

# A STRONG TEAM AT YOUR SIDE!



SERVICES

# SERVICES

Dear Customers,

Congratulations on purchasing your WAFIOS machine – you have definitely made a good decision. WAFIOS machines stand for quality and reliability and, once you own one, we will always be on hand to provide support. We are committed to supporting you over the entire life of your machine and will help you to use it in the way that suits you. To ensure this level of care, we have a team of 80 specialists in different fields. This flyer will give you an initial idea of what you can expect from our Service.

With our very best wishes,

Your WAFIOS Service team

## Original WAFIOS Spare Parts ...

### ...always fit:

Using original WAFIOS spare parts offers excellent benefits. Thanks to the manufacturer's warranty, you can be sure that the spare parts have been checked and will fit the machine perfectly.

### ...are delivered quickly and reliably:

With the latest stocking technology, a new spare part stock concept and close cooperation with logistics providers we can guarantee our customers high availability as well as short response and delivery times.

### ...are packed full of our expertise:

Whether they are mechanical parts which have evolved through years of development work, or electronic components configured specifically for your machine, WAFIOS spare parts always bring the benefit of decades of expertise from the original manufacturer.

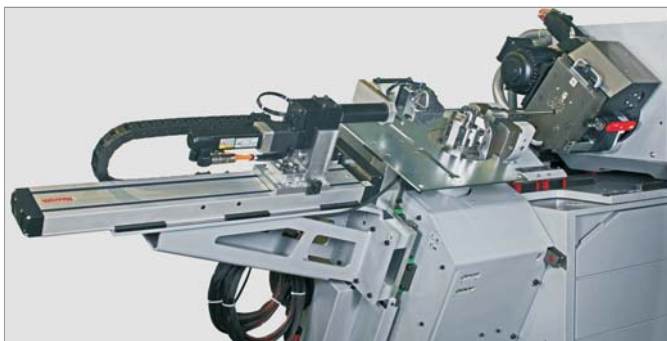


## Additional Equipment

As you know, we live in a very fast-paced world these days. Today's state-of-the-art technology might already be out of date tomorrow. At WAFIOS, we give you the chance to upgrade your machine with additional components – allowing you to benefit from numerous quality improvements or advanced options in the product portfolio.

Examples of retrofits:

- Camera measurement system for FUL, FMU and FMK machines
- Color detection systems for detecting faulty wire
- Slip control for FUL and FSE machines
- Additional axis for the enlargement of your production possibilities



## iQs

Make use of the intelligent software solutions on your existing machines. Boost the quality of your parts, increase process speed and improve the availability of the machines.

Examples of **iQs**

- **iQopticut**: Use camera measurement systems even when using the flying-rotating cut.
- **iQtube**: Optimization of set-up times due to visualization of bending course and determination of cycle time.
- **iQautopitch**: Automatic correction of pitch and diameter by importing the data from an external measuring device to reduce the set-up time.

## Retrofits

Even when your machine is getting long in the tooth, we won't desert you. Our extensive retrofit solutions will give your old machine a new lease of life. Trust in our retrofit concepts and upgrade the old technology in your machine. Enjoy the benefits of spare part availability, a new warranty and a reliable machine.

▼ Machine before retrofit



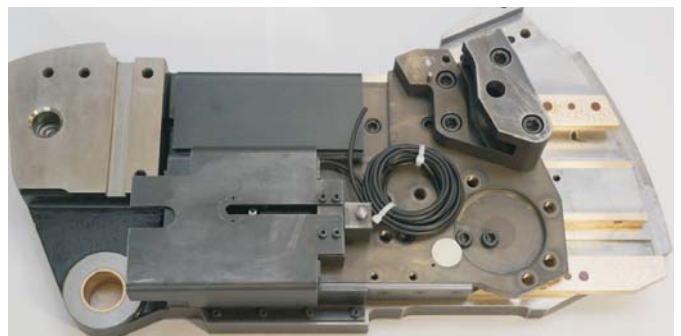
▼ Machine after retrofit



## Repair and Replacement Service

Profit from the experience and precision of a global market leader - also when it comes to repairs. In order to be able to guarantee the availability of spare parts for your aged machine, we are offering the repair of mechanical as well as electrical components. Moreover, we are offering a multitude of already repaired replacement parts in exchange for your defective part.

▼ Coiling plate after repair



## Technical Support

### Availability:

You can always contact our technicians on the telephone hotline with any matters relating to your machine. Thanks to our extended on-call service, you can even contact us outside of business hours in an event of fault.

### Service cases logged centrally:

Our technical support team is backed up by our service center. If a technician is not available, your call will be automatically forwarded to the service center. The staff there will log your case and pass you on to the next available technician without delay to minimize the WAFIOS response time for you.

### Expertise:

WAFIOS technical support stands for maximum quality and solutions provided by specialists. Remote connections allow us to access your machine for servicing and provide you with active support.

### On-site support:

Our numerous specialists and our worldwide service network allow us to give you a quick and effective service support on-site. We also offer training and advice in order to optimize the processes of your WAFIOS machine.



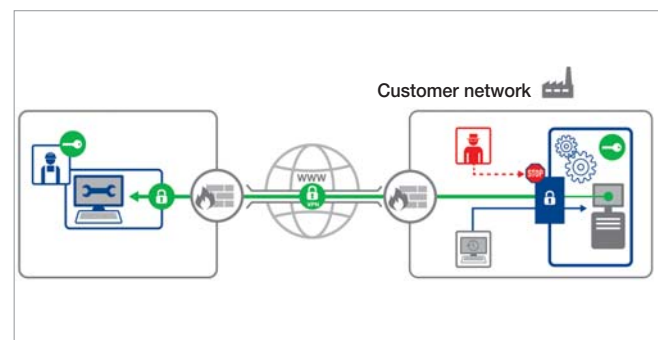
## Teleservice

### Secure - Efficient - Future-Oriented

The new WAFIOS remote maintenance concept offers prompt and globally available service support for your machine.

- Pre-condition for networked, digitalized production (Smart Factory 4.0)
- Basis for preventive maintenance and condition monitoring
- Increased productivity / efficiency as well as machine availability due to reduced downtimes.

#### ▼ WAFIOS Teleservice



## Contractual Protection - A Sensible Add-On Option

Our service contracts offer the following benefits:

- Fixed, predictable prices
- Transfer of expertise: Benefit from our experience in the field of maintenance
- Increased machine availability and prevention of unscheduled downtime with preventive maintenance
- Maintenance carried out by qualified WAFIOS service technicians
- Teleservice connections enable rapid technical assistance

## Training at WAFIOS

### Basic training:

- Take advantage of this opportunity to have your employees trained by WAFIOS experts at the Wire and Tube Center. This enables you to train new employees without interrupting the production process of the machine in the manufacturing facility.

### Expert training:

- We also offer the chance for your employees to gain additional qualifications. Take advantage of this opportunity for your employees to learn valuable skills from experienced WAFIOS experts. By gaining additional qualifications, your employees will be able to improve the productivity and quality of work on the machine.

### Customized training:

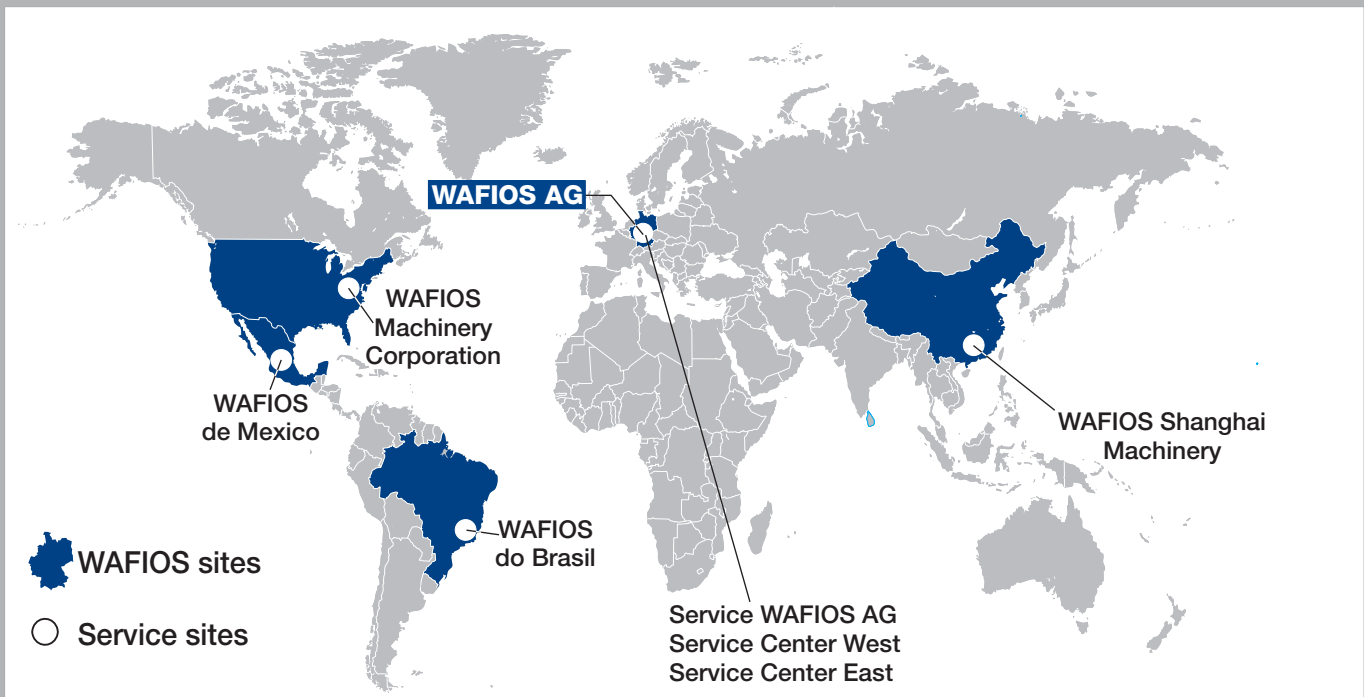
- Take advantage of our specialists' expertise to address your specific questions and training requirements. We can provide customized training both on your premises and at our Wire and Tube Center.

## Tool Center

### Your competent partner for individual tooling solutions

- Cumulative expertise with fast decision-making processes thanks to expert teams in construction, sales and tool management
- High tool availability (there are currently over 5,000 different tools available from stock), and stocks are constantly reviewed and optimized with regard to customer needs
- Expert advice and joint development of customized, need-oriented tool solutions
- Technical application advice regarding materials and coatings





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**Precision Machinery for Wire and Tube**