



handtmann
After-Sales Services



Support-Hotline



Spare Part Service



Maintenance



Training



Experts-Support

Measurable increase of productivity: Handtmann's After-Sales Services

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Ideas for the future.

With our After-Sales Services we also support you with all our know-how after your production start-up and give you all the advice and practical support you require to continuously improve your machining process. Trust in best service quality - worldwide!

We do not compromise in our After-Sales Services. Our goal is clear: With experienced experts we improve the productivity of your machining centres with measurable and striking results. Your profit appears in performance enhancements that strengthen your competitive position.

The services Support-Hotline, Spare Part Service, Maintenance, Training and Experts-Support are geared to optimize your production. Today and in the future.

Due to our competent technical consulting and customer oriented high-level support you can count on very quick and highly effective solutions. Therefore we use up-to-date technologies that guarantee maximum process stability.

Moreover we increase the performance of your machine beyond the original proficiency level.

Our experts stand out due to a long professional experience, well founded product knowledge and close, team-oriented cooperation with quality control management, engineering and assembly. We guarantee a quick reaction time for minimum down times.

We optimize the economy of your machine!

Contact us right now:

Phone +49 751 / 5079 - 777
e-mail service.apunkt@handtmann.de
www.handtmann.de/services-and-solutions



Support-Hotline



Quick and qualified - Minimize your machine down time.

Experienced professionals - engineers, technicians and electricians - support you in your needs of HSC machining effectively. We offer complimentary comprehensive telephone support and quick trouble shooting. In addition we take further measures if necessary. Cost-effective and unbeatable fast.

Spare Part Service



Production process reliability due to spare parts availability.

In addition to our individual spare part packages, a large spare part warehouse guarantees a high availability of several spare parts. Our express delivery service will send off the required spare parts on the very same day, if you order them before 3 pm. Your machine is ready for use quickest possible and you achieve maximum efficiency.

Maintenance



Increase machine availability - Avoid breakdowns.

With our maintenance services we keep your machine in the most updated technical status. Preventative maintenance avoids long down times and expensive breakdowns. When necessary, our repair service is quickly on site to restart your production process the quickest possible.

Training



Upgrade of know-how - Optimization of capabilities.

Comprehensive and individual trainings concerning all technical and process optimizing topics of HSC machining enhance the capabilities of your employees and machines. Skilled and experienced service staff impart their knowledge about machines, software and tools. You, your employees and your machines always remain up to date.

Experts-Support



Ordering experts - Increase your profitability.

When required experienced Handtmann experts are available to take over particular services of your production and to optimize your complete production process. By booking external specialists only in exceptional cases, costs are kept to a minimum. Benefit from an unbeatable price-performance ratio.

Support-Hotline



Quick and qualified -
minimizing machine downtime.

Experienced professionals - engineers, technicians and electricians - support you in your needs of HSC machining effectively. We offer complimentary and comprehensive telephone support and quick troubleshooting. To keep your machine downtime as short as possible, we take further measures if necessary. Cost-effective and unbeatable fast.

Support-Hotline

Quick and professional support for efficient trouble shooting



Do you have any questions about machines and machining? Or do you need immediate support from professionals because your machining centre is out of commission? Then do not hesitate to call our Support-Hotline. Our experienced experts provide you competent advice. Furthermore we can install a remote access to your machining centre. Due to remote diagnostics and telemaintenance we guarantee quick diagnostics and safe troubleshooting.

Handtmann Support-Hotline: +49 751 / 5079 - 926

Telephone Support

- quick troubleshooting
- experienced Handtmann professionals
- high availability
- telephone support for successful troubleshooting
- further measures by Handtmann service staff

Remote Diagnostics

- quick remote diagnostics by Handtmann professionals
- requires the pre-installation of soft- and hardware
- remote access to the machining centre
- further measures by Handtmann service staff
- cost-effective and unbeatable fast

Telemaintenance

- quick troubleshooting by Handtmann professionals
- requires the pre-installation of soft- and hardware
- remote access to the machining centre
- further measures by Handtmann service staff
- cost-effective and unbeatable fast

Support-Hotline

I am interested in following support topics

- Telephone Support
- Remote Diagnostics
- Telemaintenance

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Spare Part Service



Production process reliability due to high spare parts availability.

Our Spare Part Service covers with three elements all your requirements concerning a high availability of needed spare parts. Individual spare part packages, a large spare part warehouse and our express delivery service guarantee that damaged parts will be replaced as quickly as possible. Thereby machine downtimes will be minimized and you achieve a continuous high productivity on your machining centres.

Spare Part Service

High spare parts availability assures a very efficient production

The malfunction of a small part is often the crucial factor for a complete breakdown of the machining centre. In order to recommission the machine as quickly as possible and to reduce the machine downtime to a minimum, every minute counts in replacing the damaged part. With a comprehensive spare part warehouse, individual spare part packages and an express delivery service Handtmann provides you a Spare Part Service that guarantees you an optimal handling of needed spare parts.



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After-Sales Services

Handtmann Express-Delivery-Service: +49 751 / 5079 - 777

Spare Part Packages

- spare part availability on site
- high-risk parts on stock without any delivery delay
- individual package ranges
- three package classes:
 - standard
 - advanced
 - premium

Spare Part Warehouse

- comprehensive product range
- high availability of relevant spare parts
- short delivery times
- long-term spare part availability

Express-Delivery-Service

- no capital commitment by stocking of spare parts
- Express-Delivery: Order before 3 pm - sending off still on the same day

Spare Part Service

I am interested in following topics about spare parts

- Spare Part Packages
- Spare Parts in general
- Express-Delivery-Service

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Maintenance



Increase machine availability - Avoid machine breakdowns.

With our maintenance services we keep your machine in the most updated technical status. An accurately aligned machining centre is absolutely essential for high quality machining results. Preventative maintenance by Handtmann professionals avoids long downtimes and expensive breakdowns. When necessary our repair service is quickly on site to restart your production process.

Maintenance

Increase your machine availability due to preventative maintenance



Even after years highest capability is demanded of your machining centres, to realize high efficient machining for long-term. Our maintenance service takes care that your machining centres are inspected regularly and technical defects will be repaired. Thereby we minimize downtimes and avoid breakdowns preventatively. You benefit from an increased machine availability and constant high productivity.

Maintenance Contract

- individual maintenance scale
- supervising of the maintenance rates by Handtmann
- maintenance prevents downtimes and breakdowns
- special discounts on working time and spare parts
- billing just for actual maintenance effort

Axis Drive Optimization

- especially matched to your individual machining
- conservation of dynamics
- improved surface quality
- highest accuracy
- reduced machining time

Machine Measurement / -Adjustment

- regularly measurement intervals
- up to date laser measurement
- realignment of the machine geometry
- guarantees continuous high accuracy

Repairs and Customer Service

- experienced engineers, technicians and electricians
- area-wide service network, quick reaction time
- remote diagnostics and telemaintenance
- comprehensive technical equipment
- minimizing machine downtimes

Maintenance

I am interested in following Maintenance topics

- Maintenance Contract
- Axis Drive Optimization
- Repairs and Customer Service
- Machine Measurement /
Machine Adjustment

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Training



Upgrade of internal know-how -
Optimal achievement of capabilities.

Individual trainings concerning all technical and process optimizing topics of HSC machining enhance the capabilities of your employees and machines. In the Handtmann training centre or on your site, skilled and experienced service staff impart their knowledge about machines, software and tools. You, your employees and your machines always remain up to date.

Control Trainings

Be on target with your control for maximum efficiency

The control is the brain of a HSC machining centre. Broaden your knowledge and skills by taking part in our control trainings. Competent machine operation guarantees you high process reliability, alleviates the trouble-shooting and increases the capability of your machine. Use the full capacity of your software and improve the productivity of your machining centre.



Siemens 840D

SIEMENS

Training topics:

- Basics for operators
- Advanced courses
- Measuring with touch probes
- Basics in programming
- 5-axis programming
- High level language 840D
- Measuring in JOG

BWO



Training topics:

- Basics for operators
- Advanced courses
- Measuring with touch probes
- Basics in programming
- 5-axis programming

HEIDENHAIN



Training topics:

- Basics for operators
- Advanced courses
- Measuring with touch probes
- Basics in programming
- 5-axis programming
- Milling head measurement with KinematicsComp and KinematicsOpt

Control Trainings

I am interested in
following training topics

SIEMENS

bbb

HEIDENHAIN

Basics for operators

Advanced courses

Measuring with touch probes

Basics in programming

5-axis programming

Measuring in JOG (Siemens)

High level language (Siemens)

Milling head measurement

Individual topic

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Software Trainings

Optimum CNC programmes for highest profitability

The CNC programme is your individual success factor for the high economic machining of parts on your HSC machining centre. Optimized CNC programmes ensure high process reliability, short machining times and a maximum of productivity. Various software tools support you profitably in generating efficient CNC programmes. Taking part in trainings from Handtmann you always remain up to date concerning your CNC software.



We offer comprehensive basic and advanced trainings on the following software topics:

Generating of CNC programmes for machining parts:

■ Prosoft



■ camQuix



■ CATIA



CNC programmes for the measurement of parts:

■ 3D Form Inspect



CNC programmes for the machining simulation:

■ VERICUT

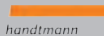


Software Trainings

I am interested in following training topics

- Basic training
- Advanced training

- Progsoft
- camQuix
- CATIA
- 3D Form Inspect
- VERICUT



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The right machining strategy increases your productivity



Manufacturing parts on your machining centre, the machining strategy is the critical factor for your success. Due to an optimal adjustment of all components (machine, control, software) that are engaged in the machining process, machine breakdowns will be prevented, tool life will be extended and machining times will be reduced. Our HSC experts point out how you can effectively increase the productivity of your machining centre.

Training



Upgrade of internal know-how -
Optimal achievement of capabilities.

Individual trainings concerning all technical and process optimizing topics of HSC machining enhance the capabilities of your employees and machines. In the Handtmann training centre or on your site, skilled and experienced service staff impart their knowledge about machines, software and tools. You, your employees and your machines always remain up to date.

For the optimization of your machining strategy we offer trainings on following topics:

Machining strategy :

- Common machining
- Profile machining
- Expertise in materials
titanium, steel, aluminium, composite

Cutting tools:

- Clamping technology
- Tool choice
- Balancing
- Presetting

Vibration control:

- SmartVision
- IBIS

Machining Strategy Trainings

I am interested in
following training topics

- Common machining
- Profile machining
- Expertise in materials
- Tools - Clamping technology
- Tools - Tool choice
- Tools - Balancing
- Tools - Presetting
- Vibration control - SmartVision
- Vibration control - IBIS

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Training



Upgrade of internal know-how -
Optimal achievement of capabilities.

Individual trainings concerning all technical and process optimizing topics of HSC machining enhance the capabilities of your employees and machines. In the Handtmann training centre or on your site, skilled and experienced service staff impart their knowledge about machines, software and tools. You, your employees and your machines always remain up to date.

Maintenance Trainings

Maintenance prevents unexpected machine breakdowns



Our maintenance trainings impart useful knowledge to machine operators and maintenance engineers. They become able to run daily, weekly and monthly maintenances that keep your machines permanently technical up to date. Due to continuous maintenance measures you prevent long machine downtimes and expensive machine breakdowns and enhance your machine availability.

For different maintenance measures we offer comprehensive trainings on following topics:

- Safety instructions
- Operating instructions briefing
- Functional principle
- Maintenance rates
- Visual machine inspection
- Cleaning of the machine
- Geometric inspection
- Inspection of basing points
- Measures in case of machine failure
- Diagnostics
- Machine components
 - Spindle
 - Motor
 - Measuring system
 - Clamping vices
 - Lubrication
 - Pneumatics
 - Hydraulics
 - Electronics

Maintenance Trainings

I am interested in following training topics

- Maintenance trainings
- I am interested in following additional topics:

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Minimizing machine downtime due to competent diagnostics



Training



**Upgrade of internal know-how -
Optimal achievement of capabilities.**

Individual trainings concerning all technical and process optimizing topics of HSC machining enhance the capabilities of your employees and machines. In the Handtmann training centre or on your site, skilled and experienced service staff impart their knowledge about machines, software and tools. You, your employees and your machines always remain up to date.

In order to start the troubleshooting as soon as possible we impart you in our diagnostics trainings the know-how to interpret the machine conditions and alarm messages of your machining centre correctly. Competent diagnostics are the basis to be able to minimise machine downtimes. Due to prompt troubleshooting you keep your production running and achieve highest economy.

Diagnostics Training I: Basic electrical diagnostics

Training topics:

- Safety instructions
- Functional principle
- Construction of the control (Hardware)
- Diagnostics through the operating interface
- Hardware diagnostics through LED status indication
- Data backup for further measures

Training objective:

- Diagnostics and editing of machine conditions and alarm messages. Troubleshooting by Handtmann After-Sales staff.

Diagnostics Training II: Advanced electrical diagnostics

Training topics:

- Based on Diagnostics Training I
- Safety functions (on two channels)
- Measurement diagnostics of hardware components
- Replacement of hardware components
- Restarting of the machining centre

Training objective:

- Diagnostics and editing of machine conditions and alarm messages.
Autonomous troubleshooting.

Diagnostics Training

I am interested in
following training topics

- Diagnostics Training I:
Basic electrical diagnostics
- Diagnostics Training II:
Advanced electrical diagnostics

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Experts-Support



Ordering experts - Increase your profitability

When required, experienced handtmann experts are available to take over particular services of your production and to optimize your complete production process. By booking external specialists only in exceptional cases, costs are kept to a minimum. Benefit from an unbeatable price-performance ratio.

Experts-Support

Handtmann experts increase the efficiency of your production



Is your production pressed for time? Do you have currently a challenging machining job? Or are you interested to improve your present machining processes in order to increase your output? Then fall back on Handtmann experts in case of need. Our HSC specialists take over particular services of your production or optimize your complete production process. Increase the productivity of your production by booking experienced Handtmann experts.

■ *Clamping Technology*

The optimal and safe positioning of the clamping vices allows a machining in one setup with high feeds. You benefit from a reduced machining time and increased productivity.

■ *Programme Optimization*

Handtmann experts analyze your present CNC programmes and optimize them effectively. Machining times are reduced considerably. The result of the programme optimization is an evidently enhanced efficiency.

■ *Tool Advice*

With the right tools for your machining it is possible to drive high feeds and torques and to achieve an excellent surface quality. You also profit by extended tool life.

■ *Machine Operation*

Skilled Handtmann machine operators run your machining centre. Your production starts without any familiarization. That guarantees a safe machine operation without machine downtimes.

■ *Programming*

Experienced Handtmann experts develop an individual CNC programme for you. You don't have to put your time in programming and can rely on an efficient and safe programme.

■ *Process Optimization*

A high efficient machining process is based on optimized and perfect adjusted components. The optimization of the complete machining process improves the performance of your machining centre distinctly.

Experts-Support

I am interested in following topics about Experts-Support

- Clamping Technology
- Tool Advice
- Programming
- Programme Optimization
- Machine Operation
- Process Optimization

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