



*Customer Experience, powered by Trew®,  
is a valuable resource for all service needed  
after material handling system implementation.*

With the material handling industry growing and consolidation occurring among OEMs in the industry, Trew saw an opportunity to provide integrators and end-users with a one-stop shop to obtain high quality material handling hardware, software, controls, electrical and service. The intent is that integrators and end users can come to Trew for any of their material handling needs, regardless of project size, and still have accessibility to all the tools necessary for uncommonly smart material handling solutions.

Great experiences are shared, which is why our customer service team here at Trew is here to ensure that material handling investments are supported with best-in-class support options to augment any integrators' current offerings and operations' current staff. Whether you need Parts, Technical Support, Training, Assessments, and Modifications or Upgrades, Trew is here to provide support to help you reach your operational goals.





## Parts

The Trew Parts Team will help you develop a holistic parts plan. The success of all parts strategies begins with a recommended spare parts list (RSPL) that contains a list of all parts to keep on your shelf to properly support your system in case of an unexpected outage and to properly conduct maintenance. Hilmotstore.com is available to order parts online, 24x7. Trew also has knowledgeable parts specialists to help when you need spare and replacement parts on an ongoing basis and should any component on your system become obsolete as your system ages.

- Recommended spare parts lists so you know what parts you need to support your system
- Ongoing spare and replacement parts to help support your parts needs as your systems age
- Hilmotstore.com for online parts ordering
- Support from engineers should a part be retired or no longer supported
- Great prices on MRO/commodity parts



## Technical Support

If your system happens to experience an outage, quick access to knowledgeable support engineers who are trained to troubleshoot and bring your system back to full operations is critical. Trew's Technical Support Team provides support 24x7 so that help is just a phone call away. With four ways to reach us - email, online form submission, chat, or phone – and all incidents documented in Trew's Customer Experience Portal for full transparency, the support you receive from Trew's Technical Support Team by experienced, support engineers is second to none in the material handling industry.

- 24x7 emergency access to support technicians
- Support provided by knowledgeable engineers with experience in material handling
- Two technical support plans available: Basic covers Monday thru Friday 8AM to 5PM Eastern, or Total providing 24x7 coverage
- Support also available on a per incident basis
- Trew's Customer Experience Portal provides visibility to system status, email notifications, and valuable reporting tools for lifecycle planning
- Trew's TREWUp Portal provides a repository of searchable tips and tricks to help your team with frequently asked questions or recurring events
- Technical Support contracts provide priority scheduling for onsite field service and discounted service rate



## Training

Learning how to safely operate, maintain and troubleshoot your material handling system is as important for your success as getting orders out the door. Trew provides a combination of classroom and hands-on training prior to system turnover as well as refresher courses to keep your staffs' skills fresh. Each course is customized to your systems' content and is taught by experienced material handling technicians.

- Each training course is focused on safety, operations, maintenance and troubleshooting
- New system and refresher training courses available
- Combination classroom and hands-on training appropriate for any skill level



## Assessments

As systems age and experience normal wear and tear, its sometimes difficult to operate systems reliably and with a predicable budget. Regular assessments become a valuable resource planning and downtime avoidance tool, providing a thorough examination by experienced assessors for all critical components in your system. Preliminary findings are shared prior to the assessor leaving site and a thorough assessment report to help with lifecycle planning.

- Software, electrical and controls assessments provide full analysis of operating systems, software versions, scanners, printers, electrical and controls components with a focus on supportability and obsolescence avoidance
- Mechanical assessments identify components that need maintenance attention or replacement to extend the life of your systems.
- Operational assessments provide a snapshot of your operating practices and recommendations for industry best practices to improve utilization and efficiency.
- Early detection of problems will extend life of assets and reduce overall operating costs.



## Modifications & Upgrades

Only one thing is certain at go-live for a new system: it will change. Over time, as operational objectives and business strategies change, modifications will be needed to your material handling system to solve new challenges and operate more efficiently. As technology improves, upgrades become available to help reduce costs, energy usage and to avoid obsolescence. The TREW Mods & Upgrades Team can help with additions, changes and upgrades to grow with you as your needs change.

- Recontrols available for systems to avoid obsolescence or to convert to PLC-based controls
- Technology refreshes or recontrols to update computer hardware, software, OS, PLCs, VFDs and HMIs
- Safety upgrades
- Mechanical refurbishments to bring systems back to efficient operations
- Additions to account for growth or changing needs: replenishment & returns processing, pick modules, PANDA, scanners, conveyor and shipping lanes

### About TREW

Trew<sup>®</sup> provides automated material handling solutions for integrators and end users, including Warehouse Execution Systems (WES), Warehouse Control Systems (WCS), PLC- and server-based machine controls, motorized driven roller (MDR) conveyor and services such as concepting, engineering, technical support, parts, field service and training. Serving the North American retail, warehouse, distribution, manufacturing and ecommerce industries, TREW's experienced staff and broad network of integrator partners enable uncommonly smart solutions scalable to any material handling needs.

### For more information, contact Trew

+1-800-571-8739 (TREW)

[info@trewautomation.com](mailto:info@trewautomation.com)