

Technical Support

Our Technical Support assists you with trouble-shooting your machine. First our engineers clarify with telephone support whether the fault can be immediately eliminated or not. If this is not possible, the problem is solved with the aid of teleservice, or on-site by one of our more than 100 service engineers. The necessary spare parts can be identified and exchanged as quickly as possible. This procedure saves time and money.

■ Your Benefits

- ✓ Fast support in case of malfunctions
- ✓ Qualified fault diagnosis:
High level of know-how of our service engineers and many years of practical experience
- ✓ Minimization of downtime
- ✓ Increased availability of the system
- ✓ Accessibility even outside the core work times
- ✓ Support for maintenance and operating personnel

■ Programming Support and Sample Assessment

Our experienced service engineers support you in programming complex parts. We will also gladly advise you with regard to sampling. For this purpose, please send us a drawing of the part to be produced. We will supply the required program and, if needed, initial sample parts as well.

■ Accessibility

Our Technical Support staff are accessible from Monday through Friday:
from 07:00 to 18:00.

In urgent cases, you can also turn to our service hotline:
Monday-Friday 18:00 to 21:00 and
Saturday 08:00 to 13:00.



■ Teleservice

We set up a connection between the Service Center and your machine via a modem installed on your machine or an Internet connection. Our engineers can thus analyze the breakdown remotely, load necessary data and eliminate the fault.

Advantages to you:

- ✓ Faster resolution of breakdowns through remote expert assistance
- ✓ Reduction of on-site work
- ✓ Lower service costs
- ✓ Easy deployment of software updates/-upgrades

We are glad to receive your inquiries.

You can obtain the pertinent contact data from our contacts overview.

Service hotline outside the above core times:
+ 49 (0)7121 / 146 1300



Services

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Precision Machinery for Wire and Tube