Loop Technology
Industrial Automation Specialist

01305 257 108
servicing@looptechnology.com
www.looptechnology.com

System Performance Services

Total Peace of Mind for Your Automation

Modern automated systems are complex, often integrating equipment from multiple hardware and software suppliers. When a fault occurs, the last thing you need is multiple phone calls, conflicting advice, and suppliers passing responsibility. Loop Technology becomes your single point of contact — coordinating with all third-party suppliers so you make one call and we take ownership of the resolution.

✓ **One point of contact** ✓ **Full supplier coordination** ✓ **Faster fault resolution** ✓ **Reduced downtime** ✓ **Predictable costs**

Service & Support Care Packages

GOLD CARE

- Telephone support – response ≤ 2 hrs
- Engineer dispatch within 24 hours
- Yearly planned maintenance visit
- Reduced engineering rates
- 1st emergency call-out day waived*

SILVER CARE

- Telephone support – response ≤ 4 hrs
- Engineer dispatch within 48 hours
- Yearly planned maintenance visit
- Reduced engineering rates
- Normal working hours coverage

CUSTOM CARE

- Tailored to your exact requirements
- Flexible response times & coverage
- Can include remote diagnostics
- Scales with your automation
- Speak to us about your needs

REMOTE SUPPORT — Bolt-on available with any package

Remote diagnostic support within 24 hours. Our engineers securely access your system to diagnose issues faster, resolve many faults remotely, reduce downtime & site disruption, and minimise on-site call-outs and costs.

** All subject to normal working hours and specialist equipment. Preferential rates included. Contracts available via Loop Leasing Programme.*

Why Choose Loop Technology?

- Beckhoff Solution Provider – certified specialists
- Mechanical, Electrical & Software support
- One trusted partner for the entire system
- Full ownership of supplier coordination
- Flexible contracts that grow with you
- Experienced engineers who understand your system
- Access to design support when needed
- Preferential engineering rates on all packages

> *"We've been very impressed with Loop Technology's service and support package, it's total peace of mind. We put in a call and they're on-site next day, and we're up and running by lunchtime...!"*
>
> **— Mark Russell, MD, CJR Propulsion**

> *"Loop Technology have been top class with their understanding and support of our needs. RoboMach HA was a truly remarkable machine with its effective accuracy and speed. Introducing this system into a labour-intensive manufacturing environment like ours will provide significant benefits and help deliver a high-quality product that is in demand."*
>
> **— Paul Collings, Production Manager, Solidwool**

Ready to protect your systems?

Contact System Performance Services

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