

# OUR SERVICES

## 24/7 EMERGENCY SERVICE

MANUFACTURING  
PEACE OF MIND<sup>SM</sup>

## 24/7 EMERGENCY INDUSTRIAL AUTOMATION SUPPORT

Manufacturing Peace of Mind

25+ years keeping Midwest manufacturers safe, efficient, and future-ready.

### The Axis Advantage: DOWNTIME DOESN'T WAIT

- **24/7 Availability** – Always on call to minimize downtime.
- **On-Site + Remote Response** – Flexible support, faster resolutions.
- **Guaranteed Response Times** – Contracts that protect your productivity.

Equipment and software failures strike anytime  
Lost Production = **LOST REVENUE**

### Service Options:

#### REMOTE

- VPN connections for PLC/HMI troubleshooting
- Faster response without waiting for travel
- Escalation to on-site if needed

#### ON-SITE SUPPORT

- Experienced technicians dispatched quickly
- Local presence = minimal delays
- Detailed Emergency Service Report provided

### Benefits of 24/7 Support

- Minimized Downtime – first response within hours, not days
- Lower Costs – remote fixes reduce service & travel fees
- Reliable Expertise – NFPA 70E trained team, UL508A-certified
- Future Proofing – recommendations to prevent repeat issues
- Guaranteed response times with service contracts

### Your peace of mind, powered by our 24/7 emergency expertise.

1. **Diagnose Fast** – Cut downtime.
2. **Work Together** – Align with your team.
3. **Restore Safely** – Protect people & equipment.
4. **Prevention** – Upgrades, spares & training.
5. **Provide Proof** – Clear service report.

### Trusted Since 1998

- Serving Midwest manufacturers for 25+ years
- **Industries:** Chemical, Plastics, Food & Beverage, Automotive, Mining, Energy
- Proven record of **reducing downtime** and stress for plant teams
- Expert Technicians Who Know Your System
- **Peace of Mind, Guaranteed**

### What Our Customers Say

♦ “They are always available when we have an issue, even on weekends.” – Support Services Specialist, Mining Supplier

♦ “Their responsiveness and transparency give me peace of mind every day.” – Process Engineer, Chemical Manufacturer



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