



knürr
World of control rooms

SERVICE & MAINTENANCE

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Ensure the reliable operation of your control room and workstation systems.
Fast, predictable, and transparent.



Safety

specified services



Speed

clear downtime



Predictability

Costs under control

**Minimize downtime &
keep your costs under control at all times**

ESSENTIAL

Scheduled Services

PREMIUM

Faster troubleshooting, including on-site service

Why maintenance must be plannable

Unplanned downtime ties up resources. Defined services and clear service channels create transparency.

CHALLENGE

Unplanned downtime costs time, money, and coordination.

Production stoppage or system failure

Unclear repair costs

Long wait times in the event of an incident

Delays and additional internal work

SOLUTION

With Knürr® service packages, you stay operational—with a clear scope of services and predictable service processes.

- ✓ 24/7 service hotline for prompt response
- ✓ Predictable response and resolution times
- ✓ Replacement parts included in the event of a defect
- ✓ A clear choice between two packages

Added value for your choice

- ✓ less uncertainty in the event of an incident
- ✓ clear focus on costs
- ✓ better comparability of service options



ESSENTIAL

Reliable service with clear troubleshooting within a maximum of

10

Working days

24 - 60 Months

ESSENTIAL | Predictable service

Suitable for systems with predictable service requirements and a focus on cost control.

Scope of Services

- **24/7 Service Hotline** | Available at any time for quick expert support
- **Reliable troubleshooting** | Service call within a maximum of 10 business days
- **Replacement parts included** | No additional material costs in the event of a defect

Added value: predictable service with no unclear material costs – with the option to add proactive on-site maintenance.

Durations & Order Numbers

Knürr® Service ESSENTIAL	Order Number
ESSENTIAL Service for 24 months (2Y)	94.000.024.0
ESSENTIAL Service for 36 months (3Y)	94.000.036.0
ESSENTIAL Service for 48 months (4Y)	94.000.048.0
ESSENTIAL Service for 60 months (5Y)	94.000.060.0

Knürr® proactive on-site maintenance	Order Number
Maintenance	94.001.000.0
Maintenance with DGUV/V3	94.001.000.0000001
Maintenance with Thermoscan	94.001.000.0000002

*Subject to Knürr's terms of service.



PREMIUM

Faster troubleshooting, including on-site service within a maximum of

5

Working days

24 - 120 months

PREMIUM | High Availability

Recommended for critical systems where rapid troubleshooting and reduced internal effort are essential.

Scope of Services

- **24/7 Service Hotline** | available at any time
- **Reliable troubleshooting** | Service call within a maximum of 5 business days
- **Replacement parts included** | No additional material costs in the event of a defect
- **On-site repair included** | Travel expenses and labor costs are already included in the service package

Added value: faster restoration of service, less coordination, and better predictability in the event of an outage.

Duration & Order Numbers

Knürr® Service PREMIUM	Order Number
PREMIUM Service for 24 months (2Y)	94.000.024.1
PREMIUM Service for 36 months (3Y)	94.000.036.1
PREMIUM Service for 48 months (4Y)	94.000.048.1
PREMIUM Service for 60 months (5Y)	94.000.060.1
PREMIUM Service for 72 months (6Y)	94.000.072.1
PREMIUM Service for 84 months (7Y)	94.000.084.1
PREMIUM Service for 96 months (8Y)	94.000.096.1
PREMIUM Service for 108 months (9Y)	94.000.108.1
PREMIUM Service for 120 months (10Y)	94.000.120.1

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Which package is right for you?

Comparability for package selection: Transparently evaluate criticality, response time, on-site service, and budget.

Benchmarking: ESSENTIAL vs. PREMIUM

Criterion	ESSENTIAL	PREMIUM
Service Hotline	24/7 available	24/7 available
Troubleshooting	max. 10 working days	max. 5 working days
Replacement material	included	included
On-site repair	can be ordered separately	included
Terms	24-60 months	24-120 months
Ideal profile	Predictable, cost-effective – proactive maintenance optional	Critical systems with high availability

Key considerations:

Choose ESSENTIAL for predictable demand – ideal when combined with proactive maintenance.
Choose PREMIUM for high-availability requirements – for comprehensive, worry-free protection.



FAQ | Frequently Asked Questions

Brief answers to common questions about maintenance, service coverage, and requirements.

Why is regular maintenance important in a 24/7 operation?

Control center and monitoring room workstations are in constant use. Regular maintenance helps detect wear and tear early on, prevent breakdowns, and ensure the long-term availability of the workstations.

Why should service and maintenance be taken into account as early as the planning stage?

A service concept agreed upon early on helps ensure investment security, availability, and predictable lifecycle costs. At the same time, it makes it easier to integrate future maintenance, spare parts processes, and on-site service calls into daily operations.

What exactly do I get with a maintenance package?

A maintenance package makes it easier to plan for operating costs. It helps preserve the value of workstations, reduces the risk of unplanned downtime, and facilitates structured support throughout the entire service life. In addition, it helps avoid costly repairs and unplanned downtime.

Can I customize the features?

Yes, our service and maintenance packages are designed to be flexible and can be tailored precisely to your needs. This ensures you get exactly the solution that fits your business.

What is checked during maintenance?

Maintenance involves the systematic inspection of all relevant components and functions, particularly mechanical systems, cabling, electrical safety, and system functionality. This includes, among other things, functional and safety tests, software updates as needed, and structured documentation with recommendations for action.

What does an on-site maintenance visit involve?

Maintenance is planned in advance and coordinated in such a way as to minimize disruptions to ongoing operations.

What happens if there is a malfunction or if a replacement part is needed?

The process depends on the service package selected. Depending on the scope of the service, replacement parts are provided after the return shipment, in advance, or as part of agreed-upon on-site services.

Can repairs be carried out directly at the control center?

Yes, on-site replacements or repairs are performed depending on the service package and prior coordination. This allows for better alignment of these measures with operational workflows, shift schedules, and control room requirements.



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