

SICK Performance Assessment Program Information

Contact your SICK Sales Representative or Customer Service for pricing.

Performance Assessment

The SICK Performance Assessment Program is a customized, consultative service. This program provides comprehensive application evaluations to existing customers who want to have an annual check-up or validation of their automation processes. The program is not intended as a service and repair option, rather it is a service provided to evaluate existing and potentially new applications to maximize the utilization of SICK product capabilities and optimize the efficiency of processes. As part of this program, a SICK Field Service Engineer will go on site to evaluate automatic identification processes and provide an evaluation of installed systems and components. For smaller scale installations, a complete evaluation including RDT analysis will be completed. For larger scale installations where a customer only requires a visual inspection, an audit can be performed to assess product functionality, alignment and connectivity only. Bar code analysis and recommendations for process and automatic identification hardware enhancements are provided, as well as an updated spares list recommendation, if applicable.

Criteria

- Program is for functioning hardware only...repair and application modifications will not be performed
- Eligible non-legacy hardware includes CLV, OPS, VMS
- PAs must be scheduled 4-6 weeks ARO
- Complete report will be provided within 4 weeks following final site assessment

Restrictions/Caveats

- Competitive hardware is not eligible
- Minor modifications to parameters that do not require third-party intervention or material changes in application attributes can be performed provided it does not add to the original scope of work outlined in the quotation
- Follow -up to implement recommended changes that cannot be performed during the original PA will be charged at prevailing on site service rates and must be arranged separately.
- Performance Assessment is not a guarantee of performance enhancement and does not include any extension of warranty.