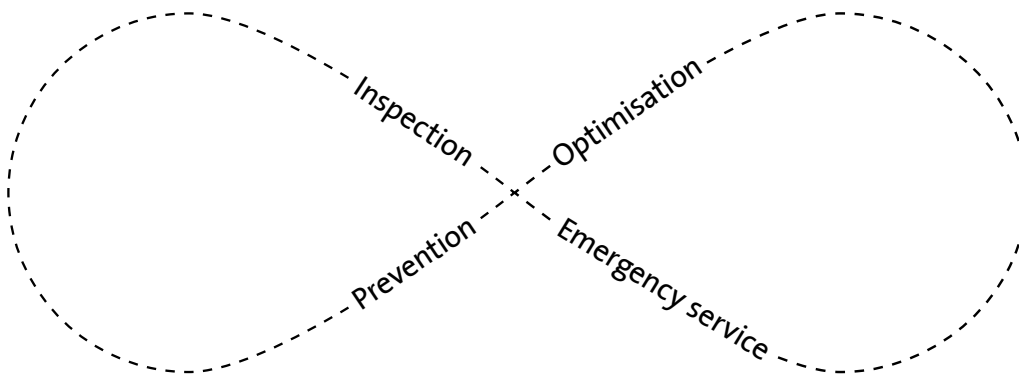


# A global service tailored to you.



**Our service modules have been specifically set up to guarantee the reliability of your machine and increase its performance. And should anything unforeseen ever occur, we will make sure your machine is back up and running again quickly. You are free to use any of our services individually or as a tailored process chain.**

## Inspection

You know your machine extremely well. We work together with you to create a basis for optimisation. For example, we identify weak points or risks and open up valuable performance reserves. One thing is certain: your machine is in the best hands with us.

## Prevention

Our comprehensive preventive service is the ideal way to keep any potential risks to your machine as low as possible. We support you in increasing machine availability and minimising both reaction times

and standstill times in the event of faults. This saves you time and money and helps to keep you calm.

## Optimisation

We ensure that your systems are working perfectly and highlight the intelligent optimisation options available. This can involve reducing your energy costs, shortening your set-up times for production changeovers or securing improved power utilisation. We'll take care of it.

## Emergency service

You can also rely on us in the event of an emergency. We engage in extensive preparations for potential problems. Should something unforeseen ever happen, we will then make sure your systems are back up and running quickly and also perform an in-depth error analysis. You can be sure your projects will be in safe hands with us.

# Service modules for safe

## Inspection

### Inventory

- Detailed overview of the drive technology installed
- Process of procuring replacement parts is simplified
- Faster response time when servicing is required
- Lower costs and less unscheduled downtime
- Creates the basis for customised, further-reaching service concepts, e.g. machine analysis, stockpiling

## Prevention

### Maintenance

- Increased system availability
- Lower maintenance costs
- Lowers the risk of unscheduled downtime and the associated costs
- Longer service life for drive components
- Scope for planning maintenance periods and the associated costs
- Maintenance work carried out independently by trained staff
- Overview of installed and critical products

## Optimisation

### Modernisation

- Individual options for optimising and updating the system are identified
- Option to replace products from other suppliers or old Lenze products thanks to the drive technology's optimised new design
- Fewer variants due to the intelligently selected new drive technology

### Machine analysis

- Clear information about the current status of the Lenze drive technology installed
- Identification of weak points (risk assessments) which
  - could affect the availability of the system
  - increase the costs of the system
- Performance reserves highlighted
- Options for action identified to:
  - reduce downtime
  - extend the life cycle of the machine
- Intelligent product selection reduces the number of variants
- Improved responsiveness in the event of a standstill

### Stockpiling

- Stockpiling plan ensures system availability
- Improved responsiveness in the event of a standstill
- Intelligent product selection reduces the number of variants
- Reliable planning for stock concepts and warehousing costs
- Minimised capital commitment and storage space requirements

### Training

- Increasing the expertise of system and maintenance staff results in:
  - time saved during production changeovers
  - targeted error analysis when servicing is required
  - quick return to service after faults
  - effective system optimisation
  - professional maintenance and servicing

# operation.

## Emergency service

### Technical support

- Available 24 hours a day, 365 days a year
- Solutions are identified as soon as the problem has been reported
- Competent point of contact in critical situations
- Telephone assistance or remote support
- Local language and English spoken

### Field service

- Quick on-site interventions by highly qualified and decentralised service engineers and technicians
  - Specialists with knowledge of the market, the technology and the system
- Solutions to ensure your machine or system is back up and running in no time

### Express production

- Flexible procurement of replacement parts at short notice
- Quick implementation of customised products
- Cost-intensive downtime is reduced
- Inventory is reduced
- Intelligent logistics provided by reliable partners

### Remote support

- Support service available at short notice via remote access to the machine
- Machines and production lines are up and running again quickly thanks to direct online error analysis and troubleshooting
- Saves on time that would otherwise be spent travelling

### Products/replacement parts

- System availability is ensured thanks to quick supply of replacement parts
- Direct shipping by arrangement
- Quick worldwide delivery

### Emergency or regular repairs

- Quick and reliable drive technology repairs result in short standstill periods
- Quick, uncomplicated processing of emergency repairs in less than three days
- Repairs at manufacturer quality
- 24 month warranty covering as-new repairs

### Complaints department

- Direct point of contact when submitting your complaint
- Service tickets created to enable consistent tracking
- Track the progress of your complaint with a direct reply

# Here for you around the clock – your Lenze Service contacts

## Expert helpline worldwide

24 hours a day/365 days a year

**Phone: 008000 24 46877**

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## Expert helpline Germany

You have a specific task?

You can discuss your issues directly with our experts on this telephone number on weekdays between 8:00 and 17:00.

**Phone: +49 5154 82-1111**

Or you can send us a message.

**E-Mail: 1111.de@Lenze.com.**

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## Technical support

You have a question about electronics and/or mechanics?

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## Repair processing

You would like to have a product repaired?

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## Products/replacement needs

Do you need spare parts or urgent deliveries?

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## Field Service

Do you need a service visit on site?

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## Complaint Management

You would like to make a complaint about a Lenze product, delivery or service?

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## Customer service

You want inspection, prevention or optimization?

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### Address for returns of goods:

Lenze Service GmbH  
Breslauer Straße 3  
32699 Extertal  
GERMANY