

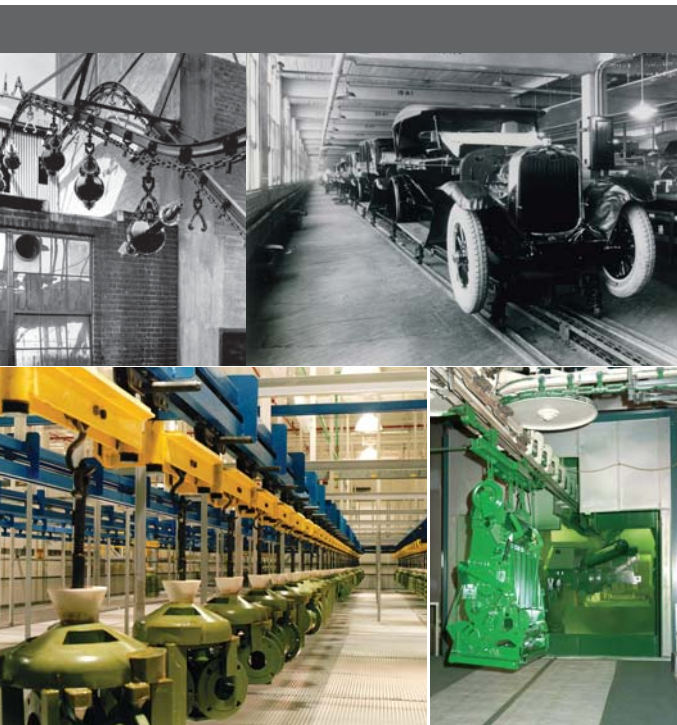
# Webb Customer Service

Support You  
Can Count On



**DAIFUKU WEBB**   
JERVIS B. WEBB COMPANY

# A Proud Tradition of Helping Customers Succeed



Since 1919, the Jervis B. Webb Company has been at the forefront of the material handling industry. Our founder Jervis B. Webb adapted a forged rivetless chain conveyor used in the mining industry to the rugged needs of the automotive industry, helping revolutionize mass production.

Today, our world-class material handling solutions allow customers all over the globe to increase productivity and reduce costs. As a subsidiary of Daifuku Company Ltd., we form one of the largest material handling companies in the world. We provide services for all our products, including automatic guided vehicles (AGVs), baggage handling systems, conveyors and automated storage and retrieval systems (AS/RS).

When you purchase a Webb solution, you gain a valuable material handling resource that's dedicated to making your system run at peak performance. We offer a full range of services to suit your specific needs, such as technical support, field services, project support, training and consulting services. Simply put, you can rely on Webb Customer Service to be there for you.

# A Wide Range of Services to Fit Your Needs

## Technical Support

Webb offers numerous support options for all our material handling systems, as well as supplied materials, even if they are outside of their warranty. Our team is staffed with knowledgeable and experienced designers, engineers and field service personnel who are trained to troubleshoot problems.

## Field Service

Have a Webb service engineer visit your site for preventative maintenance duties or to help resolve unexpected issues with your Webb or non-Webb system. In most cases, a factory-trained engineer will be at your site within 24 hours. Our standard rate guide helps make estimating and purchasing easy.

## Project Support

Have a Webb service engineer help supervise system installations, commissionings or day-to-day operations. For nearly 90 years, we have installed material handling systems for thousands of companies around the globe. Let our experience help ensure that your projects go off without a hitch.

## Training

Have a Webb factory-authorized trainer instruct your staff on system operation and maintenance. Our knowledgeable trainers conduct sessions onsite and remotely for both new and experienced employees, depending on their skill level.

## Assessment/ Consulting

Let an expert from Webb assess your material handling system for operational effectiveness. These pre-planned inspections ensure that your system is able to function at full capacity, whether it's a Webb or non-Webb system.

## Extended Warranty

Let an extended warranty from Webb give you peace-of-mind for your material handling system. An extended warranty package, which includes materials and/or engineering, can be purchased to help reduce expenditures over the life of your system.

**Want to save money?** Combine multiple customer service programs to receive a reduced rate.

Call Webb Customer Service at **1-877-JB-Webb-1** (1-877-529-3221) or e-mail us at [webbservice@jerviswebb.com](mailto:webbservice@jerviswebb.com).



As a subsidiary of Daifuku Co., Ltd., we form one of the largest automated material handling companies in the world, providing the widest range of solutions in the industry for companies around the globe.

## DAIFUKU WEBB

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