



S.N.D.M.O

au service de la technologie
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HEIDENHAIN



**Service and
Technical Training**
We Support You

July 2008

Sales and Service Worldwide

HEIDENHAIN develops and manufactures linear encoders, angular encoders, rotary encoders, digital readouts, and numerical controls. HEIDENHAIN supplies its products to manufacturers of machine tools, and of automated machines and systems, in particular for semiconductor and electronics manufacturing.

A demanding technology requires qualified services, since as a customer you rightly expect safe, reliable, and highly productive systems. Therefore, a well-structured service organization present throughout the world is of particular importance regarding support and service.

HEIDENHAIN is represented in 49 countries – mostly by subsidiaries – and thus has on hand an efficient network of representations and service agencies.

Sales engineers and experienced service engineers provide solution-oriented services in a globally positioned service network and locally support you as a machine tool builder or operator by giving advice and service.



- Argentina
- Australia
- Austria
- Belarus
- Belgium
- Brazil
- Bulgaria
- Canada
- China
- Croatia

- Czech Republic
- Denmark
- Finland
- France
- Germany
- Great Britain
- Greece
- Hong Kong
- Hungary
- India

- Indonesia
- Israel
- Italy
- Japan
- Korea
- Macedonia
- Malaysia
- Mexico
- Netherlands
- Norway

- Philippines
- Poland
- Portugal
- Russia
- Serbia & Montenegro
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- Ukraine
- USA
- Venezuela
- Vietnam

You can find the addresses of the HEIDENHAIN representations worldwide on the Internet at www.heidenhain.de.

Our Services in Your Region

HEIDENHAIN's **service partners** quickly and competently assist you with on-site support. They have well-trained service technicians, and stock service materials and replacement units.

Our service partners are always up-to-date technically. Regular service training courses at HEIDENHAIN in Traunreut are part of the **service quality management**, and are documented with certificates.



All **repairs** that take place at the service partners are performed according to HEIDENHAIN guidelines by qualified personnel at ESD workstations.

Our Service on the Internet

The HEIDENHAIN service department also supports you online at www.heidenhain.de!

See our **Documentation Portal** for various **manuals** for current and older HEIDENHAIN products (e.g. controls, counters) and measuring equipment (e.g. PWM 9), as well as **Technical Information** articles about various technical topics.

Additionally we offer a detailed **Service Product Information** as well as a quick and easy **product search**.

In the **Software** section you can download PC software, such as for the installation of programming stations, for data transmission or for machine inspection and calibration.

Services offered by HEIDENHAIN partners:

- **Rapid availability of products**
 - from regional stock
 - from direct access to the central HEIDENHAIN warehouse for replacement and exchange units
- **On-site service support and competent telephone assistance** for HEIDENHAIN products and applications
- Expertly performed **repairs**
- **Servicing and installation** of HEIDENHAIN products on-site

The all-inclusive support for your HEIDENHAIN products provided by our competent service partners in your area saves you **time and money**, and increases the **up-time** of your machinery.

See the rear cover or go to www.heidenhain.de for your nearest service partner.

Rapid Assistance is Important to Us!

As our customer, your requests and demands are at the center of our attention. In other words, just because we have finished providing a service or shipped our products doesn't mean that our work is done.

We also offer you comprehensive service, and our expert knowledge is at your long-term disposal.

If you require **technical support**, the specialists of the HEIDENHAIN helpline team can provide advice on measuring systems, controls, NC and PLC programming.

Our service department is your contact partner for **repairs**. The repaired unit is under warranty for 12 months.

In some cases it suffices to replace the entire unit. We can then provide you with a **loan or exchange unit** at no charge. The HEIDENHAIN service department's warehouse is both well-assorted and well-organized. This makes **short delivery times** possible for replacement units.

Not all problems can be solved over the telephone, which is why **service calls** around the world are a matter of course for us.

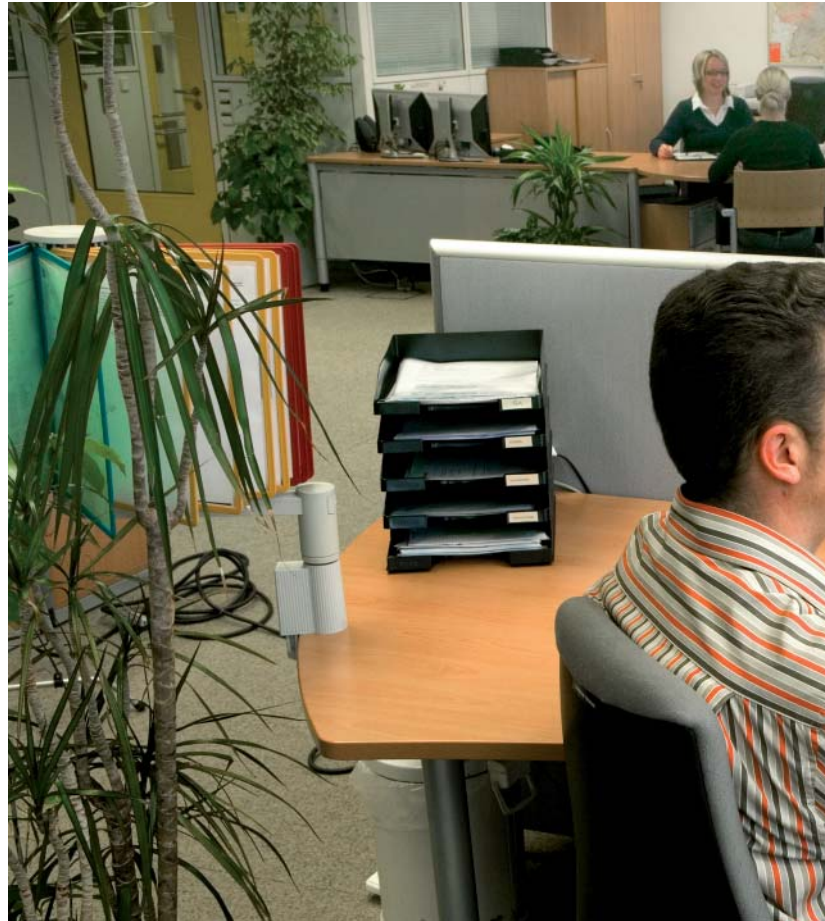
HEIDENHAIN offers you a comprehensive helpline service, including immediate shipment of goods, **even outside of usual business hours**.

We always keep an ear open for any complaints you may have, and are continuously optimizing our procedures. You can be sure that we will take your complaints seriously, since **your satisfaction is what's most important to us!**

Service contracts

HEIDENHAIN offers contracts for three service packages, in addition to the comprehensive guarantee:

- Extension of the warranty period
- Local stocking of materials
- Personnel deployment to a machine





Your **HEIDENHAIN** helpline

Technical HEIDENHAIN helpline:

Measuring Systems/

Machine Inspection

☎ +49 (8669) 31-3104

E-mail: service.ms-support@heidenhain.de

NC Programming

☎ +49 (8669) 31-3103

E-mail: service.nc-pgm@heidenhain.de

NC Support

☎ +49 (8669) 31-3101

E-mail: service.nc-support@heidenhain.de

PLC Programming for TNC

☎ +49 (8669) 31-3102

E-mail: service.plc@heidenhain.de

Lathe Controls

☎ +49 (8669) 31-3105

E-mail: service.lathe-support@heidenhain.de



**HEIDENHAIN Helpline for repairs,
spare parts, exchange units,
complaints and service contracts:**

German customers

☎ +49 (8669) 31-3121

Foreign customers

☎ +49 (8669) 31-3123

Complaint management, service
contracts and calibration services

☎ +49 (8669) 31-3135

E-mail: service.order@heidenhain.de



Technical Courses

Technical qualification and continuing training are indispensable for achieving technological improvement and securing the future of a company and its employees.

HEIDENHAIN offers demand-oriented training courses in which the required technical knowledge is imparted practically, efficiently and in conformity with the customers' demands.

Technical training courses are not only held in Traunreut. Many HEIDENHAIN regional agencies train you in your national language. You can also take TNC programming courses from authorized HEIDENHAIN training partners in Germany and in several European countries.

HEIDENHAIN offers the following courses:

- **NC programming (milling and turning)**
- **PLC programming and adaptation**
- **Commissioning and optimization**
- **Service for NC controls and encoders**

Customer-specific courses

Upon request we can also hold customer-specific courses, as well as courses in English, either at DR. JOHANNES HEIDENHAIN GmbH in Traunreut or at the customer's site.



If you have any questions about technical training courses, dates, reservations or registration:

☎ +49 (8669) 31-2293
(regular courses)
☎ +49 (8669) 31-1695
(customer-specific courses)

FAX +49 (8669) 32-1999
E-mail: mtt@heidenhain.de

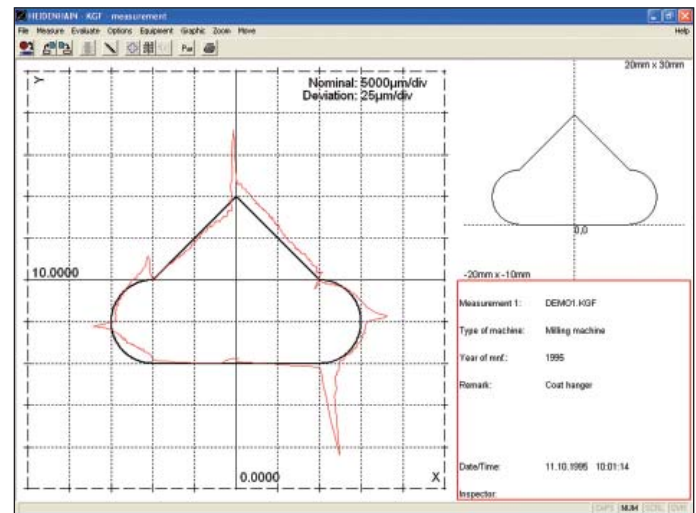
Machine Inspection and Calibration

Machine tool performance from the point of compliances to tolerances, surface definition, etc., is determined essentially by the dynamic and static accuracy of machine movement. For precision machining it is therefore important to measure and compensate for deviations in motion.

HEIDENHAIN offers a complete **inspection and calibration of your machine** according to ISO 230-2 and ISO/DIS 230-4 as well as VDI/DGQ directive 3441 in order to determine the static and dynamic motional deviations of your machine tool.

Depending on the demands the following methods are available:

- **Circular scale test with small radii**
to determine the dynamic control behavior of an NC control with a KGM grid encoder
- **Measuring the positioning accuracy**
with a VM comparator systems or a laser interferometer
- **Measuring the guideway error**
with a VM comparator systems or a laser interferometer



Contact the **HEIDENHAIN helpline**:

Machine Inspection and Calibration



+49 (8669) 31-3104

E-mail: service.ms-support@heidenhain.de



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