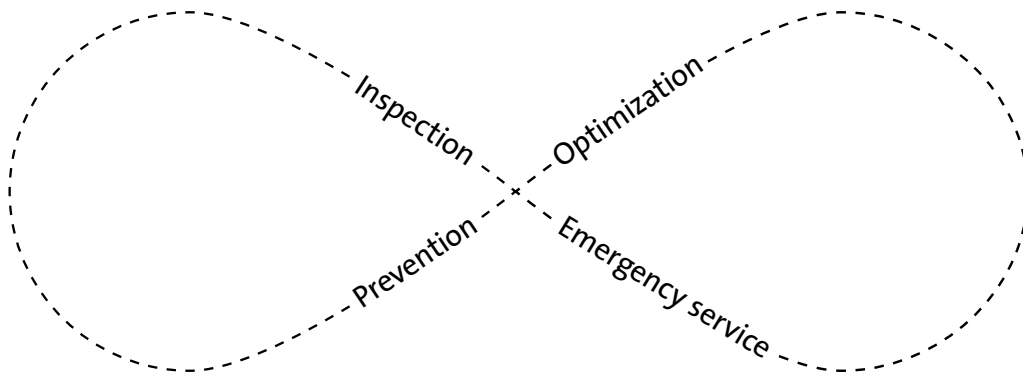


# A global service tailored to you.



**Our service modules have been specifically set-up to guarantee the reliability of your machine and increase its performance. However, should anything unexpected occur, we will make sure your machine is back up and running quickly. Any of our services are available and can be used individually or as a tailored process chain.**

## Inspection

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

## 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 minimizing both reaction and downtime in the event of faults. This saves you time and money .

## Optimization

We ensure that your systems are working perfectly and highlight the intelligent optimization options available. This can involve reducing your energy costs, shortening set-up times for production changeovers or securing improved power utilization.

## Emergency service

You can also rely on us in the event of an emergency. We utilize extensive preparations for potential problems. Should something unforeseen ever occur, we will 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 drive technology installed
- Replacement part procuring process simplified
- Faster response time when servicing is required
- Lower costs and less unscheduled downtime
- Creates the basis for customized, expanding service concepts, like machine analysis or stockpiling

## Prevention

### Maintenance

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

## Optimization

### Modernization

- Individual options for optimizing and updating the system identified
- Opportunity to replace products from suppliers or outdated Lenze products with new technology
- Fewer variants due to the intelligently selected new drive technology

### Machine analysis

- Comprehensive information about the current status of the Lenze drive technology installed
- Identification of weak points (risk assessments) which could:
  - Affect availability of the system
  - Increase system costs
- Performance reserves highlighted
- Action options identified to:
  - Reduce downtime
  - Extend machine lifecycle
- Intelligent product selection reduces the number of variants
- Improved responsiveness in the event of downtime

### Stockpiling

- Stockpiling plan ensures system availability
- Improved responsiveness in the event of downtime
- Intelligent product selection reduces the number of variants
- Reliable planning for stock concepts and warehousing costs
- Minimal investment, commitment or storage space requirements

### Training

- Increasing expertise of system and maintenance staff provides:
  - Time savings during production changeovers
  - Targeted error analysis when servicing is required
  - Quick return to service after faults
  - Effective system optimization
- Professional maintenance and servicing
- Professional maintenance and servicing

# operation.

## Emergency service

### Commercial service

- Available all day, everyday 24-7-365
- Solutions are identified soon after the problem is reported
- Knowledgeable point of contact in critical situations
- Phone assistance or remote support
- Local language and English spoken

### Field service

- Quick on-site interventions by highly qualified and decentralized 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 minimal time

### Express production

- Swift procurement of replacement parts
- Quick implementation of customized products
- Cost-intensive downtime reduced
- Inventory lowered
- Intelligent logistics provided by reliable partners

### Remote support

- Support is available with minimal notice via remote access to the machine
- Machines and production lines are quickly up and running again using direct online error analysis and troubleshooting
- Time savings with no travel needed

### Products/replacement parts

- System availability is ensured with quick supply of replacement parts
- Direct shipping by arrangement
- Fast worldwide delivery

### Emergency or regular repairs

- Prompt and reliable drive technology repairs result in brief downtime periods
- Swift and straightforward processing of emergency repairs in less than three days
- Manufacturer quality repairs
- 24-Month warranty covering as-new repairs

### Complaints department

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

## Here for you around the clock – Lenze contacts:

**Technical support**  
(including 24 hour Helpline)

Phone: 1-800-217-9100

Email: [techsupport.us@lenze.com](mailto:techsupport.us@lenze.com)

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**Repairs**  
Electrical and Mechanical

Phone: 1-800-217-9100

Email: [repair.us@lenze.com](mailto:repair.us@lenze.com)

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**Field service**  
Do you need on-site service?

Phone: 1-800-217-9100

Email: [techsupport.us@lenze.com](mailto:techsupport.us@lenze.com)

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**Replacement parts**  
Do you need replacement parts  
or express deliveries?

Phone: 1-800-217-9100

Email: [techsupport.us@lenze.com](mailto:techsupport.us@lenze.com)

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**Commissioning**  
Do you need assistance  
programming your Lenze products?

Phone: 1-800-217-9100

Email: [techsupport.us@lenze.com](mailto:techsupport.us@lenze.com)

[www.Lenze.com](http://www.Lenze.com)