



# AFTER-SALES SERVICES

Achieve maximum output with minimal downtime  
for peak efficiency and machine profitability

R&E

ROBOTICS &  
END OF LINE





## AFTER-SALES SERVICES

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Quest is by your side every step of the way to ensure that your robotic automation goals are achieved. Our helpful and friendly parts and service team is available 24 hours a day, 7 days a week, and even as your business evolves, machine modernization options enable our solutions to adapt to your needs.

## About Quest Parts & Service

Quest maintains a dedicated staff of in-house employees to provide both mechanical and electrical technical service. Additionally, our full time, factory trained field service technicians are routinely dispatched to provide installation/start-up assistance for new machines and modifications to existing equipment, as well as, emergency service when needed.

As a further service to our customers, Quest offers service programs with preventative maintenance packages performed by our factory-trained service technicians. Alternate service programs, tailored to a customer's unique needs, are available and provided on request.


Responsibility for keeping our customers up and running with spare and emergency parts falls to the Quest Parts Department. Our experienced, dedicated team will assist you with ordering, technical support, service and/or training needs to help ensure that your packaging solutions operate as effectively and efficiently as possible.

Quest offers an after-hours emergency hotline for parts ordering. Here at Quest, we understand that parts needs do not always coincide with regular business hours. Our emergency hotline allows our customers to receive the same great service at any hour for a small fee, so you don't have to worry about extended downtime.

## CONTACT PARTS & SERVICE

Please give us a call  
at (608) 325-5850

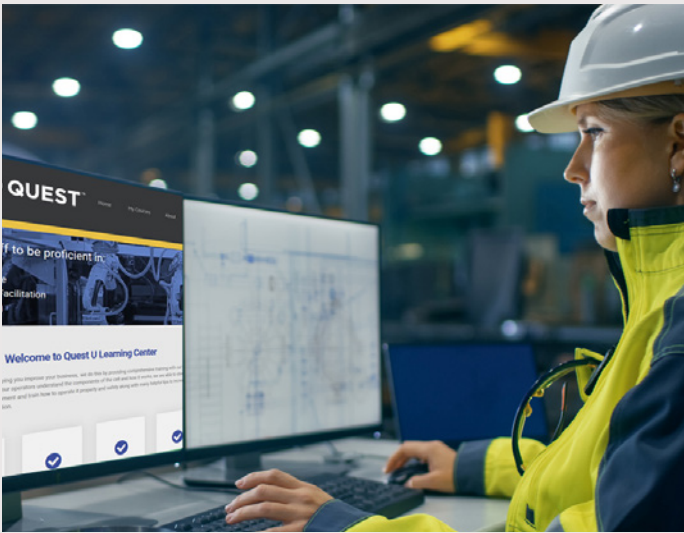
- > For PARTS, press 1
- > For SERVICE, press 2



*Quest Industrial has been a reliable vendor to work with. The results that have occurred from a few small projects has us looking at where else we might be able to improve through automation. Quest's service department has been a very valuable tool for us. Their techs are quick to respond and they generally have parts on hand when needed.*

MIKE WENGER - SPRINGBROOK CHEESE





## AFTER-SALES SERVICES OFFERING

With Quest after-sales offerings you can achieve maximum output with minimal downtime and enjoy increased machine profitability and peak operational efficiency. Quest isn't just a packaging machine solutions provider, we are also a long term, strategic partner to our customers to ensure their plant productivity keeps pace with the evolving environment.

We have an after-sales portfolio that includes spare parts, safety stock, field and technical service, preventive maintenance, machine modernization, and remote and data-based services and training.



### PARTS

Quest offers a full line of high quality OEM parts manufactured to our exacting specifications. We understand what parts you will need to keep your packaging equipment running efficiently and work with you to ensure you have what you need to keep production running. If you need help with emergency parts or recommendations on what to stock to keep your machine running at it's best, Quest has what you need.



### SERVICE

Quest packaging solutions are incredibly user-friendly and come with Differentiator product advantages including software programs that allow operators to, for example, design and produce exact case and pallet patterns without a service programmer onsite to perform the task. However, there will be times you will appreciate or need the assistance of a highly qualified technician to keep your lines running efficiently. Experienced Quest technicians are trained on the latest technologies and are certified by FANUC to provide support directly to you. Let the Quest team of experts support all your equipment needs.



### MACHINE MODERNIZATION

Update your equipment to state-of-the-art components and controls. Modernization is a way to keep your existing equipment running efficiently without the expense of new equipment. Quest can help improve the efficiency of your packaging line with products and solutions we offer that upgrade outdated controls, obsolete components and end of arm tools to current standards and extend the longevity of your equipment investment.



## FANUC Authorized System Integrator

Quest began an exclusive relationship with FANUC in 2007, and has now grown to an Authorized System Integrator and Certified Vision Specialist with more than 100 robots per year.



## PMMI Certified Trainer Program

We are proud to offer the PMMI Certified Trainer Program - a recognized designation that ensures the highest standards of quality training are being met and unparalleled value is being given to the customer.

*“We only trust Quest Industrial to service our robots because downtime is expensive. Quest’s experienced team of professionals cannot be matched.”*

TIM SMITH - SSI TECHNOLOGIES



Quest is a leading manufacturer of industrial automation equipment focusing on robotics and vision-guidance serving food, beverage, dairy, and other industries needing to optimize floor space, expand operations with accuracy and consistency, and improve overall production line flexibility and efficiency. Quest offers application-specific software products on their robotic products, including pick and place, case packing, and palletizing systems, to simplify system setup and streamline configurability.

We are an award-winning FANUC Authorized System Integrator and Certified Vision Specialist, and our systems are capable of direct food contact with USDA compliant and wash down designs. The diverse knowledge base of Quest engineers and programmers encompasses the entire manufacturing robotics process, allowing us to solve nearly any customer challenge with the appropriate level of robotic automation.

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