

Assembly Technologies Service – Services for Higher Productivity



Customer service

Tel.: +49 (0) 711 811-7868

Fax: +49 (0) 711 811-7851

Technical support

Tel.: +49 (0) 711 811-7836

Tel.: +49 (0) 711 811-7852

Tel.: +49 (0) 711 811-7854

Tel.: +49 (0) 711 811-7859

Tel.: +49 (0) 711 811-30753

Spare parts

Tel.: +49 (0) 711 811-7853

Tel.: +49 (0) 711 811-7855

Tel.: +49 (0) 711 811-7861

Workshop, warehouse, repairs

Tel.: +49 (0) 711 811-7860

Tel.: +49 (0) 711 811-7863



More efficient implementation of assembly technology from Rexroth to boost productivity: We can help you to enhance the availability and flexibility of your assembly solutions with our wide range of services. We assist you throughout the entire service life of your products and take care of everything from planning to commissioning, as well as quickly supplying you with spare parts or customized training.

- 02 Contacts
- 04 Technical support
- 06 Spare parts service
- 08 Field service
- 10 Repair service
- 12 In-house training courses
- 14 Training courses at Rexroth

Technical support – Fast and competent assistance



Services

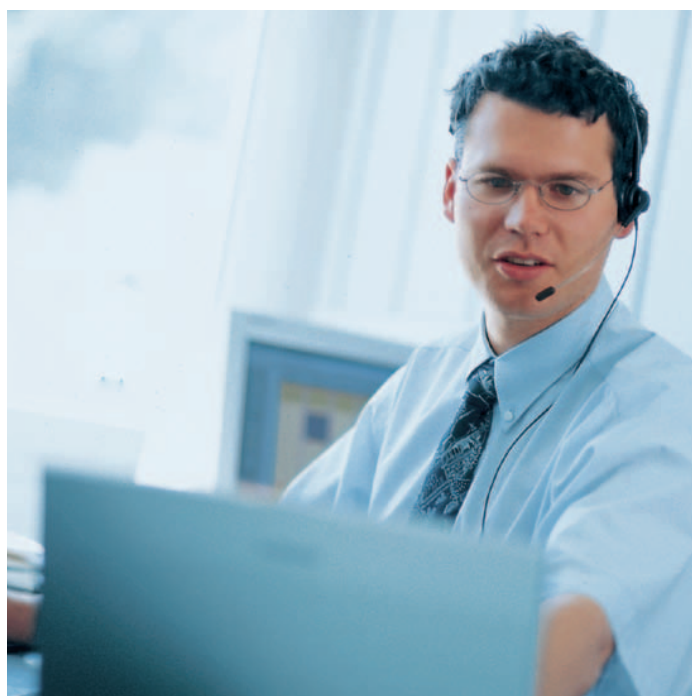
- ▶ System inspection, maintenance, and optimization
- ▶ Troubleshooting, elimination of faults
- ▶ Complaint and warranty processing
- ▶ Coordination of service calls

Just call or send an e-mail to receive competent, free-of-charge support from experienced service specialists.

We provide targeted and individual answers to all your service questions from the system planning phase onwards. We are there to assist you with any questions to do with your ordered products.

We can also recommend expert installers for commissioning. Our experienced specialists can also assist you by quickly diagnosing errors and eliminating faults.

Together with you, we also plan for the future: On request, we will coordinate all service activities for your system during operation, conversions, as well as measures to extend the service life. In doing so, you will profit from all of our assembly technology expertise and the associated technologies.



**You can reach technical support:
Monday to Friday from 7:00 a.m. – 5:00 p.m.**

Technical support

- ▶ Tel.: +49 (0) 711 811-7836
- ▶ Tel.: +49 (0) 711 811-7852
- ▶ Tel.: +49 (0) 711 811-7854
- ▶ Tel.: +49 (0) 711 811-30753

Incorrect deliveries and transport damage

- ▶ Tel.: +49 (0) 711 811-7863

Spare parts service – Ensuring the highest availability for your machines and systems



Services

- ▶ Exchange parts
- ▶ Electronic ET data
- ▶ Spare parts sales
- ▶ Spare parts stocking

Our spare parts service supports you in identifying parts and provides information on prices and deliveries. We advise you on the development of specific spare parts concepts and help you optimize your spare part stocks.

To ensure maximum machine and system availability, we make sure that spare parts deliveries are dealt with right away by a freight forwarder or courier service, as you choose.

To reduce downtimes even further, on request we can set up a customer-specific spare parts warehouse at our facility. We would be happy to consult you on this.

Our spare parts service covers the entire range of assembly technology:

- ▶ Motors and gears for drives and belt sections used in transfer systems
- ▶ Wear parts such as toothed belts, seals, bearings, bushings

The "MTparts" electronic spare parts catalog on CD can help you to identify the right spare parts. This easy-to-use spare parts catalog CD is available free of charge.

The spare parts featured on the CD are stocked according to demand and can therefore be delivered quickly.

We also provide numerous original exchange parts at reduced prices, such as:

- ▶ Three-phase motors
- ▶ Top-mounted motors
- ▶ Lift-swivel drives
- ▶ ID80/SLK

All of our original exchange parts undergo an extensive operational check and conform to Rexroth's high quality standard. We will gladly provide you with an extensive list of comparisons between the original exchange part and new part.

**You can reach the spare parts service:
Monday to Friday from 7:00 a.m. – 5:00 p.m.**

Spare parts

- ▶ Tel.: +49 (0) 711 811-7853
- ▶ Tel.: +49 (0) 711 811-7855
- ▶ Tel.: +49 (0) 711 811-7856
- ▶ Tel.: +49 (0) 711 811-7861

Spare parts catalog orders and spare parts prices

- ▶ Tel.: +49 (0) 711 811-7418

Field service – Your experienced on-site contact



Services

- ▶ On-site consultations
- ▶ Set-up and commissioning
- ▶ System inspections
- ▶ Maintenance work
- ▶ Troubleshooting
- ▶ Service contracts
- ▶ System conversions

On-site customer consultations

Our qualified service technicians offer you on-site support for any questions concerning commissioning and maintenance. Additional applications consultation and/or verification is generally carried out by our application specialists.

Preventive maintenance helps to avoid malfunctions and extend the service life of your system. We perform regular inspections of your system, prepare a complete spare parts package for you and determine the necessary maintenance measures which must be performed. Our experienced service technicians carry out system modifications or maintenance either with you or independently.

Our individual service contracts for maintenance, repair or consultation services provide you with a complete offer from a single source. We can also conclude a yearly maintenance agreement at a fixed price.



You can reach the field service:

Monday to Friday from 7:00 a.m. – 5:00 p.m.

Assembly technology

► Tel.: +49 (0) 711 811-7852

Repair service – Quick and qualified repairs



Services

- ▶ Repairs
- ▶ Conversion

We carry out repairs quickly and reliably on all assembly technology products with original spare parts at cost-effective prices.

Prior to delivery, we test all of the repaired components and set them in line with the original specifications. With the exception of fixed prices, you will receive an invoice which details the replaced parts and the completed repair work. And should a repair no longer be economically viable, we will immediately draw up an alternative offer for new units.

We also carry out modification work for you:

- ▶ Modification of track widths in the entire belt system
- ▶ Altering the conveying speed

Inspections on their own will be charged according to the amount of work. Please feel free to call us with any questions you may have on processing.

If a repair must be carried out, the goods should be sent to us delivery free. The returned repaired goods will be sent in the most inexpensive manner.

If the product is still under warranty, we will accept the most inexpensive form of delivery. The goods will be returned free of charge.



**You can reach the repair service:
Monday to Friday from 7:00 a.m. – 5:00 p.m.**

Workshop/warehouse

- ▶ Tel.: +49 (0) 711 811-7860
- ▶ Tel.: +49 (0) 711 811-7863

Delivery address for repairs and product returns:

Bosch Rexroth Mechatronic GmbH
DC-IA/SVF54
BRL/STE-Fe Bau 060
Löwentorstraße 68–70
D-70376 Stuttgart, Bad Cannstatt

In-house training courses – For the practice-oriented qualification of your employees



Services

- ▶ Training for set-up and commissioning
- ▶ Training for service and maintenance

We offer system integrators and users on-site, targeted training courses for transfer systems that cover operation, commissioning, maintenance, and repairs. On request, we will also provide you with specially designed training equipment.

The advantage for you

No travel costs for your employees and your technology takes center stage.

We would be pleased to provide you with a customized quotation. The number of course participants is restricted to a maximum of 12. The length of the course depends on the number of selected modules.

The contents can be arranged individually.

You can reach us:

Monday to Friday from 7:00 a.m. – 5:00 p.m.

Assembly technology

► Tel.: +49 (0) 711 811-7859

Training courses at Rexroth TS 2 *plus* and VarioFlow/S



Services

- ▶ TS 2 *plus* training course
- ▶ VarioFlow/S training course

We have put together a TS 2 *plus* training course containing the latest modular units.

Using our new training equipment and modular units, we will show you everything a maintenance technician or system specialist needs to know about the TS 2 *plus* transfer system.

Learning objective

Participants are familiar with:

- ▶ How to assemble the TS 2 *plus* transfer system properly and carry out commissioning
- ▶ Planning and carrying out maintenance work

Contents

- ▶ Overview of the TS 2 *plus* system components
- ▶ Setting up and commissioning a TS 2 *plus* system
- ▶ Systematic troubleshooting and elimination of faults
- ▶ Planning and implementing preventive maintenance measures
- ▶ Carrying out repair work and planning spare parts

Price: 310 euros, 1 day/participant

Price: 580 euros, 2 days/participant

The VarioFlow/S seminar can be booked at the end of the TS 2 *plus* seminar!

We have put together a VarioFlow/S training course containing the latest modular units.

Using our new training equipment and modular units, we will show you everything a maintenance technician or system specialist needs to know about the VarioFlow/S transfer system.

Learning objective

Participants will learn:

- ▶ Professional assembly and commissioning of VarioFlow/S systems
- ▶ Planning and implementing maintenance measures

Contents

- ▶ Overview of the VarioFlow/S system components
- ▶ Construction and commissioning of a VarioFlow/S system
- ▶ Systematic troubleshooting and elimination of faults
- ▶ Planning and implementing preventive maintenance measures
- ▶ Carrying out repair work and planning spare parts

All topics include hands-on activities to assist the participants in constructing a ready-for-use TS2*plus* and VarioFlow/S system.



Bosch Rexroth AG

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www.boschrexroth.com/adressen