Lenze Repair Services

Overview of all services

		Inspection	Basic repair	Premium repair	Modification	Emergency repair
		Technical inspection and testing of the entire device and its attachments for functionality – Electronics – Electro-mechanics	**Repairs with functional warranty** – incl. minor repairs	**Complete repair/ overhaul** of the entire device	**Modification** or customization of the device	**Focus** is on restoring function
Services rendered	**Warranty**		Up to 24 months on exchanged parts and services	Up to 24 months on the entire device	Up to24 months on exchanged parts and services	
	Technical review and inspection of the entire device (gearbox, motor, frequency inverter, controller)	●	●	●	●	●
	Troubleshooting		●	●		●**
	Replacement of small parts and any parts that can be fitted from the outside	●	●	●		
	Preventive replacement of parts, if necessary or possible (usually replacement of assemblies)			●		
	Replacement of defective components (e.g. brakes, encoders, etc.)		●	●		
	Reconditioning of defective components (if necessary, reusability, reworking or replacement/ new parts)					●

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Final test	**Test** of all customer-accessible interfaces **Standardized function test** (in the inverters, among other things, a load test load test)	●	●	●	●	
	Function test					●
Sustainability	**Professional disposal of defective materials,** lubricants and operating fluids	●*	●	●	●	●
Result	**Basic service report**	●	●	●	●	●
Backup	If possible, **storage of the customer application.** Standard is factory selling			●		
Updates/ Upgrades	**If technically necessary, carry out HW/SW** updates (no functional changes)			●		
Overhaul	Preventive repair of the device			●*		

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Conversion	**Modification or customization of the device** to improve its properties, functionality or design. Or to adapt it to specific needs (by arrangement)				●	
Express-Repair	Repair within 1–3 working days (by arrangement)		●	●	●	●
Return shipment	Return (possibly partially disassembled depending on condition or damage)	●*				
	Return shipment		●	●	●	●

* On customer request
** For a limited time