

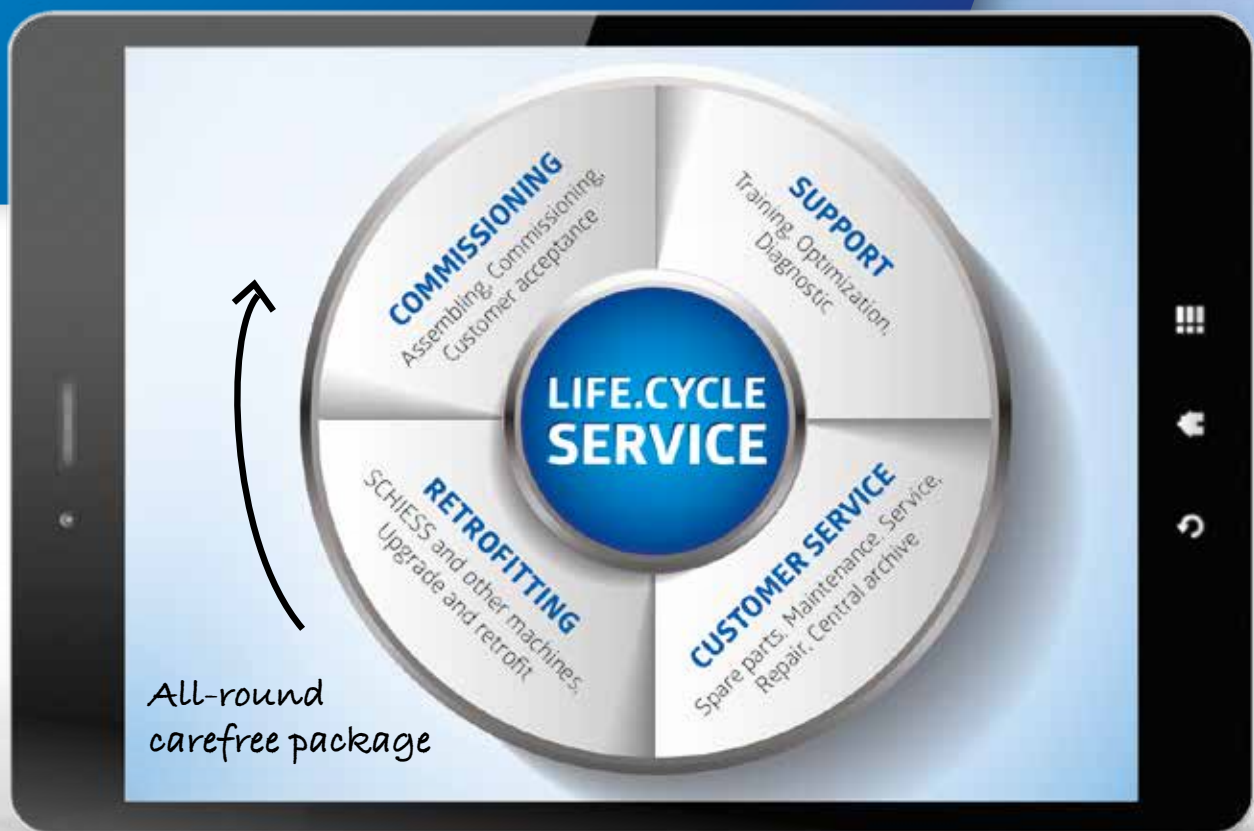
Excellent service

Commissioning / support / customer service / retrofitting



Quality at every level

SCHIESS is a globally recognized pioneer whose expertise lies in the manufacture of heavy-duty machines. In close cooperation with big-name customers, our experienced specialists manufacture machine tools in Aschersleben which set global standards. This high degree of performance is also reflected in our service philosophy. SCHIESS Life Cycle Service Management covers all stages in the life cycle of a SCHIESS machine. From project planning to retrofiting, we guarantee that the service we provide our customers will be of the same phenomenal quality as everything else that SCHIESS does.





Advantages at a glance

- ✔ Professional on-time commissioning
- ✔ Increased productivity and availability
- ✔ Reduction of downtimes
- ✔ Spare parts guarantee for years to come
- ✔ Expert knowledge transfer and well-trained employees
- ✔ Machinery maintains its value
- ✔ Extension of machine's working life
- ✔ Higher resale value

Testing, inspecting, reaping the benefits.



SCHIESS Expert Check
www.schiess.de

COMMISSIONING



SCHIESS – better from day one

The precision and productivity achieved in day-to-day production depend largely on the way in which large machine tools are assembled and commissioned. Only if the personnel have the necessary experience and diligence for this task can one be confident that the machine will operate well throughout its working life. On request, our service assists the customer with production start-up and ensure that the machine achieves its full potential from day one.

Modules in SCHIESS Life Cycle Service Management:

- ▶ On-time delivery and careful assembly
- ▶ Professional commissioning
- ▶ Precise geometric measurement
- ▶ Generation of detailed acceptance protocols





SUPPORT

More efficiency thanks to blanket support

A SCHIESS customer doesn't just buy a machine; he buys an all-round carefree package. The SCHIESS service team never leaves him without support in his day-to-day production work. From professional training for operators to intelligent diagnostics systems and a telephone help desk – the customer always finds himself speaking to dedicated staff who knows what they are talking about.

Professional training for

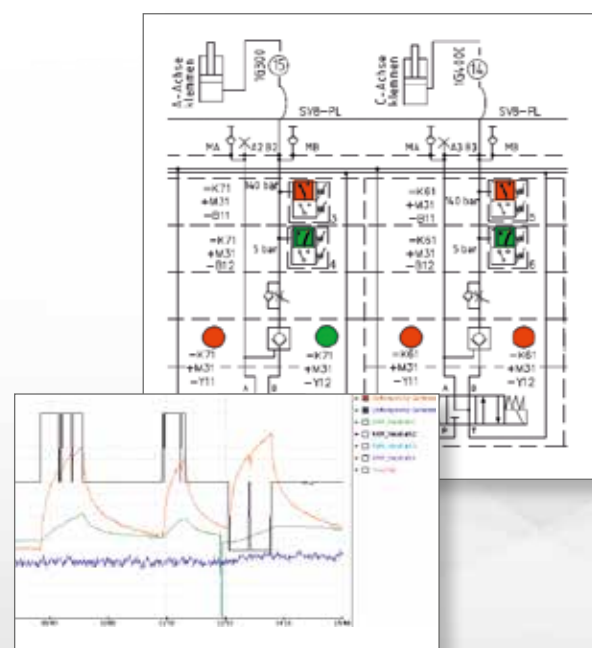
- ▶ greater safety operating the machinery
- ▶ prevention of fault-related downtime
- ▶ optimization of machine utilization

Optimization of applications for

- ▶ faster workpiece programming
- ▶ subsequent program optimization
- ▶ greater efficiency

Hotline and diagnostic service for

- ▶ safe and faster maintenance
- ▶ clear indication of the machine's status
- ▶ analysis with diagnostic systems
- ▶ vibration analysis
- ▶ analysis of fault reports and error history
- ▶ recommendations for preventive maintenance



CUSTOMER SERVICE



A machine only earns money when it is operating. So it is essential to avoid downtimes or keep them to an absolute minimum. The SCHIESS service team offers a variety of services with this in mind.



Central archive of machine data and error history available for access at any time

SCHIESS Life Cycle Service Management guarantees:

Central archive and data base

- ▶ extensive, constantly updated database for status assessment and spare parts selection

Maintenance and repair

- ▶ minimize downtimes through preventive maintenance using diagnostic systems
- ▶ highly-trained service technicians
- ▶ rapid response times for maintenance and repair on site

Spare parts logistics

- ▶ high availability of wear parts, meaning short downtimes
- ▶ archive-based spare parts advice
- ▶ standard assembly groups and spare part kits permanently in stock
- ▶ efficient storage and shipping logistics



RETROFITTING



As good as new without the expense

SCHIESS machine tools remain reliably in operation, even when others have long since given up the ghost. Their intrinsic quality means they are practically unbreakable. So retrofitting a SCHIESS machine can certainly make economic sense. In close consultation with the customer, the SCHIESS service team determines the scope of work required and agrees a price. After modernization, a machine is delivered to customer whose productivity and visual appearance is like that of a brand new machine, but at a fraction of the cost.



Retrofit-Service

SCHIESS also retrofits products of other machine tool builders

SCHIESS

EXCELLENCE IN XXL-MACHINING



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