

Service Management System SMS is inbuilt diagnostic tool, a value-added feature of KGK Jet CIJ machine. KGK is committed to the reliability of machine, running cost, timely Preventive Maintenance & uptime of machine in which SMS play an important role. The objective of Service Management System (SMS) is to provide uninterrupted & best quality output.

## Key Benefits

- **Preventive Maintenance for maximum uptime**  
For optimal performance KGK set the machine on ideal settings for customer. Over the time machine moves away from ideal setting due to varied environmental & operational conditions. During SMS (Service Management System) visit KGK engineer checks more than 40 parameters and ensure machine is back to the right settings. Preventive maintenance visit ensures high operational efficiency and no production loss.
- **Pro-active assistance**  
KGK Jet maintain elaborate customer machine record through SMS, we know exactly when to service the machine to ensure timely support. KGK Service team will contact operator even before start of service alerts.
- **Remote assistance for operators'**  
Machine operators has multiple tasks during production, they keep shifting from one machine to other. KGK Jet SMS ensures the new operators are trained related operation of the machine & health check report are always available with new operator.
- **Eliminates operators' errors**  
Even if operator ignore alerts which can be potentially dangerous for the machine health, SMS designed to provide accurate health status to ensure timely action. KGK engineer schedule appointment on convenience of customer, this eliminates any possibility of production loss.

## How Service Management System Works



## KGK commitment to maximum uptime and quality output



### Why do I need SMS?

An inbuilt diagnostic tool for all KGK Jet CIJ machine. SMS helps to attract the service team's attentions for preventive maintenance. Ink and solvent are conductive in nature, they will get contaminate once come in contact with low grade fluids or exposed to external environment. Preventive maintenance maximises up time and increase production

### How does SMS work?

KGK has researched and programmed the alerts for 90 days. 10 days before machine will display alert regarding preventive maintenance needed. KGK service team contact customers during this period for preventive maintenance and fix appointment on convenience of customer.

### Do KGK control my machine?

The sole aim of KGK is to prevent the breakdown, instead of fixing the breakdown. At customers place service engineer perform preventive maintenance by checking prescribed 40 parameters. SMS provide maximum machine up time with no production loss for customers.

### What if operator ignore all the alerts.

Even if operator ignore curtail alerts, KGK service team contact customer and plan preventive maintenance along with machine operator.

### How expired fluid can harm my machine.

The contaminated fluids can severely damage filter and pump. As ink and solvent are conductive in nature the damaged pump can cause short circuit and spoil the motherboard. Pumps and filter used in KGK machine are designed for specific viscosity. This is highly recommended to avoid using expired and non-standard fluids as customer may experience production and financial losses.

### Will preventive maintenance obstruct my production?

KGK service team perform listed 40 parameters checks on machines. And bring the machine to ideal setting for optimum performance. The task will take less than 30 minutes to complete. Customers has freedom to select time depends on their comfort.



### KGK Jet India Private Limited

Head Office / Works

Plot No: A-29, SIPCOT Industrial Growth Center, Oragadam, Sriperumbuthur, Kancheepuram, Tamil Nadu 602105, India

- ✦ marketing@kgkjetindia.com
- ✦ info@kgkjetindia.com
- ✦ www.kgkjetindia.com

Region North: Cabin # 11, Ground Floor, Logix Techno Park, Plot No. 5 Sector 127, Tower-B, Sector 127, Noida, Uttar Pradesh 201301

Region East: PS QUBE, Unit No- 604, 6th Floor, Plot Number: II D/31/1, Street No: 1111, New Town, Action Area-II D, Kolkata, West Bengal 700135

Region South: Plot No: A-29, SIPCOT Industrial Growth Center, Oragadam, Sriperumbuthur, Kancheepuram, Tamil Nadu 602105

Region West: Horizon Flora, Office No. 1 & 2, 2nd Floor, Ghodbunder Rd, Bhayandarpada, Thane West, Mumbai, Maharashtra 400615



+91 78239 71747

+91 98403 42033  
Sales



+91 044 6714 1234

+91 78239 70635  
Tech Support