Unique portfolio provider of smart, interconnected devices able to protect, identify, sense, check and mark. We're focused on Automotive, Electronics, Packaging and General Manufacturing customers in the Industrial Production world.

CUSTOMER SERVICE ORGANIZATION

Datalogic’s Customer Service Organization offers a wide and complete range of post-sales services. It is organized in three levels of support, in order to guarantee the most appropriate professional assistance based on the specific problem. Datalogic’s Customer Service can deploy in each territory a team of multi-lingual professionals, with a broad technical expertise across the whole product range.

Our standard service portfolio includes: warranty extension, fast turnaround time for repairs, 24/7/365 phone support, next day on-site intervention and site audits. Datalogic can tailor the service offering to your specific needs.

Our experts will support every stage of your projects, from feasibility study to extended post-sales support, performing, when necessary, root cause analysis and remediation.

EASEOF CARE Service Programs

Datalogic’s EASEOF CARE Service Programs provide superior life-cycle support to ensure that products are always operating at peak performance.

A variety of Service Programs are available to match your business requirements:

- EXTENDED RANGE OF COVERAGE (3 and 5-year options available)
- FASTEST REPAIR TURNAROUND TIME
- ENHANCED FREIGHT CONDITIONS
- FACTORY PARTS AND PROCEDURES
- SELECTED FACTORY UPGRADES
- BATTERY MANAGEMENT

Please contact your sales representative to find out what type of services are available in your region.

www.datalogic.com
1. **Cold Storage**
Datalogic scanning solutions working in frozen environments provide full traceability along the entire supply chain.

2. **Forklift Solution**
Far distance 1D and 2D barcode scanning is enabled by Powerscan AR handheld readers. Combined with SD9030 dongle and Rhino II vehicle mount computer, it represents a complete solution for forklifts.

3. **Automated Guided Vehicles**
Laser scanner avoids any collision by slowing down or stopping the vehicle in the presence of operators or obstacles.

4. **Picking on production line**
In warehouse operations, workers have to track and report the picked parts in real time through rugged and ergonomic mobile computers like Falcon X4 and Skorpio X4.

5. **Manual Induction**
Totes and packages are manually inducted into an automatic warehousing system using Datalogic industrial handheld scanners.

6. **Warehouse Management**
A wide array of solutions from Datalogic including handheld scanners, smart cameras, fixed readers and mobile computers deliver error-free warehouse operations processing.
1. **DPM Code Verification**

Direct Part Marking (DPM) etched directly on materials are validated by Datalogic vision systems ensuring code readability and assembly traceability.

2. **Machinery Safeguarding**

Safety light curtains from Datalogic maximize production while protecting operators from harm.

3. **Machine Setup**

Handheld Datalogic scanners identify the component cartridge and the appropriate insertion location ensuring proper setup.

4. **Inspection**

Vision systems from Datalogic inspect position, alignment, and assembly with high-accuracy measurements.

5. **Laser Marking**

A wide variety of materials including plastic, aluminum, stainless steel, and titanium are permanently marked by Datalogic laser marking systems.

6. **Traceability**

Parts and subassemblies are continuously tracked by smart cameras, vision systems and fixed readers from Datalogic throughout the production process.
Packaging

1. Label Print and check
   Automatic application of bar code labels are verified by Datalogic ID readers and smart cameras to check data consistency and quality standards.

2. Detection
   Fast machinery with limited space rely on Datalogic smart cameras and miniature sensors for small parts detection.

3. Configuration
   Industrial handheld scanners from Datalogic are used to configure machines for operation by using bar codes.

4. Safety
   Operator safety is guaranteed by light curtains while the access of material is allowed because of the muting function.

5. Traceability
   Throughout production Datalogic fixed scanners track items to guarantee integrity, user safety, and efficient management of recalls.

6. Verification and Inspection
   Labels are inspected to make sure they are in the proper position and orientation as well as they include the correct bar code and information.
1. **Sorting Area Protection**

The safety light curtain with integrated muting function is used to protect the sorting area. The muting function allows tires to be taken by a forklift for handling and warehousing management.

2. **Sorting**

Bar codes are identified to correctly direct tires to a distribution network or their final destination.

3. **Final Inspection**

Tires are manually identified by operators using hand held bar code readers.

4. **Final Finishing and Inspection**

Tires are identified and tracked as they progress through rough manufacturing and into final finishing and inspection stations.

5. **Hazardous Area Protection**

The Laser Sentinel protects the hazardous area in front of tire vulcanizing machines. Because of the two protective fields, the Laser Sentinel can independently manage the slow down and the stopping of the robot arm.

6. **Tire Height Measurement**

The height of the tire is measured to ensure the correct handling in the production processes. The DS2 Area Sensor is able to measure the height of the tire and send the data to the system.
AUTOMOTIVE

1. Traceability
Automotive parts require end-to-end traceability. Datalogic industrial handheld scanners, smart cameras and fixed readers scan parts and components during vehicle assembly.

2. Assembly Verification
Smart cameras and vision systems from Datalogic detect, inspect, and verify component presence and position eliminating the need for manual inspection.

3. Robot Guidance
Robot and laser guidance is delivered by Datalogic machine vision systems and cameras to maximize accuracy and safety in automated production.

4. Direct Part Marking
Datalogic delivers solutions for Direct Part Marking (DPM) with laser marking systems that etch bar codes directly on parts. Visions systems, handheld and fixed scanners are used for DPM code/text identification for verification and item traceability purposes.

5. Robot Safety
Datalogic solutions for safety deliver access control and operator protection in robotic work cells through safety light curtains.

6. Work In Progress (WIP)
Work In Progress (WIP) is tracked using Datalogic fixed readers, vision systems and industrial handheld scanners along the entire production process.
Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the designing and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID vision and laser marking systems. Datalogic solutions help to increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

The world’s leading players in the four reference industries use Datalogic products, certain of the attention to the customer and of the quality of the products that the Group has been offering for 47 years.

Today Datalogic Group, headquartered in Bologna (Italy), employs approximately 3,200 staff worldwide, distributed in 28 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary, Vietnam, China and Australia. In 2018 Datalogic had a turnover of 631 million Euros and invested over 61,9 million Euros in Research & Development, with an asset of more than 1,200 patents in multiple jurisdictions.


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