



# RSP SERVICE

Your partner for sustainable performance



# WHEREVER you need us

Dear readers,

We are pleased to present to you not only our comprehensive portfolio of services, but also the vision that drives us as an internationally active RSP Group.

As a leading manufacturer of innovative and powerful suction excavators, we are proud to be represented worldwide with our global network and to offer our customers sustainable solutions worldwide. Today more than ever, the construction industry faces the challenge of working more efficiently, safely and sustainably.

With over 30 years of experience in the development and production of state-of-the-art suction excavators, we set standards. Our machines are designed to meet the complex requirements of the construction industry - from classic line clearance to demanding special applications. But we offer more than just technology: our aim is to support you with a comprehensive service approach.

Whether it's preventive maintenance in our service workshop, the latest digital solutions for networked machine monitoring or individual training programmes at the RSP Academy - we support you in every phase of your project.

With our RSP Care 2.0 offering, we provide you with reliable service and customised support that is individually tailored to your needs.

RSP stands for partnership, innovation and reliability. Thanks to our global presence, we can respond directly to your local needs and offer you a quality of service that sets new standards.

The combination of global expertise and local commitment makes us your ideal service partner. Let's shape the future of the construction industry together - efficiently, digitally and sustainably.

Your RSP service team







**Your partner  
for digital  
solutions,  
sustainable  
service and po-  
werful suction  
excavators.**

For a successful future, rely on services that will sustainably advance your company. Whether it's creating the optimum conditions for the efficient use of our high-performance suction excavators or making the best possible use of your RSP machines and adapting them flexibly to new requirements in the construction industry - together we will find ways to maximise your added value in the long term.

With us, you have a reliable partner at your side who will support you comprehensively with customised solutions, state-of-the-art service concepts and digital tools - for maximum profitability, efficiency and performance in every application.

**EMPOWER:** Create optimum conditions for the successful use of your suction excavators - we support you with comprehensive expertise and practical solutions.

**SUPPORT:** If flexibility, fast response times and availability on the construction site are essential for you, our service team is always at your side.

**IMPROVE:** Optimise the operation of your suction excavators step by step for maximum efficiency and maximum added value - with our innovative solutions and digital technologies.

**Shape the future of the  
construction industry -  
with innovative suction  
excavator solutions and  
worldwide service from  
RSP.**

*Employment in our cus-  
tomer centre in Saalfeld*





# SERVICE NETWORK

At your side worldwide

**At RSP, we are passionate and committed to developing powerful suction excavators and comprehensive services that are specifically tailored to the requirements of the construction industry. For us, innovation means more than just technology - it's about developing reliable, efficient and industrial-grade solutions. What drives us? Expertise, decades of experience and a lot of passion to give you a real competitive edge.**

Our worldwide network of service partners, European production sites and sales offices enables us to offer global support at the highest level. We combine international expertise with local service to ensure consistent service quality around the globe.

Our modern service workshops offer maintenance, repairs and retrofits at the highest level. They combine expertise and state-of-the-art technology to ensure that your suction excavators are always ready for use and up to date.

Our service workshops are characterised by qualified experts with decades of experience, the exclusive use of original RSP spare parts and state-of-the-art equipment for precise and fast processing. With our service team, you benefit from versatile concepts and workshop expertise that make the difference on your construction site and secure your suction excavator's long-term use.

**Global expertise, digital innovations and workshop competence - RSP secures your suction excavator deployment worldwide.**







# RSP CARE 2.0

## Newly defined service

With RSP Care 2.0, we offer you a comprehensive service package that ensures efficiency, longevity and optimum machine performance. Our services ensure minimum downtime, predictable costs and maximum operational reliability - for a long-term partnership you can count on.

RSP Care 2.0 impresses with regular maintenance, which is carried out according to strict manufacturer specifications using original spare parts. This extends the service life of your machines, increases their resale value and reduces operating costs. Our customers benefit from predictable expenditure, which is reduced in the long term thanks to optimally maintained machines.

In addition, our 24/6 hotline & remote support solution enables rapid problem resolution. Diagnosis is carried out digitally via Video Remote Assist, which minimises on-site visits - exclusive to the RSP CONNECT Premium package. In addition, RSP CONNECT ensures complete digital transparency by monitoring machine statuses and facilitating scheduling.

Another key component is our comprehensive inspection, in which all safety-relevant components are checked and documented in accordance with the manufacturer's specifications. The extended Inspection Plus package includes an additional bearing measurement of the fan. This is supplemented by an annual UVV inspection to ensure compliance with

**Ensure maximum operational readiness.**

**Support with standardised service quality.**

legal safety standards. For long-term cost control, we offer you a predictable repair budget that creates financial transparency and avoids surprisingly high repair costs.

Our service is rounded off by precise inspections of the gas warning system. These are carried out at fixed intervals and include system and functional tests. Each test is documented, and successful completion is confirmed by RSP's own test sticker - a visible sign of tested safety. Our one-stop service approach ensures rapid support and shorter response times. Thanks to digital networking via RSP CONNECT, you enjoy full transparency over your machine fleet.

This is complemented by maximum machine availability, ensured by fast spare parts delivery and preventive maintenance programmes concepts.

**With RSP Care 2.0, you can rely on state-of-the-art digital services, innovative technologies and comprehensive workshop expertise - for suction bag deployment that pays off in the long term.**



# GLOBALLY NETWORKED

## Field and Remote Service & Visual Remote Assistant

**RSP Field and Remote Service** offers you fast technical support to ensure the availability of your RSP suction excavators at all times. With a global service network, we guarantee competent support - from installation to maintenance and repair of your machines.

Thanks to our international network, you benefit from short response times and customised solutions, either on-site or via remote service. Our experts support you efficiently with state-of-the-art tools and the Visual Remote Assistant (VRA).

**The RSP Visual Remote Assistant** enables you to benefit from innovative technologies and the expertise of our technical experts. This service product offers efficient and fast troubleshooting, often without the need for an on-site service technician.

The Visual Remote Assistant gives our technicians secure visual access to the suction excavator once the operator has authorised it. This enables faults to be identified quickly, their causes analysed and efficient solutions implemented promptly.

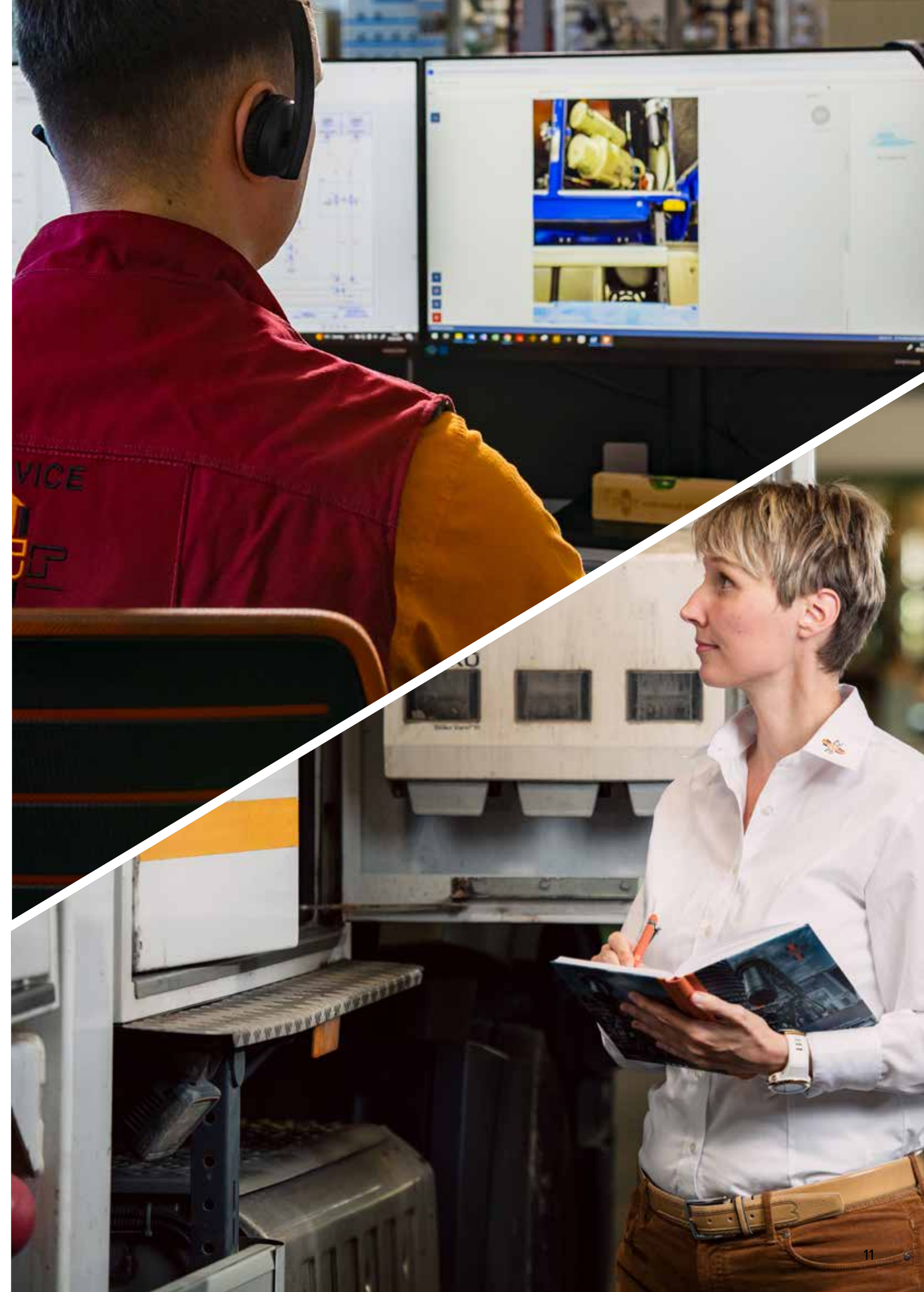
These functions make it possible to analyse and solve even complex problems in real time - without the need for an on-site visit. This not only saves time and costs, but also ensures that your machines remain available and ready for use at all times.

With our Visual Remote Assistant, you get a smart solution that minimises downtimes, optimises processes and reduces your operating costs.

Benefit from a service that is global, digital and reliable - anytime, anywhere.

**Internationally networked. Immediate support.**

**Fast help. Smart solutions.**







# ORIGINAL ACCESSORIES

## At a glance

### Perfect supplements for maximum performance

Using the right tools and nozzles is essential for efficient and reliable operation. Our carefully developed components are optimally matched to our machines and thus guarantee maximum performance in every application.

Whether from our extensive standard portfolio or as a customised solution - at RSP you will find exactly the right product for your specific requirements.

Our experienced experts will support you in selecting the right tools and nozzles and provide you with comprehensive advice to find the optimum solution for your applications. In this way, we ensure that your work processes run more efficiently and that the machines remain ready for use at all times.

Our tools and nozzles are characterised by precision, durability and the highest quality. Thanks to the close connection between suction excavators, software and accessories, we enable optimum interaction that helps you to complete your projects safely and reliably. Each component is tested according to strict quality specifications and can be serviced or replaced by our competent RSP service team if required.

Selecting the right spare parts is crucial for the long-term successful use of your suction excavator. With original spare parts from RSP, we ensure that all components fit together

perfectly and fulfil the highest safety and performance standards at all times.

#### Our portfolio at a glance:

- **Suction nozzles and reducers**
- **Pneumatic soil loosening tools**
- **Additional manual tools**
- **Tools for maintaining the suction excavator**
- **Safety equipment for the operating personnel**
- **Warning devices for safe operation**
- **Extensions, clamps and bends**
- **Hose connections for optimum flexibility**
- **Customised solutions for special requirements**

Our central service warehouse in Langenfeld between Cologne and Düsseldorf ensures that you receive the parts you need in the shortest possible time.

You can reach our online shop at [www.rsp.com](http://www.rsp.com).



# RETROFITS

## Flexibility for the future

Do you want your suction excavator to meet the growing requirements of your projects even years after purchase? With our customised retrofits, you remain flexible and future-proof - without the need to replace the suction excavator. We offer you a wide range of functional enhancements that equip your existing suction excavator with the latest technological developments and thus open up new application possibilities.

Retrofits allow you to react quickly to changing customer requirements without having to invest in a new machine. All retrofits are carried out by our experienced service teams to the highest quality standards and are optimised to match your existing equipment. In this way, we guarantee the usual high performance, reliability and safety of your suction excavators - combined with the latest technological features.

Our range of retrofits gives you access to a variety of innovative extensions. The swivel joint increases the flexibility of the boom and enables precise movements in complex application scenarios. The lift and swivel limiter ensures controlled movement of the suction arm and thus improves work safety.

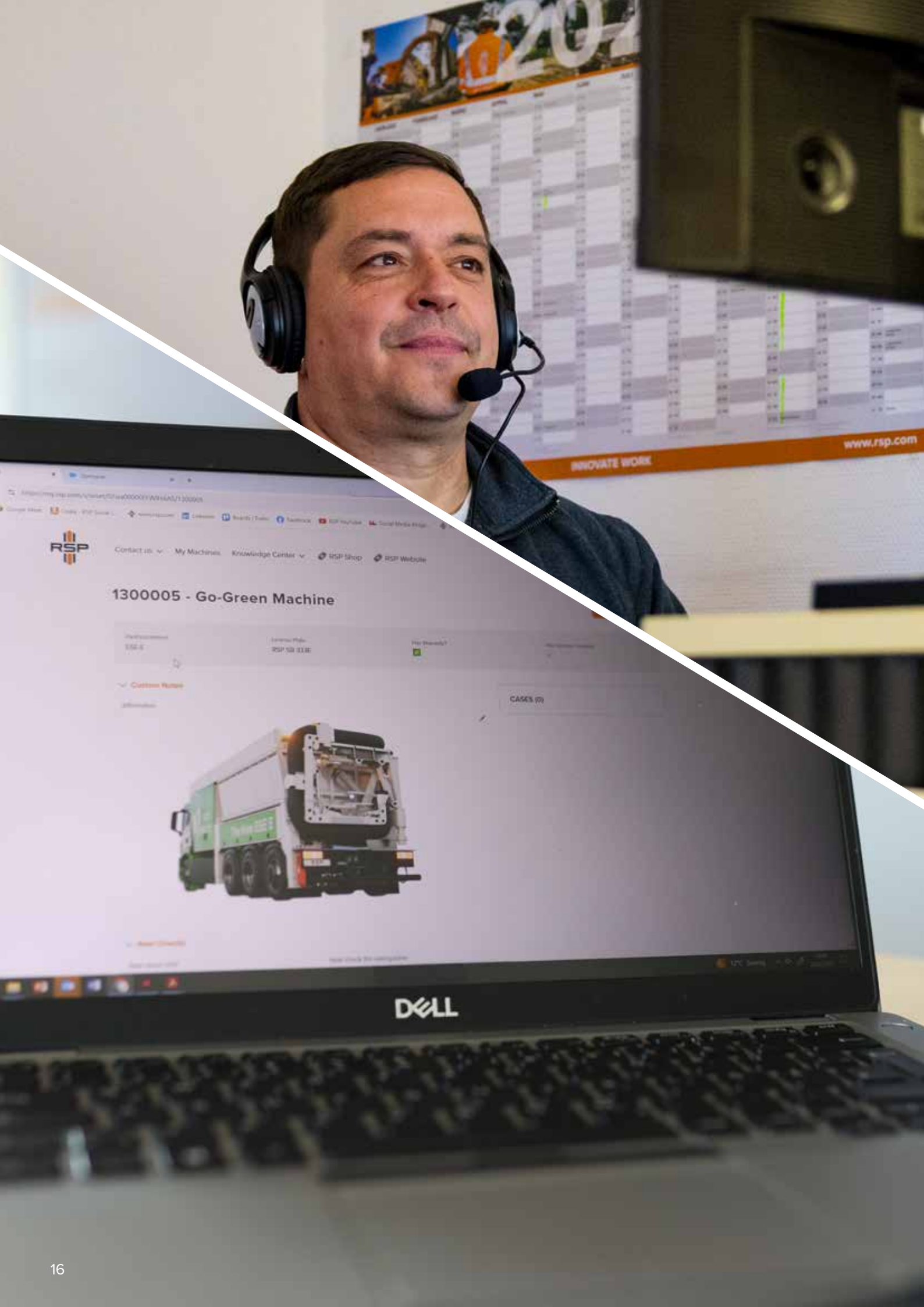
The pneumatic vibrator supports efficient material handling and reduces blockages in the suction area, while the earthing system and gas warning system guarantee the highest safety standards for applications in sensitive environments. The suction power modulation allows the suction power to be adjusted as required, which enables optimum efficiency. The portfolio is complemented by the oscillating rotation module, which improves motion control through a software update and increases productivity in demanding applications.

Every retrofit is carried out professionally by our RSP experts, using only original components to ensure proven quality and reliability.

With these options, we offer you the opportunity to expand the performance of your suction excavators, open up new areas of business and secure your long-term competitiveness. Rely on our expertise to flexibly adapt your suction excavator to the challenges of tomorrow.







# MY RSP

## Your digital customer portal

### Everything in view - one platform for your suction excavator

My RSP gives you access to a centralised platform that makes everyday life with your suction excavator easier. Our new customer portal offers you everything you need to manage, maintain and support your RSP machines - all in one place and accessible at any time.

Manage your machine fleet conveniently online, keep an eye on maintenance information and access operating data. Thanks to the simple and transparent service enquiry function, you can contact our support team directly and receive quick solutions.

A particular highlight is our Knowledge Centre, which provides you with valuable information on products, maintenance and applications so that you can clarify many questions yourself. You can also keep track of invoices and quotations, download documents or make specific enquiries about ongoing processes. Ordering spare parts is also very easy - our online shop allows you to find and order the parts you need directly.

Register now and benefit from the advantages of our digital customer serviceportal!

**With My RSP, you can optimise your operating processes, reduce waiting times and increase the efficiency of your machines. management.**



# RSP CONNECT

## Smart machine monitoring

With RSP CONNECT, our innovative telematics system, you can keep track of the status and location of your suction excavator fleet at all times. The digital solution enables comprehensive monitoring of all machine functions - whether on the PC or via app.

RSP CONNECT not only offers you control, but also full transparency of all operating data. You receive detailed information on operating hours, which provides valuable insights into the use and utilisation of the machine. This allows you to see at a glance how efficiently your suction excavators are being used and where possible optimisations can be made.

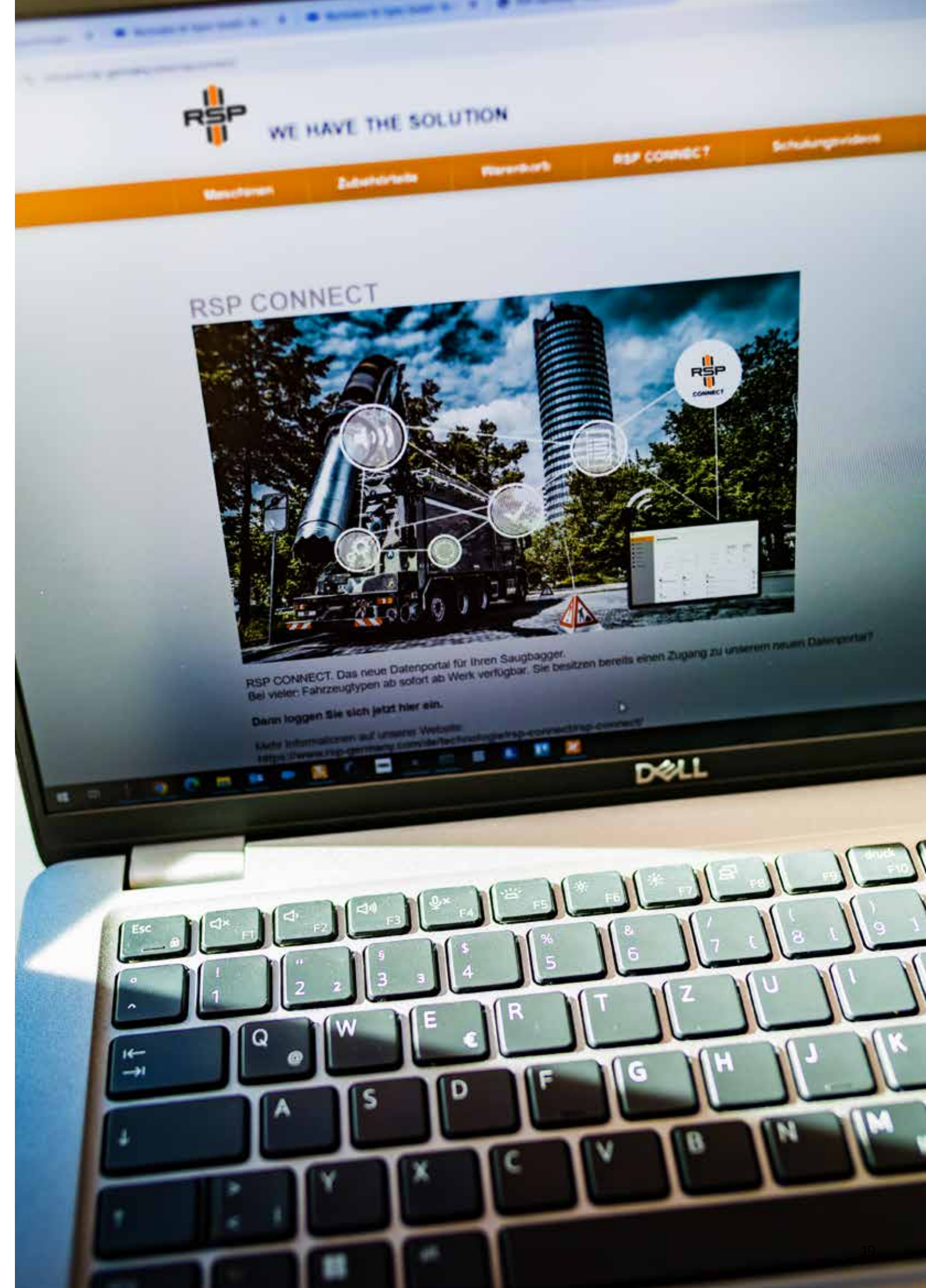
In addition to precise condition monitoring, RSP CONNECT also enables you to track the location of your entire fleet. Thanks to the clear visualisation of all machine positions, operations can be optimally coordinated and work processes can be designed more efficiently. Data transmission is secure and controlled to ensure maximum data security.

The RSP CONNECT app, for iOS and Android models, also gives you access to all the key information about your suction excavator.

Whether you're out and about on the construction site or in the office - you're always in control. This not only saves time, but also costs and enables flexible deployment planning.

**With RSP CONNECT, you benefit from a powerful telematics system that brings control, efficiency and transparency to the daily use of your suction excavators - for smooth operation, reduced downtime and maximum productivity.**

**Full transparency of  
your suction excavator's  
operating data**







# RSP ACADEMY

## Knowledge that moves

Technological progress is constantly changing the world of work and placing new demands on operators and technicians. With the RSP Academy, you and your team will always be at the cutting edge of suction excavator technology.

Our comprehensive training programme provides practical knowledge that gives you a clear competitive advantage. The training courses are designed to optimise your production processes, reduce downtimes and maximise the service life of your suction excavators. The RSP Academy offers training formats that are individually tailored to the requirements of your company. Our operator training is aimed at anyone who needs to operate suction excavators safely and efficiently. The focus here is on the professional

handling of the machine in order to minimise wear and make its use more economical. From classic pipeline uncovering to sensitive tree root remediation, operators learn all the essential skills to fully utilise the suction excavator's potential.

We offer technician training for technically experienced participants. It provides in-depth knowledge of the suction excavator's pneumatic, hydraulic and electrical systems. Participants acquire the ability to carry out repairs independently, perform maintenance and solve technical problems efficiently. This helps to ensure the long-term operational readiness of the machines.

**Practice-orientated training for future challenges**

**Expertise directly from the manufacturer - for maximum safety and efficiency**

In addition, our free webinars expand the RSP Academy's training programme. These online seminars are aimed at specialists and managers who want to familiarise themselves with the latest developments in suction excavator technology quickly and from any location. The webinars offer intensive insights into our software solutions as well as practical use cases that increase the added value for your suction excavator fleet.

Whether in our modern training rooms, directly on the machine or in the virtual classroom - every training course at the RSP Academy is practice-orientated, effective and geared towards sustainable knowledge transfer. Our training programme enables your team to open up new fields of activity and retain their loyalty to your company in the long term.

Our practical training opportunities in Saalfeld and Langenfeld are particularly noteworthy. Here, participants learn how to use the suction excavator safely and efficiently in scenarios prepared in detail.

This practical training makes a significant contribution to increasing operational safety, reducing downtimes and extending the service life of the machines.

**Contact and bookings:**  
**E-mail: [service@rsp-germany.com](mailto:service@rsp-germany.com)**  
**Service hotline: +49 3671 5271-27**





# USED MACHINERY

## Quality from the manufacturer

### Second-hand suction excavator with Trust at first hand

Purchasing a used machine is an economical decision - but quality and performance must not be compromised. At RSP used machines, you receive tested suction excavators that are subject to strict quality controls and are technically and visually refurbished. Our experts ensure that every machine is delivered in perfect condition so that you can count on maximum reliability and durability.

#### Your advantages with RSP used machines:

Purchase and evaluation by us as the manufacturer - with comprehensive expertise in design, components and controls

100% tested suction assembly - technical inspection and maintenance before delivery

6-month warranty - security and protection when purchasing

Fast availability - ready for immediate use thanks to professional reconditioning

Cost efficiency - considerable savings compared to a new machine

Comprehensive RSP service - technical support

support even after purchase

Customisation options through retrofitting retrofits

With our experience and our structured process, we ensure that the purchase, appraisal, valuation and sale of used machinery runs smoothly and transparently.

RSP stands for quality - even second-hand.

**Talk to us.**

**Our service and sales experts are on hand to advise you.**





**RSP GmbH & Co. KG**  
Zum Silberstollen 10  
07318 Saalfeld  
[www.rsp.com](http://www.rsp.com)

