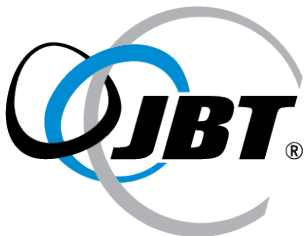


Automatic Guided Vehicle Systems (AGVs)



PRODUCT SERVICES & SUPPORT



ABOUT US

With 35+ years of experience in providing automatic guided vehicle systems, JBT Corporation's customer service and support program is the best in the industry. Our Product Services and Support group will keep your system operating at peak efficiency, to deliver a positive return on investment throughout the life of the system. We will make certain your system generates productivity gains which deliver direct to your bottom line. It's what we have done as FMC Corporation and FMC Technologies, and what we will continue to do as JBT Corporation. With the world's largest, most experienced team of AGV experts working for you, your productivity will soar.

CUSTOMER CARE MISSION

Optimize performance for your continued success

JBT Customer Care's goal is to contribute to our customers' success by evolving the **JBT Customer Care** philosophy from a transaction-based mindset to one based on customer intimacy.

With the JBT Customer Care we find a service solution that fits you! Our wide variety of service options is backed up by our team of well-trained service staff able to offer worldwide assistance. For us, customer care is about our relationship with the people who are an essential part of everything we do.



- Global presence
- Extensive stock of spare parts at multiple locations for immediate shipment
- Fast & accurate response keeping downtimes minimized
- 125 years in material handling business
- 35+ years designing, manufacturing and installing AGVs
- 550+ guided vehicle systems installed
- 5,500 guided vehicles deployed

CUSTOMER CARE CONTACTS



Anthony Branch

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Direct: (215) 822-4347

Kevin Ambron

Customer Service Representative

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Direct: (215) 822-4322

SUPPORT LOCATIONS

USA

400 Highpoint Drive
Chalfont, PA 18914

Regions

North America & Asia Pacific

Email: agv.help@jbtc.com

Toll Free Number: 800-362-2280

Main Number: 215-822-4506

Fax: 215-822-4595

UNITED KINGDOM

Unit VI Winchester Avenue
Blably Industrial Park
Blably, Leicestershire
LE8 4GZ

Regions

Eastern & Western Europe (except France & Belgium)

Main Number: +44 116 264 2250

Fax: 2+44 116 264 2279

JBT CUSTOMER CARE OFFERING



SERVICE

Tailored to meet your needs

- Preventative maintenance programs
- Remote support with augmented reality with [PRoSIGHT](#)
- Full time technicians available to install, operate and maintain your system
- Repairs & troubleshooting
- System audits & inspections for added longevity remote technical support agreements
- Proactive [PRoCARE](#) agreements



SYSTEM UPGRADES

Extend system life for even greater returns

- Operating system, host control software and hardware upgrades
- RF Communication upgrades
- Battery charging enhancements
- System expansion
- Fleet replacement
- Fleet expansion



VEHICLE UPGRADES

To take on new material handling challenges

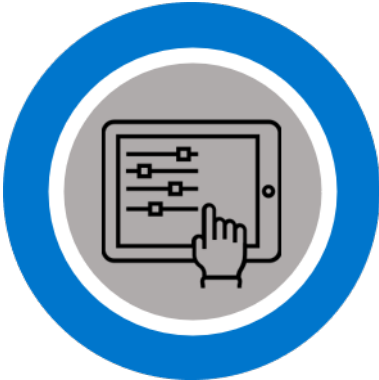
- Load handling attachment modifications



SOFTWARE UPDATES

- Software update program (Vehicle & Host)
- Host control updates and migrations
- Vehicle software updates
- Vehicle operating systems updates

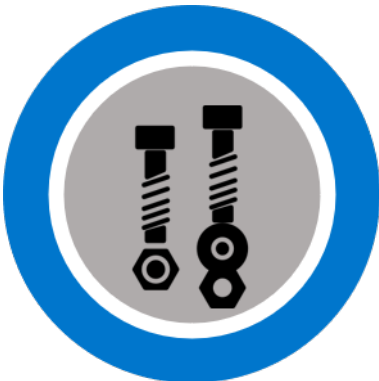
JBT CUSTOMER CARE OFFERING



SYSTEM EXPANSIONS / MODIFICATIONS

For changing plant demands

- Additional vehicles
- Road system/guide path modifications
- Add new lines /service new locations
- Vehicle relocations



REPLACEMENT PARTS SALES

For all vehicles makes

- New parts
- Rebuilt parts
- Large inventory for overnight shipment
- Up to one-year warranty
- Battery replacements



TRAINING AND DOCUMENTATION

Experienced training resources tailored to meet your needs on site or at JBT

- Vehicle, operator, system, host, and IT/administrative training
- Vehicle maintenance, operator, software, and host manuals available
- Road system development training
- Troubleshooting training



REPAIR OF COMPONENTS

Quick turnaround at competitive prices for all major components

- Vehicle controllers and control boards
- Operator Pendants (Handsets)
- Laser navigation and bumpers
- Displays / Touchscreens
- Servo amplifiers/Choppers
- Drive units



JBT is a global AGV expert that designs, manufactures, installs and services automated guided vehicle systems (AGVs). JBT's AGVs lift high, lift heavy and integrate with any ERP system. We can scale and we lease.