times via remote and on-site support.

Our customized service concepts adapt to your maintenance philosophy and requirements. We proactively support you in maximizing all production parameters.

Added value for you

- Short response times, thanks to 24/7 service and KUKA technicians on site
- Preventive maintenance avoids unplanned downtime
- Certified technicians and manufacturer quality ensures a high first-time fix rate
- Leveraging optimization potential through KUKA process and robot specialists



KUKA maintenance agreements and service levels. For maximum availability of your system.

Regular preventive maintenance is the cornerstone of high availability for your system. By choosing the appropriate service level, the response time can be reduced to a minimum: in case of unexpected problems, you can reach our technicians 24/7, 365 days a year. For new systems, we also offer the option of a warranty extension to a total of 5 years. This rules out any surprises for you.

All measures pursue one goal: maximum availability of your system.

Added value for you

- Prevention and avoidance of unplanned downtime
- Guaranteed fast start of technician call-out and rapid provision of spare parts 24/7 and 365 days a year
- Plannable costs for maintenance and repairs
- 100% expertise around the globe

	Service-Level		Warranty maintenance	
	Parts24	Service24	Combi24Pro	MaintenancePro
Qualified technical hotline support from KUKA robot specialists with exclusive priority switching 24 hours a day, 365 days a year	✓	✓	✓	
Guaranteed start-of service specialist call-out within max. 2 hours of the call, 24 hours a day, 365 days a year		✓	✓	
Guaranteed provision of standard spare parts within max. 2 hours of the call, 24 hours a day, 365 days a year	✓		✓	
Maintenance of robots / systems			✓	✓

✓ Service included in the price of the agreement



Spare parts and repairs.

Maximum availability. Anywhere. Anytime.

Even the tiniest of parts can have a huge impact if they no longer work correctly. Benefit from our KUKA spare parts service:

- Utmost quality thanks to perfect matching to our robots, cells and systems
- Fast and comprehensive spare parts supply via our modern central warehouse in Göttingen
- Creation of individual spare-parts and wearing-parts packages
- Exchange, reuse and repair of defective components in our KUKA repair center

We offer a flexible repair concept for the KUKA smartPAD, tailored to the specific model: choose the option that best suits your needs from three services: Whether you need a replacement device as good as new or your own repaired device, a quick replacement or a cost-effective service with a waiting period - you decide what you need and we will take care of a reliable repair.

Added value for you

- Extended cut-off times / acceptance times
- Order management around the globe 24/7, 365 days a year
- Worldwide customs clearance
- Maximum parts availability
- Uniform processes and utmost transparency



KUKA repair and exchange concept. The KUKA repair and exchange concept offers a safe and cost-effective alternative to new parts for many components. Our intelligent exchange concept reduces repair costs to a minimum compared to the price of a new part. The average cost of an exchange repair is significantly less than the price of a new part and is based on the actual repair requirements. You benefit from the cost advantage – regardless of the condition of the defective part.

Added value for you

- Cost savings with the repair and exchange concept
- Quick response time due to advance shipment of the spare part and later return of the defective part
- Manufacturer-certified repair and quality standards

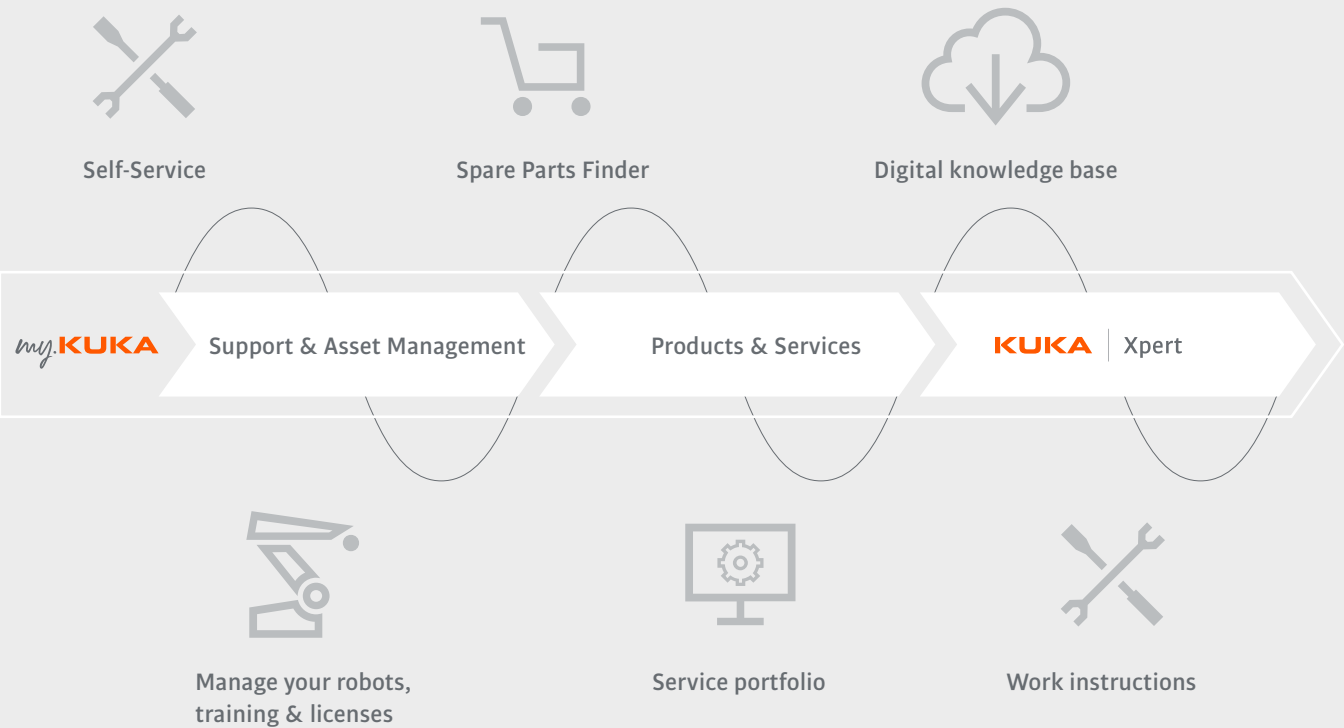
KUKA Digital Touchpoints.

Your digital connection to the world of KUKA.

Self-Service. Create your support requests online and track the processing status. Remain up-to-date at all times, and promptly receive the support you need.

Spare Parts Finder. Use the Spare Parts Finder to quickly and easily select and order the spare part you need for your robot.

Digital knowledge base. The KUKA Xpert digital knowledge base provides comprehensive technical information, such as instructions and documentation for your KUKA products.



Manage your robots, trainings & licences. Manage your (installed) KUKA robots and licenses online. In addition, discover suitable training and development opportunities for your employees in the 'Trainings' section and book them directly online: my.kuka.com/s/training

Service portfolio. The digital product catalog provides you with a comprehensive overview of our service portfolio, spare parts and our digital products. Buy products directly online or submit a quotation request.

Work instructions. Get 24/7 direct access to work instructions as well as to fault diagnosis and troubleshooting options for your KUKA assets.

Increase output. Competent. Reliable. Trustworthy.

Challenges in your production

The success of automated production is based on improvement of the relevant operating parameters. Important parameters that need to be optimized on an ongoing basis include:

- Productivity
- Cost-effectiveness
- Connectivity
- Process quality
- User-friendliness
- Availability

Added value for you

- Analysis and identification of optimization potential by experienced KUKA application engineers
- Targeted and fast implementation of measures based on initial analysis
- Highest standard of certification and safety
- Enhancement of process accuracy, reliability and product quality

In two steps we can support you in optimizing your operating parameters.

KUKA Performance Check

Experts from KUKA carry out a comprehensive analysis of your system on site.



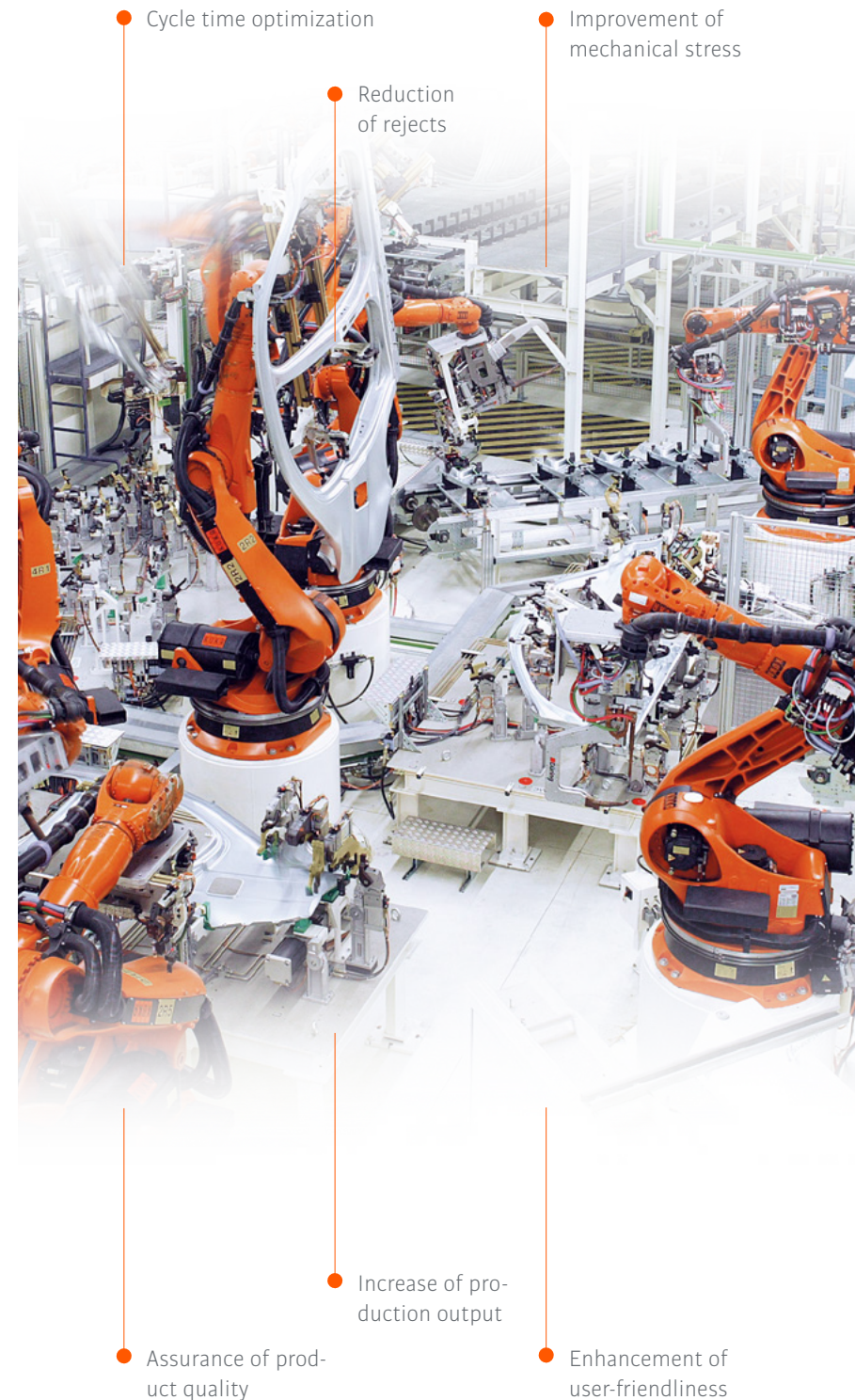
- Well-founded analysis of optimization potential by experienced KUKA application engineers
- Uncovering of unused potential by identifying downtime or malfunctions
- In-depth process analysis to rectify quality issues
- Identification of potential for optimization in cell layout and step sequence

KUKA Programming & Engineering

The KUKA team implements the optimization measures defined in the action plan.



- Robot programming
- PLC programming
- Upgrade and refurbishment measures
- Process optimization
- Software and plug-in development
- Digital services



Further KUKA services for your Operate and Maintain phase

KUKA Backup Services

- Automation and integration of your backup strategy into existing infrastructures
- Storage locations on external drives for centralized archive management
- Individual configuration of backup mechanisms

KUKA Safety Checks

- Check of the safe configuration
- Comparison of existing safety spaces with the layout
- Check of the clearances and stopping distances at space boundaries
- Safeguarding of HRC applications including force measurement

Added value for you

- Fast resumption of production in a backup situation
- Continuous alignment with the latest safety standards
- Assurance of the work safety of your automation

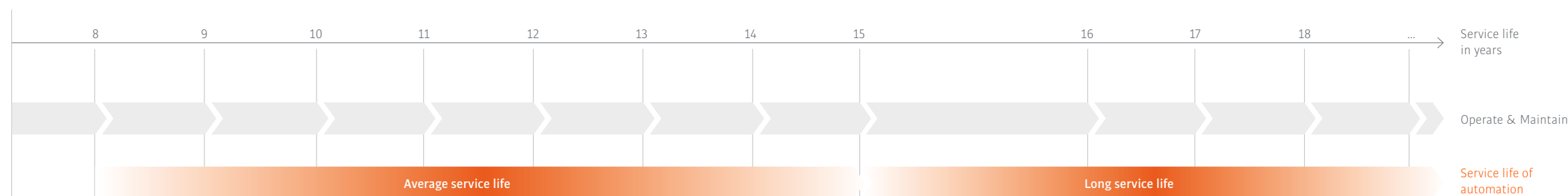
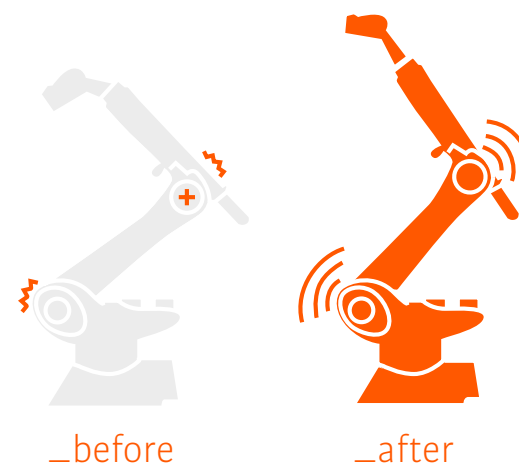


KUKA Upgrade and Refurbish Services.

Extend the service life of your robot automation.

When systems are in use for a prolonged period, it may be necessary to make adjustments. This is the case, on the one hand, when production conditions have changed. On the other hand, an upgrade will become necessary when spare part availability and support options can no longer be guaranteed. If a robot system is not brought up to date, there is a greater risk of unplanned downtime and maintenance costs. With Upgrade & Refurbishment Services, KUKA ensures the maximum service life of your robot systems.

- Added value for you**
- Maximization of the technical availability of your system
 - Securing of your competitiveness through the latest technologies and high availabilities
 - Maximization of your productivity and reduction of rejects and follow-up costs
 - All from a single source, along with expertise directly from the manufacturer



KUKA Refurbishment Services

KUKA Refurbishment Services prepare your robot and system for their second life cycle. Besides targeted individual measures, KUKA offers attractive refurbishment bundles at your site. Our KUKA experts work with you to determine the necessary scope of the refurbishment project.

The KUKA refurbishment modules

KUKA Robot Refresh Packages Complete overhaul of your robot arm including exchange of all common wearing parts.	
KUKA KSS Upgrades Software and PC upgrade for a future-proof robot system	KUKA CBS Service Bundles Worry-free exchange concept for counterbalancing systems

KUKA Retrofit Services

Particularly where systems with a long service life are concerned, a close inspection is guaranteed. Our KUKA engineers will be at your side for your retrofit project, and work with you to develop a strategy for future-proof automation.

Our range of services for your retrofit project

KUKA Retrofit Check <ul style="list-style-type: none">• Well-founded analysis of the current state on site• Coordination of customer requirements• Determination of retrofit measures• Project preparation
KUKA Retrofit Project <ul style="list-style-type: none">• Mechanical and electrical design• Simulation and offline programming (robot and PLC)• Dismantling of the old equipment• Installation and start-up on site, programming• Issue of the CE declaration of conformity• Production support and optimization

Used robots and machines: your cost-effective entry into robot automation

In addition to new products, KUKA also offers used industrial robots. These are extensively inspected by us, overhauled if necessary and offered with a warranty on all parts. Whether to rent, loan or purchase, used robots from KUKA offer the opportunity of a particularly cost-effective entry into robot-based automation.

- Added value for you**
- Customer-specific adaptations possible at any time (e.g. energy supply systems)
 - Short delivery times through robots available from stock
 - Three reliable quality categories: Superior, Premium and Certified
 - Tested quality and warranty on all parts

Circular Services

We support you in establishing a sustainable circular economy in your production. Benefit from KUKA services for a green future.

kuka.com/circular-services





-  kuka.com/contacts
-  facebook.com/kukaglobal
-  youtube.com/kukarobotgroup
-  linkedin.com/company/kukaglobal
-  instagram.com/kukaglobal

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