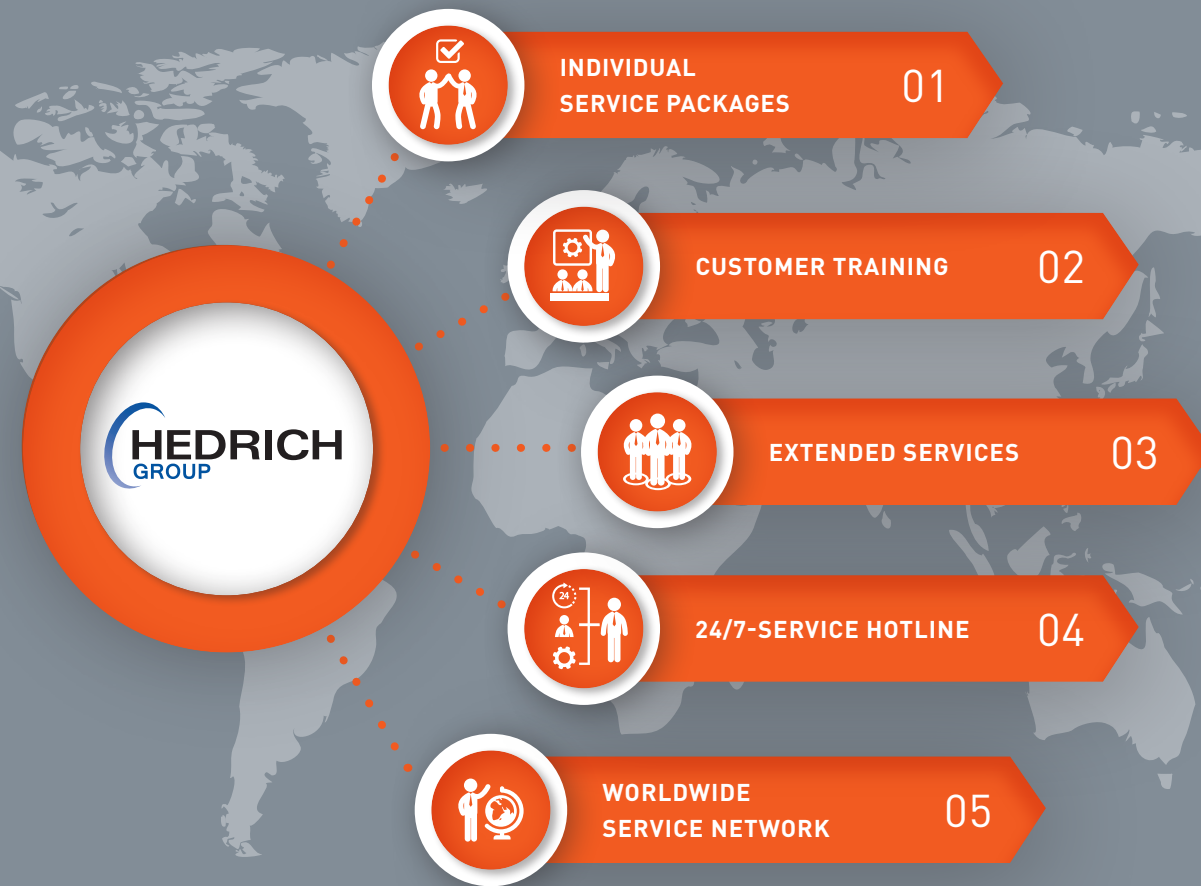


SERVICE

in its most advanced and efficient way.

Over the last 60 years our ever-evolving, innovation led engineering, in vacuum technology, has led to a wealth of experience in all areas of impregnating and insulation technology. This is the foundation of our expert knowledge and allows us to provide you with the safety and stability you need to manufacturing top quality products.

From production start-up of new HEDRICH Group specialist equipment, we are with our customers throughout the whole machine life. Thus, guaranteeing maximum productivity and stability in your production process by utilizing regular maintenance services. Our top expert solutions will ensure stability and peace of mind for you over the life of your equipment.



CONTACT DETAILS OF OUR SUBSIDIARIES

HEDRICH Germany

general: hedrich@hedrich.com
spare parts: spareparts@hedrich.com
service request: service@hedrich.com

HEDRICH Xiamen

hxservice@hedrich.com.cn

HEDRICH India

rao@hedrich-sales.com

HEDRICH north america

hedrich@hedrich-hna.com

HEDRICH south america

janzen@hedrich-sales.com



HEDRICH GROUP

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T +49 6449 929 - 0 | F +49 6449 929 - 149 | hedrich@hedrich.com

Further information

→ www.hedrich.com



HEDRICH

M E M B E R C L U B

More information coming soon.



SERVICE FEATURES

for maximum productivity.

TOP
EXPERT
SOLUTIONS

Setting the pace in vacuum
equipment engineering.

SERVICE PACKAGES



INDIVIDUAL SERVICE PACKAGES

Our new service concept offers an **optimum service package** for each of our customers, which can also be customized if required. **Ask our service advisors directly!**

PRODUCTIVITY Basic package

- 1 equipment inspection per year (one week incl. all costs)
- 5% discount on service visits on Follow-up order (maintenance and repair)
- 5% discount on spare parts
- Free process analysis (relating to maintenance)
- 20 hours telephone/remote assistance
- 12 months warrenty on equipment servicing

Package price: 13.000,- €*

EFFICIENCY Extended package

- 1 equipment inspection per year (one week incl. all costs)
- 10% discount on service visits on Follow-up order (maintenance and repair)
- 10% discount on spare parts
- Free process analysis (relating to maintenance)
- 50 hours telephone/remote assistance
- 12 months warrenty on equipment servicing

Package price: 20.000,- €*

SAFETY Expert package

- 1 equipment inspection and maintenance (one week with 2 persons incl. all costs)
- 15% discount on service visits on Follow-up order (maintenance and repair)
- 15% discount on spare parts
- Free process analysis (relating to maintenance)
- 100 hours telephone/remote assistance
- 12 months warrenty on equipment servicing

Package price: 38.000,- €*

* Travel costs are not included in the package price.

DEFINITIONS

Inspection:

- Visual and functional inspection of the equipment
- Inspection of safety devices
- Preparation of a detailed inspection report

Maintenance:

- Checking the functionality of the equipment components
- Checking of safety devices
- Preparation of a maintenance log

Repair:

- Replacement of wearing parts
- Repair of faulty assemblies
- Function test and documentation of the respective measure in the deployment report



CUSTOMER TRAINING

In our individual customer training, system operators and technicians are trained in the relevant application technology by our specialist staff. This can take place either in person or via a remote connection. The following measures are offered:

- Equipment training
- Repair training
- Production support

EXTENDED SERVICES



EXTENDED SERVICES

MEASUREMENT MONITORING



- Vacuum sensors Temperature sensors
- Scales & single component counters
- Material pressure Density of the material
- Pneumatic pressure & hydraulic pressure

LEAKAGE SEARCH



- Pressure rise measurement
- Leak detection
- Helium leak detection
- Leak testing

INHOUSE OVERHAULS AND REPAIRS



- Overhaul & Repair of:
 - Roots pumps
 - Dosing pumps
 - On-the-fly degassers
- Test runs
- Power measurement (Mainly rotary lobe pumps / blowers)

MODERNIZATION OF EQUIPMENT AND CONTROL TECHNOLOGY



- Concept development for Siemens/Rockwell controllers
- Hardware planning
- PLC programming
- New visualization

REMOTE SUPPORT PACKAGES

Billing according to time and effort

- 25h
- 50h



24/7-SERVICE HOTLINE

We are available for you around the clock, act proactively and support you beyond the commissioning of your equipment with commitment and reliability - so that you can work productively and successfully.

ADVANTAGES OF THE HEDRICH SERVICE CONCEPT

- Prevent unplanned downtimes - make optimum use of planned downtimes
- Minimize system downtimes - Guarantee system availability
- Optimum performance through modernization and retrofitting
- Logged support over the entire service life of the system
- Immediate support through remote concept - anytime, anywhere



SERVICE RANGES



WORLDWIDE SERVICE NETWORK

SERVICE

Do you have a reduced or even no service team? Do your employees need support for inspections, maintenance, fault analyses, repairs, training of personnel, etc.?

Contact us:
service@hedrich.com

SPAREPARTS

All quality parts and equipment ware with time. Ensure you replace them with genuine parts that safeguard performance and ensure machine longevity.

Contact us:
spareparts@hedrich.com

RETROFIT

New applications or requirements often require HMI visualization updates. Even the best control systems with durable and long-lasting hardware, cannot work without adapting utilizing the rapidly moving development in the computer industry. Want to upgrade your operating system or add additional requirement?

For information contact us at:
service@hedrich.com

HEDRICH Group service technicians and commissioning engineers are at your disposal worldwide. With them, we guarantee the best qualified support for you to maintain consistent product quality and maximum availability of your equipment. To ensure permanent machine stability and availability, please contact our head office with your request at **+49 6449 929 0**.

