

The OPEX logo is displayed in a bold, white, sans-serif font. It is positioned in the upper left corner of a dark blue background that features a blurred image of a person in a dark blue OPEX polo shirt working at a control panel in a warehouse setting.

Keep Your Warehouse Automation Systems Up and Running

Why OPEX® Service?

At OPEX, we understand that maximum availability and fast service are required to maintain a successful operation. That's why OPEX offers comprehensive service and support for all our Warehouse Automation customers. Our technicians are factory-trained and safety-certified OPEX employees who specialize in our robotic technology and receive rigorous training in the field and in the classroom, as well as ongoing product education. By investing in OPEX Warehouse Automation solutions, customers receive a one-year, all-inclusive service agreement which includes parts and labor. From the time your systems are installed and tested for use, the OPEX service team is there to support your needs and requirements— wherever and whenever you need them.

Features

24/7 Technical Support

With dedicated factory-trained and safety-certified technical support representatives located throughout North America and EMEA, our team is here to keep your systems running.

Documentation

We provide important product documentation to keep you up-to-date on your Warehouse Automation systems.

Training

OPEX offers ongoing product and super-user training to our customers, including classroom courses and hands-on product training.

Parts and Labor

OPEX service contracts include parts and labor for work completed during your designated hours of coverage. Spare parts are owned and managed by OPEX and stored on-site for faster repairs, resulting in reduced downtime.

Software

All application software licenses required to run your machine are included for the first year under your service agreement.

Performance Monitoring

Every OPEX install features software for monitoring each system. Data from the system is securely fed to the cloud for monitoring by OPEX Service, providing advanced predictive maintenance capabilities, including automatic alerts.

Advantages

All-Inclusive

The first year of OPEX service is included in your initial investment in our Warehouse Automation solutions, which means service-related expenses are included for your first contracted year.

Fast Response Times

Technical support is on-call and OPEX service technicians will strive to be at your site within two hours of a call during your designated maintenance shift. Dedicated, on-site technicians are also available.

Reliable

OPEX-employed service technicians are located in North American and Europe in close proximity to most customer sites.

Repair Continuity

All of our Warehouse Automation systems are serviced and supported 24x7 by OPEX-employed technical support staff, as well as OPEX engineers who understand the systems inside and out.

OPEX® Service

Year One - Aftermarket Support Services and Maintenance Agreement


Repair and Replacement Parts	OPEX offers on-site spare parts for fast and easy repairs with minimal disruption to your operation.
Labor	Labor during the standard warranty period (Year 1) is provided during a contracted 8-hour window.
On-call Technician Support	OPEX will respond to your demand service calls by arriving on site within two hours after a call is received, during the standard service coverage hours of 7 AM – 3 PM Monday through Friday, excluding OPEX holidays.
Stand-By Availability	OPEX can have a certified technician ready to respond if a demand call is placed.
On-site Technician Support	If you need dedicated on-site coverage, OPEX can supply a certified technician who will be housed at your facility for a complete 8-hour window of coverage. Appropriate pricing will apply.
Remote Technical Support	A technical support line is available 24/7/365 days of the year. Your super-user can call for additional help with solving issues.
Preventive Maintenance	Keeping your equipment up and running is priority one. OPEX, a market leader in scheduled preventive maintenance, monitors your equipment based on hourly and quarterly usage.
Software Licensing	All application software licenses for host, base modules, and iBOT® robotic vehicles are included. Cortex™ software licenses are included in the first year if purchased with a Perfect Pick® system.
Super-User Training	Provided by certified OPEX service employees, this training equips your employee to perform minor, service-related tasks during off-hours.
Software Updates & Upgrades	Technology is constantly changing. Software updates are included at no additional charge. Upgrades are made available as appropriate.
Unlimited "Demand Calls"	An OPEX service contract includes unlimited demand calls throughout the year with service being provided during your contracted maintenance shift.
Coverage Changes	OPEX can support changes to your needs. We can adjust the service support with a 60-day notification.

Add-Ons - Aftermarket Support Services and Maintenance Agreement

Additional Coverage	Extended warranty services covering additional shifts or weekends and extended hours of coverage may be purchased from OPEX at additional cost.
Holiday Coverage	If you work during the holidays, OPEX can schedule coverage for you.
Weekend Service	Additional coverage hours for 6th and 7th day coverage can be purchased as a whole or for just one of those days.
Peak Volume	If you have seasonal volume increases and need additional shifts of coverage, OPEX can help with additional service coverage.
Performance Checks	Wondering if you are maximizing your OPEX equipment? Contact us to review your process or to receive a system check-up to help achieve optimum performance.

Have questions?

Contact us.

 warehouseautomation.com

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service: +1.856.727.1950 (outside North America)

OPEX®