

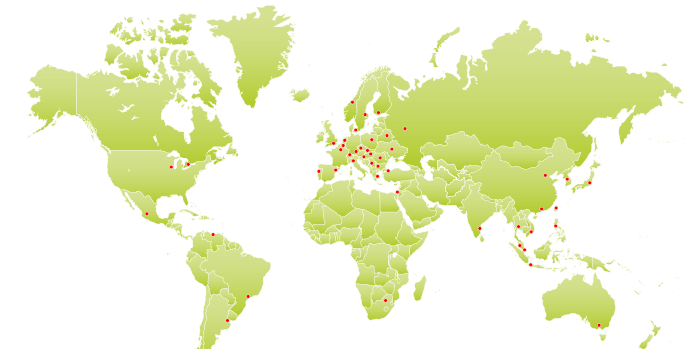


HEIDENHAIN

We're your best partner for servicing!

A demanding technology requires qualified services, since as a customer you rightly expect safe, reliable, and highly productive systems. A well-structured service organization present throughout the world is therefore of particular importance.

HEIDENHAIN is represented in over 50 countries—mainly through its own subsidiaries. Together they form a competent, high-performance network. Careful and personal support of your HEIDENHAIN products through a solution-oriented range of services increases the availability of your machinery and saves time and money.



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Overview of your benefits:

- Comprehensive service portfolio
- Personal contact person
- Fast availability of original replacement units and parts
- HEIDENHAIN service exchange
- Expertly performed repairs
- Service support on-site
- Servicing and installation of HEIDENHAIN products on-site
- Customer and user training in the local language
- 12 months guarantee of function for repaired units
- Tested quality
- Operational reliability



Your direct line to the HEIDENHAIN Service Department

Helpline for technical support:

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

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

NC support
 ☎ +49 8669 31-3101
 service.nc-support@heidenhain.de

PLC programming
 ☎ +49 8669 31-3102
 service.plc@heidenhain.de

APP programming
 ☎ +49 8669 31-3106
 service.app@heidenhain.de

Helpline for repairs, spare parts, exchange units:

Service, national
 ☎ +49 8669 31-3121

Customer service, international
 ☎ +49 8669 31-3123

Helpline for complaint management and service agreements:

Coordination
 ☎ +49 8669 31-3135
 service.order@heidenhain.de

HEIDENHAIN

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www.heidenhain.de

HEIDENHAIN Service

Focus on the Customer HEIDENHAIN Service

Your on-site partner



World-wide repair service

Our qualified service technicians repair your defective units quickly and reliably. After repair we provide a 12-month guarantee, not only on the repaired component, but on the entire unit.

Replacement units and spare parts

In our service warehouse we keep the original replacement units and parts to satisfy your needs. Beside the replacement of current components, we also offer solutions for your old components for up to 20 years. In urgent cases within Europe, we can help you with shipments delivered in less than 24 hours.

HEIDENHAIN service exchange

In the event of machine downtime, this exchange service helps you quickly and without complications. You'll receive a replacement from our exchange stock immediately and free of charge. After return and repair of your defective unit, you will only be charged the actually incurred repair costs.

Technical helpline

The specialists of the HEIDENHAIN Helpline will provide you with answers on NC and PLC programming as well as when you need servicing on your encoders.

Service on-site

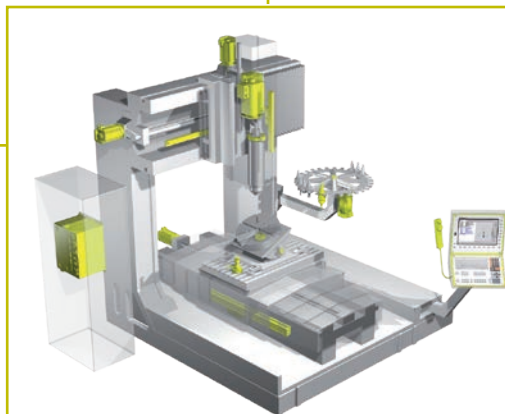
Our service technicians support you around the world in commissioning, PLC and NC programming, assembly, machine measurement and fault diagnostics.

Service agreements

Beside an expanded guarantee (24 months), HEIDENHAIN also offers you service agreements:

- Extension of the guarantee period
- Local stocking of materials
- Personnel deployment to a machine

Service agreements increase the efficiency of your investments and enable you to plan your repair costs.



Technical courses

With our training courses, we can provide you with the technical know-how to meet your practical needs.

- Compact NC training courses
- Standard NC training courses
- System programming and configuration
- Commissioning and optimization
- Field service

DAkkS calibration

The HEIDENHAIN measuring lab can calibrate your digital linear and angle encoders as per DIN EN ISO/IEC 17025. This guarantees the traceability of your encoder to an internationally recognized standard.

Machine inspection and calibration

HEIDENHAIN service technicians calibrate your machine tools and thereby ascertain the dynamic and static motion deviations. This makes it possible to improve compliance to tolerance and the surface definition of your machining operations.

Availability of service

Even outside of usual business hours, we provide an expanded helpline service and rapid delivery.

Business hours:

Mon.–Thu. 8:00 a.m. – 4:30 p.m.
Fri. 8:00 a.m. – 3:00 p.m.

On-call service:

Mon. – Fri. Until 8:00 p.m.
Sat. 8:00 a.m. – 6:00 p.m.

Service on the Internet

The HEIDENHAIN Service Department also supports you online at heidenhain.services!



Competence and know-how

Fast reaction times

Comprehensive services

Your reliable contact partner