



HEIDENHAIN

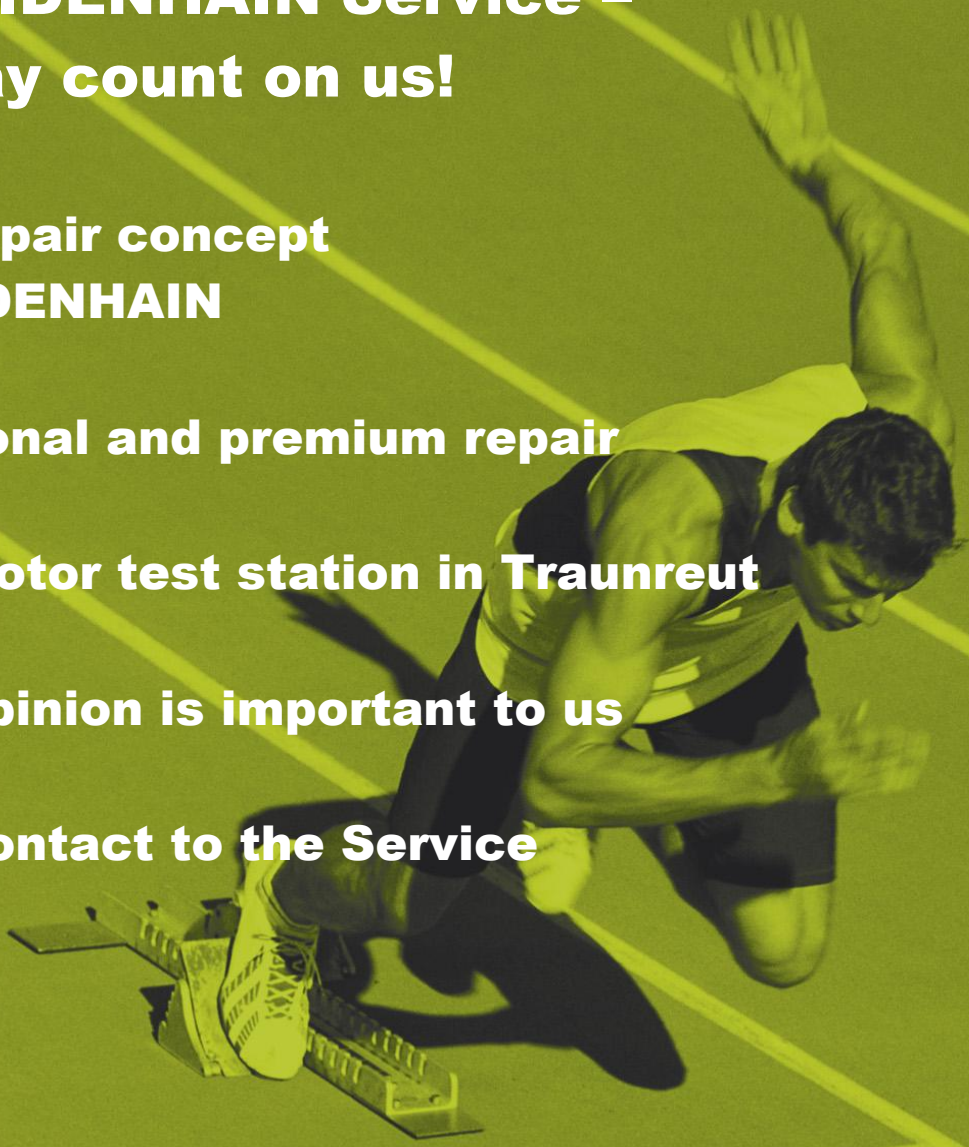
SERVICE NEWS

The HEIDENHAIN Service keeps you informed!

Edition 13 / 2014

**The HEIDENHAIN Service –
You may count on us!**

- + New repair concept
at HEIDENHAIN**
- + Functional and premium repair**
- + New motor test station in Traunreut**
- + Your opinion is important to us**
- + Your contact to the Service**



service.heidenhain.de

Link to the HEIDENHAIN Service

New repair strategy at HEIDENHAIN

If the machine comes to a standstill, it is the time factor for restarting production that counts in particular. But also the service costs become more and more important for the decision to buy.

To provide you even better support when servicing becomes necessary, we have revised our repair and exchange strategy resulting in shorter reaction times and more attractive prices.

Revised product groups:

Control keyboard units



Synchronous motors



Compact controls



Position display units




Monitors (as of 1 July 2014)



Overview of improvements

- + **Expanded repair depth**
The assignment of components to repair packages is much more customer-oriented and results in extensive repair possibilities.
- + **More attractive prices**
Attractive prices due to new assignment of components and list prices.
- + **Shorter reaction time**
Due to the expanded repair possibilities there are no longer any waiting times for replacement units.
- + **HEIDENHAIN service exchange**
You cannot wait until your device is repaired?

Nearly all units are now available in the HEIDENHAIN Service Exchange.

 We will send you an exchange unit in premium quality immediately and free of charge. When we have received and repaired your defective unit, you will only be charged the actual repair costs.

The delivered exchange unit remains at your location and we will grant a one-year guarantee of function.
- + **Functional and premium repair**
Different demands are placed on the repair of visible control elements of a machine tool. You can now choose between an economical functional repair and an extensive premium repair in order to satisfy your individual requirements (see next page).

Functional and premium repair

The choice is yours

Users of HEIDENHAIN products are often interested in an economical service which only restores trouble-free functioning.

→ **HEIDENHAIN functional repair** only includes restoration of the working condition of the device. Traces of use and wear that do not impair the function are not removed.

Machine manufacturers and machine dealers often prefer a repair which returns the devices to visually mint condition (e.g., because they are stored in a service stock).

→ **HEIDENHAIN premium repair** includes restoration of the proper function as well as a visually mint condition.

Three repair packages are available:

Repair package Small Parts

- Cleaning and inspection
- *Replace defective small parts*
- Functional test

Repair package Function

- As repair package Small Parts
- + Replacement of defective functional components

Repair package Premium

- As repair package Function
- + Replacement of the housing / new painting

Functional repair



Premium repair



Let us know the required service:

In your **shipping documents** to the HEIDENHAIN service you can already note down whether you want a functional or a premium repair. If there is no information on your repair request available, we will send you a **cost estimate**, quoting the two “functional” and “premium” repair packages.

If merely small parts are defective, only the “Small Parts” repair package will be invoiced.



Your contact partners in the HEIDENHAIN Service Depts. will be glad to respond to any questions.

HEIDENHAIN Service

+49 8669 31 3121

service.order@heidenhain.de

New motor test station in Traunreut

A new inspection and repair station for motors has been put into operation in the HEIDENHAIN Traunreut Service department.

Shorter door-to-door time

The new test and repair station has reduced the door-to-door time for repair.

The sound-insulated room is equipped with a crane system, mobile test stations and a special motor washing facility for inspecting and repairing motors.

It is also possible to test the rotary encoders with the HEIDENHAIN PWM 9 and PWM 20 phase angle measuring units and to balance the motors in the Traunreut main facility.





Your opinion is important to us

As our customer, your requests and demands are at the center of our attention. As we do our best to adapt our processes and services to your requirements, your feedback is very important for us..

Willi Gabi-Schaz

Lehmann Präzision GmbH, Hardt

"The delivery of the replacement unit was flawless.

The service is super - this has really to be said!"

"Working with HEIDENHAIN is a true pleasure. The hotline is staffed solely by experts who know what they're talking about."

Franz Sieberer

D. Swarovski KG, Wattens, Austria

Jürgen Schneider

Assertive GmbH, Dortmund

"The HEIDENHAIN Service department provides ideal support when looking for errors."

Your contact to the HEIDENHAIN service

Free of charge for our customers!
Contact our commercial and technical specialists.

HEIDENHAIN commercial helpline:

Repairs, spare parts,
exchange units and complaints

German Team
+49 (8669) 31-3121

Outside Germany
+49 (8669) 31-3123

Complaint management

+49 (8669) 31-3135

Service.order@heidenhain.de

HEIDENHAIN technical helpline:

NC support
+49 (8669) 31-3101
Service.nc-support@heidenhain.de

PLC programming for TNC
+49 (8669) 31-3102
service.plc@heidenhain.de

NC programming
+49 (8669) 31-3103
service.nc-pgm@heidenhain.de

Encoders / machine calibration
+49 (8669) 31-3104
service.ms-support@heidenhain.de

Lathe controls
+49 (8669) 31-3105
service.lathe-support@heidenhain.de

Further information can be found
on our website:
service.heidenhain.de

When calling us, please have the device model and HEIDENHAIN ID number at hand.