

## Service Catalog



# 1 LSS Etikettering Service Catalog

This Service Catalog describes LSS Etikettering’s complete service portfolio. Each service product is defined and described in this catalog.

## Indhold

1	LSS Etikettering Service Catalog .....	2
2	Service Desk .....	3
2.1	Opening hours: .....	3
2.2	Contact LSS Service Desk: .....	3
2.3	Extended Service Desk opening hours: .....	3
3	Service Products Overview: .....	4
3.1	24/7 Service Portal .....	4
3.2	Remote Technical Support .....	5
3.3	24/7 Hotline Support .....	6
3.4	On-site Corrective Service .....	7
3.5	Preventive Maintenance .....	8
3.6	Spareparts Supply .....	9
3.7	Obsolescence Management .....	10
3.8	Annual Service Visit .....	11
3.9	Training Academy .....	12
3.10	Service Reporting .....	13
3.11	Warranty Support .....	14
3.12	Robot Service .....	15
3.13	Hypercare .....	16
3.14	Digital Twin .....	17

## 2 Service Desk

The LSS Service Desk is the central point of contact for all service-related requests. It handles incident reporting, service coordination, spare parts inquiries and general technical questions. The Service Desk ensures structured case handling and transparent communication throughout the lifecycle of each service request.

### 2.1 Opening hours:

Monday to Thursday	CET 08:00 to 15:30
Friday	CET 08:00 to 13:00

### 2.2 Contact LSS Service Desk:

Mail:	Service@lss-dk.com
Phone:	+45 7020 1088

### 2.3 Extended Service Desk opening hours:

As part of 24/7 Service portal, LSS provides the possibility to access our service portal at all hours.

Monday to Thursday	CET 15:30 to 08:00
Friday	CET 13:00 to 08:00
Weekends	CET 00:00 to 24:00

### 3 Service Products Overview:

#### 3.1 24/7 Service Portal

To ensure that all incidents are captured, documented and ready for execution without delay when normal working hours resume. 24/7 Service Portal provides continuous availability for receiving service requests outside normal working hours.

- Service requests or incidents can be reported 24/7/365
- Requests received outside normal working hours are registered, documented and categorized, a ticket is opened and communicated to the customer.
- The ticket is prepared for execution so that work can start immediately at the beginning of normal working hours.
- No technical troubleshooting or corrective actions are performed outside normal working hours unless there is a 24/7 Hotline Support agreement.

The LSS 24/7 Service Portal ensures that no incidents are lost and no time is wasted. All service requests are captured immediately and ready for action, ensuring a fast, structured, and professional response when normal working hours resume.



### Preventive Maintenance





## Remote Technical Support

### 3.2 Remote Technical Support

Remote Technical Support provides customers with direct access to LSS technical specialists for fast troubleshooting and problem resolution without the need for an immediate on-site visit.

Using secure Secomea remote access solutions either alone or combined with remote desktop technology, LSS can safely connect to customer equipment and systems to analyze issues, support operators, and guide corrective actions in real time.

Remote support can be established through:

- Secomea secure remote access solutions to machine HMIs, PLCs, or control systems
- Remote desktop solutions like TeamViewer or likewise connections to machine HMIs, PLCs, or control systems
- Voice communication via phone or online meeting tools

This setup allows LSS specialists to:

- Access systems securely and in compliance with IT and cybersecurity requirements
- Diagnose faults and alarms remotely
- Analyze machine behavior and operating data
- Support customer personnel step-by-step
- Implement or recommend corrective actions

Remote Technical Support at LSS combines expertise with secure technology. By using Secomea remote access and remote desktop solutions, many technical issues can be resolved quickly and efficiently—often without an on-site visit—resulting in lower downtime, lower costs, and higher availability.



## 24/7 Hotline Support

Including On-Site Assistance

### 3.3 24/7 Hotline Support

24/7 Hotline Support ensures round-the-clock access to qualified LSS service engineers in case of critical breakdowns. This service is designed for customers with high uptime requirements and time-critical production environments.

To minimize downtime during critical production disruptions by providing immediate expert intervention.

24/7 Hotline Support provides immediate technical assistance for critical incidents requiring active intervention outside normal working hours.

A Hotline Agreement provides 24/7/365 technical support with fast remote user assistance under the following conditions:

- Technical support specialists are available 24/7 for service calls
- Incidents are actively worked on and solved over the phone and/or via remote connection
- If specific tools, software or systems are required, an engineer is no more than 2 hours away from an LSS office, provided such resources are only available at LSS facilities
- Each incident is documented in a service report describing the issue, actions taken and solution



## On-site Corrective Service

Including On-Site Assistance

### 3.4 On-site Corrective Service

On-Site Corrective Service is the service performed in response to acute and unplanned equipment breakdowns, where immediate action is required to restore operation.

This service is typically triggered when production is stopped or severely impacted, and the issue cannot be resolved through remote technical support. LSS service technicians or specialists are dispatched on-site to diagnose the fault, carry out repairs, replace defective components, and perform functional testing to return the equipment to safe and operational condition.

The on-site service focuses on fault diagnosis, repair, replacement of defective components, and functional testing to restore the equipment to normal and safe operation as quickly and efficiently as possible.

On-site corrective service may include:

- Troubleshooting and fault diagnosis
- Repair of mechanical, electrical, or control-related issues
- Replacement of faulty or worn components
- Functional and performance testing after repair
- Verification of correct and safe operation
- Documentation of performed work and recommendations

When remote support is not sufficient to resolve an issue, LSS provides on-site corrective service performed by trained service technicians or technical specialists.



## Preventive Maintenance

### 3.5 Preventive Maintenance

Preventive Maintenance consists of planned service and inspection activities performed before failures occur. The purpose is to ensure that equipment operates reliably, safely, and efficiently, while minimizing unplanned downtime, emergency repairs, and production losses.

At LSS, preventive maintenance is approached as a structured and systematic process, where equipment condition is continuously assessed and maintained to avoid unexpected breakdowns.

A preventive maintenance program can be organized to include:

- Visual and technical inspections
- Cleaning of relevant parts
- Replacement of wear and consumable parts <sup>1</sup>
- Lubrication, adjustment, and calibration if needed
- Safety checks and compliance verification
- Functional testing
- Documentation of equipment condition and service recommendations in a Service Report

All activities are performed according to defined service plans and best practices. Preventive maintenance at LSS is about acting early rather than reacting late. By servicing equipment before failures occur, we help customers achieve stable operations, consistent quality, and long-term reliability.

<sup>1</sup> Spareparts used during maintenance activities will be invoiced based on actual consumption.



## Spareparts Supply

### 3.6 Spareparts Supply

Spare Parts Supply ensures reliable and timely access to original and approved spare parts required to maintain equipment performance and availability.

LSS supports customers by providing correct spare parts, at the right time, minimizing downtime and ensuring that equipment is maintained according to recommended standards.

Through Spare Parts Supply, LSS:

- Identifies and supplies original or approved spare parts
- Supports customers in selecting the correct components
- Provides recommendations based on equipment configuration and usage
- Ensures availability of critical spare parts where required
- Supports planning of spare parts stock and consumption

Spare parts can be delivered on demand or as part of a planned maintenance strategy.

Spare Parts Supply may include:

- Supply of wear and consumable parts
- Supply of critical and recommended spare parts
- Spare parts lists and documentation
- Support for spare parts planning and stocking strategies
- Coordination with service activities and maintenance plans



## Obsolescence Management

### 3.7 Obsolescence Management

Obsolescence Management ensures proactive identification of components and technologies that are at risk of becoming obsolete or no longer supported by manufacturers.

At LSS, obsolescence is addressed before it becomes a critical issue, supporting customers with replacement strategies, risk mitigation, and long-term planning to secure continued equipment availability and stable operations.

- Identifies components approaching end-of-life or reduced supplier support
- Assesses technical and operational risks related to obsolescence
- Evaluates replacement and upgrade options
- Supports planning of phased replacements or system upgrades
- Documents recommendations and timelines

This structured approach allows customers to act in a controlled and planned manner, rather than reacting to urgent failures.

Obsolescence Management at LSS is about staying ahead of risk. By proactively identifying obsolete components and supporting structured replacement strategies, LSS helps customers maintain equipment availability, operational stability, and long-term reliability.



## Annual Service Visit

### 3.8 Annual Service Visit

An Annual Service Visit consists of a planned on-site inspection carried out by an LSS service technician to assess the overall condition and performance of the equipment. The visit focuses on machine condition, functional performance, necessary adjustments, and service recommendations, ensuring that potential issues are identified early and addressed in a controlled manner.

- Preventive service visits performed by an experienced service technician.
- During the visit, the technician will inspect the equipment covered by the agreement and perform cleaning and maintenance as required.
- The contract includes labor during normal working hours, travel time, and travel expenses for the agreed service visits.
- All spare parts used or replaced during service visits will be invoiced separately.

The Annual Service Visit is a cornerstone of LSS preventive service.

By performing structured on-site inspections and functional testing, LSS helps customers maintain stable operation, long equipment lifetime, and predictable performance.



## Training Academy

### 3.9 Training Academy

LSS Academy is designed to build, maintain, and continuously develop the competence of operators and technicians working with labelling, packaging, and assembly systems. The training programs cover operation, preventive maintenance, troubleshooting, and system optimization, ensuring that participants gain both theoretical knowledge and practical skills. All training is delivered by certified LSS instructors with hands-on industry experience. Upon successful completion of a training session, training certificates are issued to document the acquired competence.

The LSS Training & Certification Program is designed to ensure that operators and technicians working with labeling equipment, industrial printers, and complete production lines achieve a documented and consistent level of competence.

The Academy offers a structured training and certification framework in which participants' knowledge and skills are assessed in an objective and standardized manner.

The certification covers key areas including:

- Operation and setup of equipment
- Production line operation
- Troubleshooting and resolution of operational issues
- Preventive and corrective maintenance

The certification confirms that participants are able to operate and support LSS equipment and production lines safely, efficiently, and in compliance with applicable procedures, quality requirements, and best practices.

The program is intended for both new and experienced users and may form part of the customer's overall competency development and production optimization strategy.



## Service Reporting

### 3.10 Service Reporting

Service Reporting provides customers with structured and transparent insight into performed service activities, registered incidents, and relevant performance indicators.

The reporting is designed to support continuous improvement, enabling customers and LSS to evaluate service performance, identify trends, and make informed decisions based on documented data.

- Full transparency of service activities and outcomes
- Better understanding of equipment performance and service effectiveness
- Support for continuous improvement initiatives
- Documented service history for audits and compliance

Service Reporting at LSS turns service data into actionable insight.

Through structured reporting and relevant information, LSS supports transparency, continuous improvement, and predictable service delivery.



### 3.11 Warranty Support

Warranty Support covers the handling and coordination of warranty-related corrective actions in accordance with the agreed warranty terms and conditions.

LSS ensures timely evaluation, coordination, and execution of warranty cases, supporting customers throughout the process to minimize disruption and ensure correct resolution.

Warranty Support:

- Registration and evaluation of warranty claims
- Technical assessment of reported issues
- Coordination of corrective actions under warranty
- Execution of warranty-related service work
- Documentation and closure of warranty cases

All activities are performed in compliance with the applicable warranty terms.

Warranty Support at LSS ensures that warranty cases are handled professionally, efficiently, and in full compliance with agreed terms.

LSS acts as a reliable partner to secure timely resolution and operational stability.



## Robot Service

### 3.12 Robot Service

LSS provides robot service as a certified third-party service partner for DENSO robots, supporting customers with service and maintenance of robots operating in production environments.

The service is designed to ensure reliable robot operation, reduced risk of unplanned downtime, and extended robot lifetime, and is performed by trained LSS service technicians.

Examples of Robot Service content:

- Replacement of robot backup batteries
- Lubrication and inspection in accordance with standard maintenance procedures
- Mechanical and functional inspection of robot axes and components
- Verification of correct robot operation after service
- All activities are aligned with general preventive maintenance principles

Robot Service at LSS ensures that production robots remain reliable and ready for operation. As a third-party service partner for DENSO robots, LSS supports customers with structured maintenance and service based on best practice and operational experience.



## Hypercare

### 3.13 Hypercare

Hypercare is a ramp-up support service provided after Site Acceptance Test (SAT) has been successfully completed.

The purpose of Hypercare is to support customers in bringing newly delivered equipment into stable production and ensuring that it performs in line with the expectations and results documented in the SAT report.

During the Hypercare period, LSS assigns experienced technicians and engineers to work closely with the customer on-site, providing hands-on support during the critical transition from project delivery to full production.

- Support during production start-up and ramp-up
- Operational support during early production phases
- Assistance with customer validation processes
- Monitoring and reporting of progress, performance, and challenges
- Support in defining development, optimization, or improvement areas
- Identification and implementation of improvements to areas like:
  - Overall Equipment Effectiveness (OEE)
  - Line efficiency
  - Scrap and waste rates
  - Process stability and repeatability

The scope and duration of Hypercare are defined based on customer needs and the agreed service period.

Hypercare at LSS bridges the gap between project completion and stable production. By providing focused on-site support after SAT, LSS helps customers ensure that their equipment performs as expected, is fully validated, and continuously optimized from day one of production.

### 3.14 Digital Twin

A Digital Twin is a software-based virtual representation of the final machine or system, allowing machine behavior, processes, and control logic to be simulated before or after physical implementation.

Using a Digital Twin, the PLC software can be tested and validated against a virtual machine model before the physical machine is fully built or modified. This enables early verification of functionality, logic, and performance in a controlled environment.

For Service matters, LSS offers the development of Digital Twin solutions for equipment that is prepared and suitable for this technology.

- A Digital Twin can be used to:
- Simulate machine start-up and commissioning scenarios
- Test PLC software before physical implementation
- Validate modifications, retrofits, and upgrades
- Test new products, formats, or recipes
- Simulate process improvements and optimization initiatives
- Reduce risk during changes to machines, lines, or systems

All testing is performed without impacting live production.

Digital Twin at LSS enables testing before execution.

By simulating machines and PLC software in a virtual environment, LSS helps customers implement changes, new products, and improvements faster, safer, and with minimal impact on production.