

SERVICE

in its most advanced and efficient way.



Burkhard Klappert
Head of Service
HEDRICH vacuum systems

Our steadily growing impulse to innovations in vacuum engineering and more than 50 years of experience in all ranges of the impregnating and insulation technology are the basis for our expert knowledge, providing you with the safety you need in manufacturing top quality products.

Even beyond the start-up of the equipment we are with our customers throughout the whole machine life of our equipment, granting maximum productivity and safety in their production with regular maintenance services. With our top expert solutions you will win – in any case.

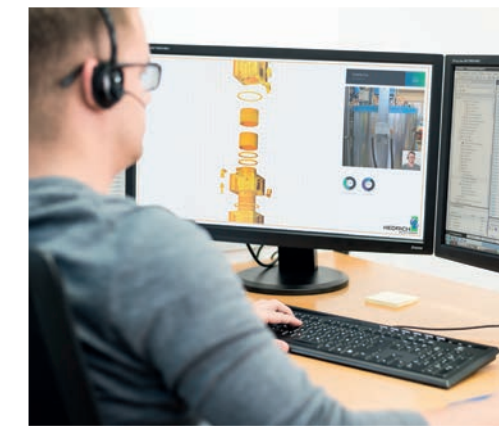


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Further information
→ www.hedrich.com



PROGRESS
is feasible.



SERVICE FEATURES
for maximum productivity.



PHILOSOPHY IN SERVICE



WORLDWIDE
SERVICE NETWORK

The HEDRICH Group's service technicians and field engineers are available to you wherever you are. They stand for a **highly skilled support** for constant product quality and maximum availability of your equipment. From our locations in Europe, China, Russia or India, we schedule our staff members straight-forward as needed, aiming to optimize both machinery and equipment, **always to the benefit of our customers.**



EXPERT
TRAINING PROGRAMS

BASICS IN VACUUM



- Basics in vacuum technique and essential components
- The principle of a vacuum equipment
- How to identify and avoid dangers
- How to use documentations

EQUIPMENT TRAINING AS PER CUSTOMER'S NEEDS



- Individual training presentations for customers
- Explanations of functions and operation of the equipment
- Safety information
- Advice on debugging
(Precondition for this training is appropriate basic knowledge)

TRAINING IN SERVICING AND REPAIRS



- Trouble shooting on a HEDRICH equipment
- Use of measuring instruments
- Maintenance information
- Hands-on recommendations on oiling and self aid
(Precondition for this training is appropriate basic knowledge)



24/7-SERVICE HOTLINE

We are available to you both day and night, are acting in a pro-active way and assist you beyond the start-up of your equipment, dedicatedly and reliably – for you to be productive and successful.

ADVANTAGES OF THE HEDRICH SERVICE CONCEPT

- Preventing unplanned downtimes – optimally using planned downtimes
- Minimizing equipment failures – granting availability of the equipment
- Optimizing performance by modernization and retrofitting
- Recorded support for the entire service life of the equipment
- Immediate assistance by remote concept – anywhere at any time



SERVICE PACKAGES



CUSTOMIZED
SERVICE PACKAGES

Our new service concept provides for all our customers an **optimum service package**, which can be adapted individually if requested. **Call our service personnel directly to ask for more information!**

PRODUCTIVITY Basic package

- 1 equipment inspection per year (one week incl. all costs)
- 5% discount on service visits (maintenance and repair)
- 5% discount on spare parts
- Free process analysis (relating to maintenance)
- 5 hours telephone/remote assistance⁺
- 12 months warranty on equipment servicing
- 1 year free license for PMC App (Productivity Mobile Controlling)*

EFFICIENCY Extended package

- 1 equipment inspection per year (one week incl. all costs)
- 15% discount on service visits (maintenance and repair)
- 15% discount on spare parts
- Free process analysis (relating to maintenance)
- 20 hours telephone/remote assistance⁺
- 18 months warranty on equipment servicing
- 1 year free license for PMC App (Productivity Mobile Controlling)*
- 1 year free license for PM App (Predictive Maintenance)*

SAFETY Expert package

- 2 equipment inspections per year (one week incl. all costs)
- 10% discount on service visits (maintenance and repair)
- 10% discount on spare parts
- Free process analysis (relating to maintenance)
- 50 hours telephone/ remote assistance⁺
- 24 months warranty on equipment servicing stützung⁺
- 1 year free license for PMC App (Productivity Mobile Controlling)*
- 1 year free license for PM App (Predictive Maintenance)*



* License free of charge for 2017. After that € 990,-/App per year. One-off installation charges at costs.

GET YOUR SURPLUS⁺

The new **HEDRICH service⁺ option** helps you save costs over and above and increase granting your equipment availability by **100%!** Only 10% are added to your personal package price. You will receive **twice as many hours** to get telephone/remote support by our expert personnel. Additionally, choosing this option means for you **one free update** for each of your obtained COPRA Apps.



SERVICE RANGES



40 SERVICE EXPERTS
ALL OVER THE WORLD

We assist you in all situations and requirements relating to your HEDRICH equipment. Separate e-mail contacts are available to choose for each individual case of requirement in order to **channel** your request right away and be able to process it as **quickly as possible**. To grant permanent availability on the phone, please address your request to our switchboard at +49 6449 929 0.

SERVICE

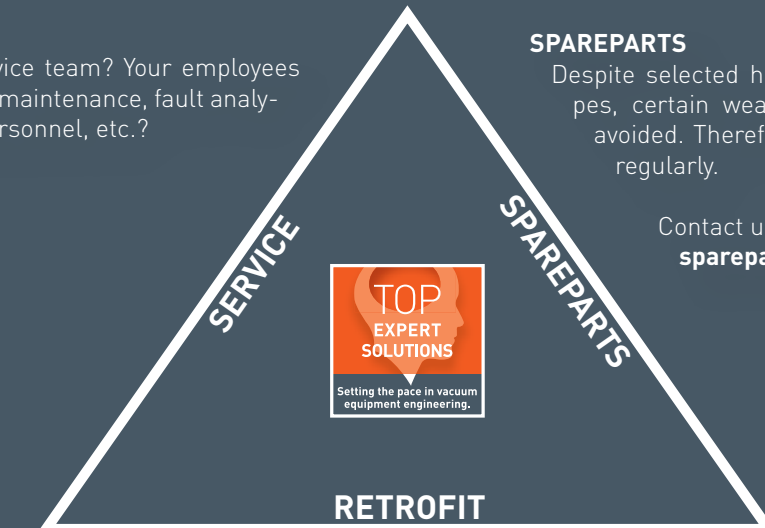
No or just a reduced service team? Your employees need help for inspections, maintenance, fault analyses, repairs, training of personnel, etc.?

Contact us:
service@hedrich.com

SPAREPARTS

Despite selected high-class equipment part types, certain wear to components cannot be avoided. Therefore, they have to be replaced regularly.

Contact us:
spareparts@hedrich.com



RETROFIT

New applications as for visualizations require updates. Even control systems with durable and long-term available hardware cannot do without any adapting to the rapidly moving development in the computer industry. Altered operating system, additional requirement for information for the company and a remote support option are just a few examples for these new needs put on our systems.

Contact us: retrofit@hedrich.com

HEDRICH COPRA CENTER

There it is, the new **digital industry 4.0 solution** by HEDRICH! The sophisticated software to control the production, signal disturbances and offer additional transparency as well as possibilities for intervention. Check your HEDRICH equipment all day and night – comfortably from your desk or while on the way, with your individually defined and most important performance parameters. The App will respond individually to the screen size of your output facility, whether Smartphone, tablet or PC.

➤ Your benefit: Maximum productivity and highest process reliability!

