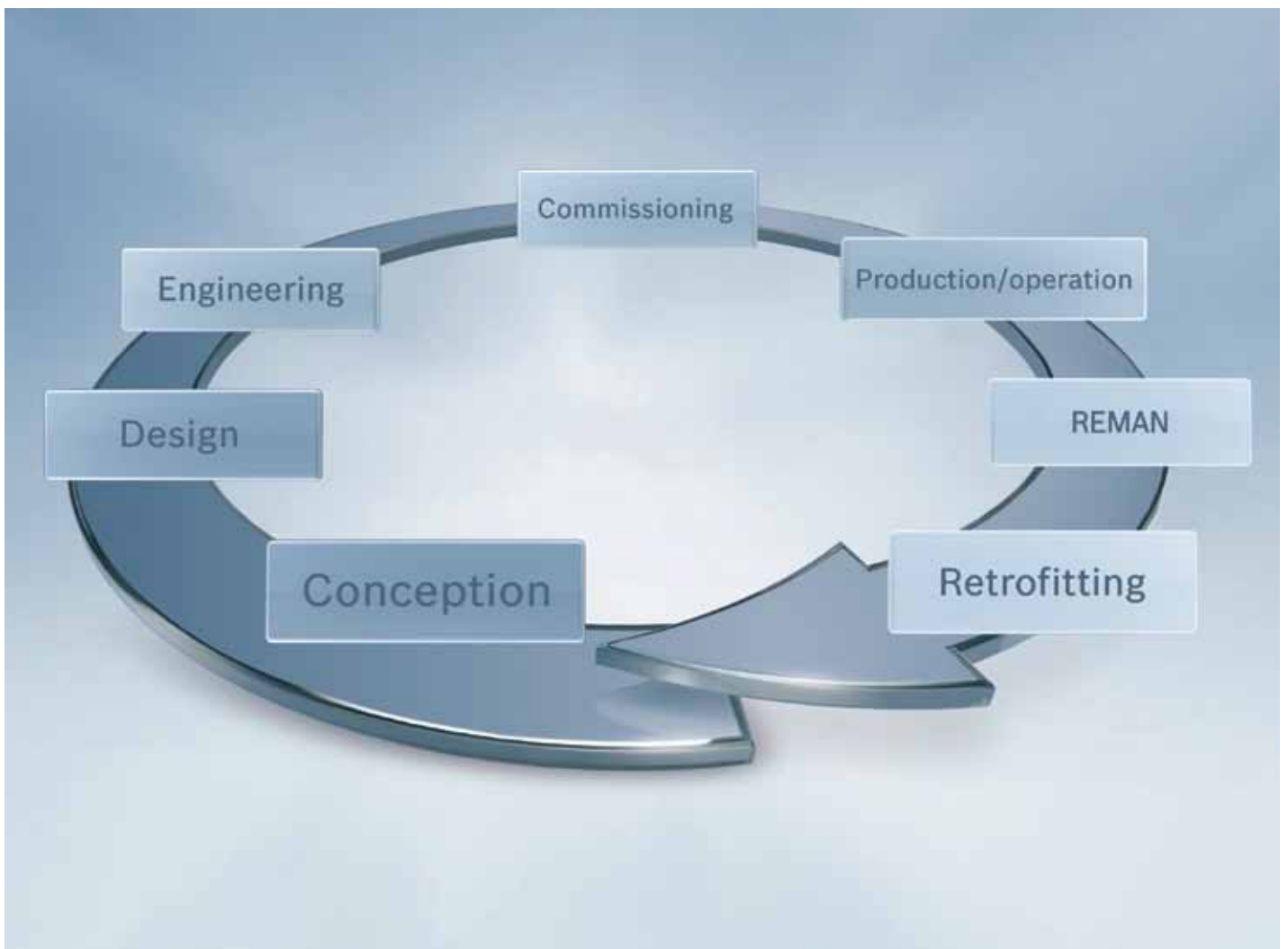


Service from Rexroth Complete life cycle management



Technical support throughout the lifecycle of the machine

Rexroth offers a complete range of drive and control solutions backed up by in-depth consultancy expertise and a best-in-class service portfolio ranging from conceptual development and commissioning to modernisation. We help you maximise the lifecycle efficiency of your machines.

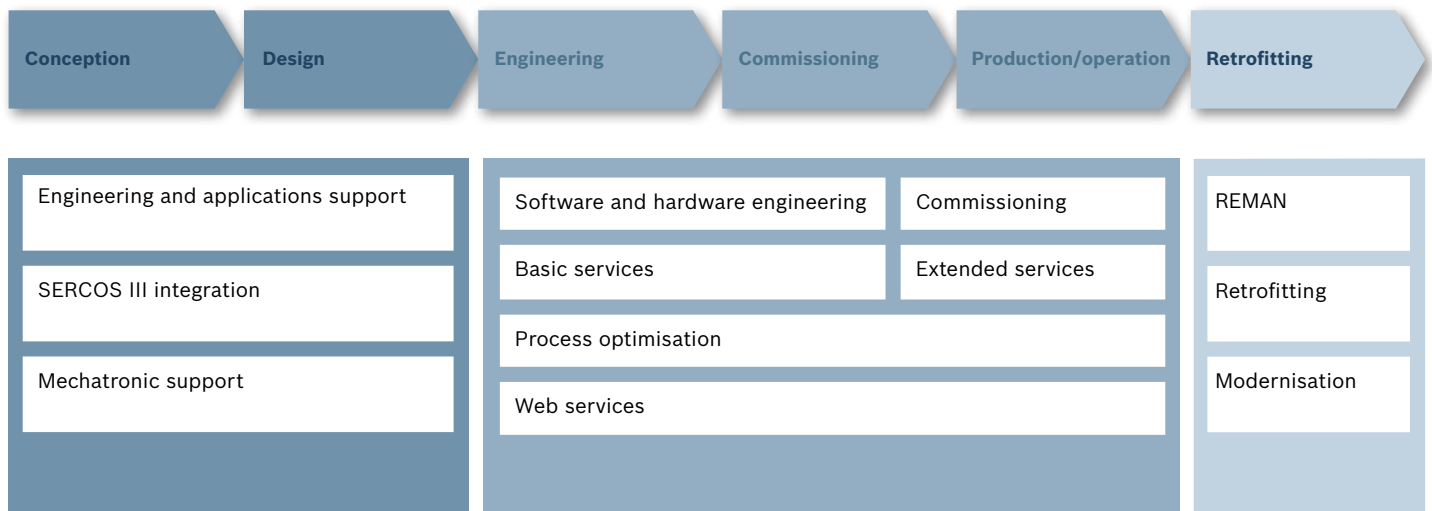
We deliver innovative solutions to meet current market demand for energy efficiency, safety and migration of functionality to software. Rexroth offers well-engineered products and a service portfolio which reduces machine and system operating costs.

We are at your side to provide support and advice in every phase of the product and machine lifecycle. Rexroth is the ideal solutions partner to help you take on current and future challenges.

- ▶ one point of contact for the entire system
- ▶ worldwide service
- ▶ technical support throughout the machine lifecycle



Service portfolio



Conception and design services



Industry-focused engineering and applications support

Our experienced team of industry experts provides advice and support to assist you during conceptual development and design of your solution:

- ▶ selection of specific automation components (hardware and software) for your application
- ▶ detailed description of control and drive components, interfaces and data management
- ▶ development of sample applications
- ▶ active involvement in initial applications at your site



Services for specific product lines:

- ▶ hydraulics
- ▶ control and drive technology
- ▶ tightening technology
- ▶ resistance welding
- ▶ linear motion
- ▶ pneumatics



Industry expertise:

- ▶ agriculture and forestry
- ▶ automotive industry
- ▶ construction
- ▶ food and packaging
- ▶ general automation
- ▶ handling and assembly
- ▶ machine tools
- ▶ marine
- ▶ medical equipment
- ▶ metal forming
- ▶ plastics processing technology
- ▶ printing and converting
- ▶ semiconductors
- ▶ wind turbines
- ▶ woodworking





Software and hardware engineering

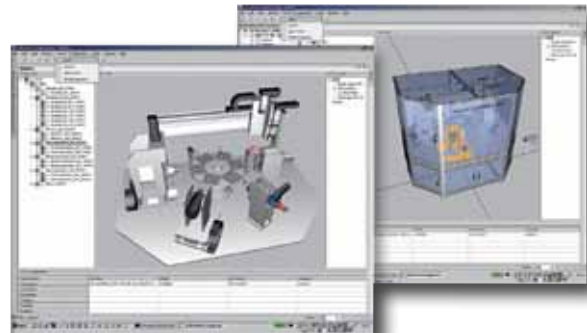
Rexroth provides expert advice and support to assist you during development of your production systems and networks. IEC-compliant PLC function modules and NC cycles for applications in our target industries are available in our large software library.

- ▶ in-depth CNC, PLC and Motion Control solutions expertise
- ▶ Windows programming
- ▶ host connectivity
- ▶ complete control cabinet design and production

Commissioning

Our technical support experts are right at your side whenever you need fast, professional assistance during the commissioning phase. Each of our teams are made up of service engineers who specialise in a particular industry.

- ▶ short reaction times
- ▶ commissioning in compliance with customer specification
- ▶ parameterisation and drive optimisation
- ▶ use of software support tools such as simulation of peripherals



Basic services

Our basic services package includes technical support/helpdesk, field repairs and spares service, as well as industry-focussed training for the entire machine and plant lifecycle. Our service team supports you throughout the planning, installation, commissioning, operation and extended life phases.

Our development and applications teams work closely with you. You can rely on their excellent solutions expertise:

- ▶ fast, professional support
- ▶ available worldwide 24/7
- ▶ freephone number: **0800 169 6624**
- ▶ absolute reliability and system safety in any industry
- ▶ outstanding logistics expertise and excellent engineering know-how
- ▶ efficient use of our systems and components
- ▶ single point of contact

Extended Services

Extended Services take you beyond our basic services. Customer specific needs are identified and recorded in a basic order agreement or individual contract.

Examples:

- ▶ labour warranty – covers the cost of on-site troubleshooting and repair of our components and systems
- ▶ extended label warranty
- ▶ extended parts warranty up to 5 years
- ▶ project support provided by your personal contact partner





Process optimisation

You need best-in-class support from the right partner to optimise the process and workflows in your production systems. Rexroth provides a comprehensive service and tool portfolio to help you analyse and optimise your machine workflows:

- ▶ IndraMotion MTX cta cycle time analyser
- ▶ IndraMotion MTX ega energy analyser
- ▶ IndraMotion MTX acr action recorder
- ▶ NC simulation

Based on testing, simulation and analysis results, we identify ways of reducing cycle times and achieving energy-efficient production. Our engineering services team is available to help you with MTX cta analysis, data evaluation and process workflow optimisation.

- ▶ productive and idle time optimisation to increase your productivity
- ▶ reduction in energy costs
- ▶ clear understanding of energy consumption profile

Cycle time analysis tool

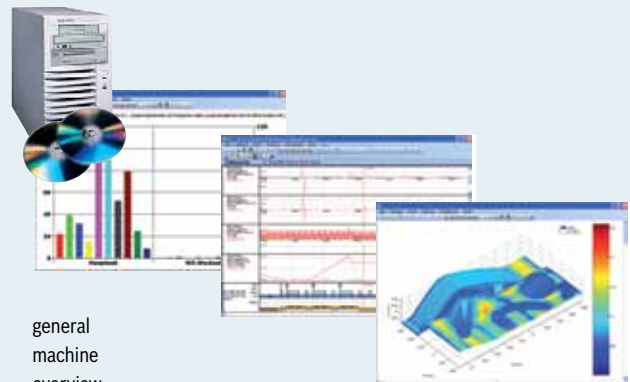


machine
and process
overview

multi-channel and
multi-process
analysis

machine and process analysis

Energy analysis tool



general
machine
overview

energy analysis

- ▲ **The IndraMotion MTX cta cycle time analyser is a universal tool for IndraMotion MTX CNC systems which is designed for the selective and effective optimisation of machine cycle times**

- ▲ **The IndraMotion MTX ega energy analyser shows you how much energy the various process segments, machine components and tools are using. It can help you during commissioning and ongoing production to minimise energy consumption in your CNC machining process.**

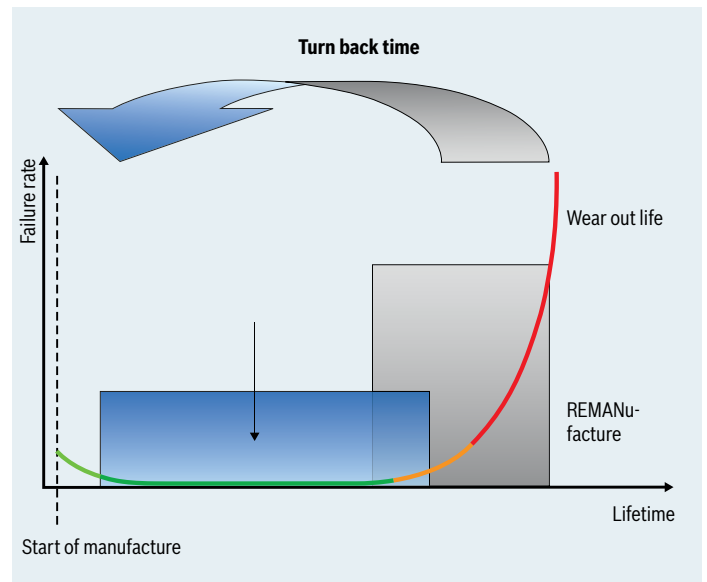
Modernisation Services



REMAN

With our REMAN solution you can renew your tried-and-tested control and drive components. Replacing all wearing parts prolongs the life of your components. Turn back time and ensure your system's availability:

- ▶ new product warranty (12 – 60 months)
- ▶ reduced unplanned downtimes
- ▶ greater production reliability
- ▶ longer machine running time
- ▶ lower production costs
- ▶ no structural changes
- ▶ calculable maintenance budget
- ▶ reduced stock levels
- ▶ guaranteed supply of spare parts



▲ REMAN – Turn back time



Retrofitting

Retrofitting means exchanging old standard drive and/or control components with the latest Rexroth products. To keep the changeover period as short as possible, standardised retrofit kits which include all the components for a 1:1 exchange are used.

Modernisation

Modernisation means overhauling the complete plant – from system evaluation through engineering to the declaration of conformity. Whatever the industry, whatever the production technology, modernisation will bring your plant up to the latest standard in a very short space of time.

Hardware and software replacement during retrofit and modernisation increases your productivity and saves expensive new acquisitions.

- ▶ deployment of energy-efficient drive and control systems
- ▶ increased capacity through installation of cutting-edge components
- ▶ adaptation to statutory requirements and environmental regulations (e.g. machinery safety and CE conformity)
- ▶ lower overall investment needed to keep your mechanical subsystems in tip-top shape
- ▶ access to the latest tools (e.g. cycle time and energy analysers)



Your Local Service Support



Repair service of hydraulics

Using state-of-the-art technology

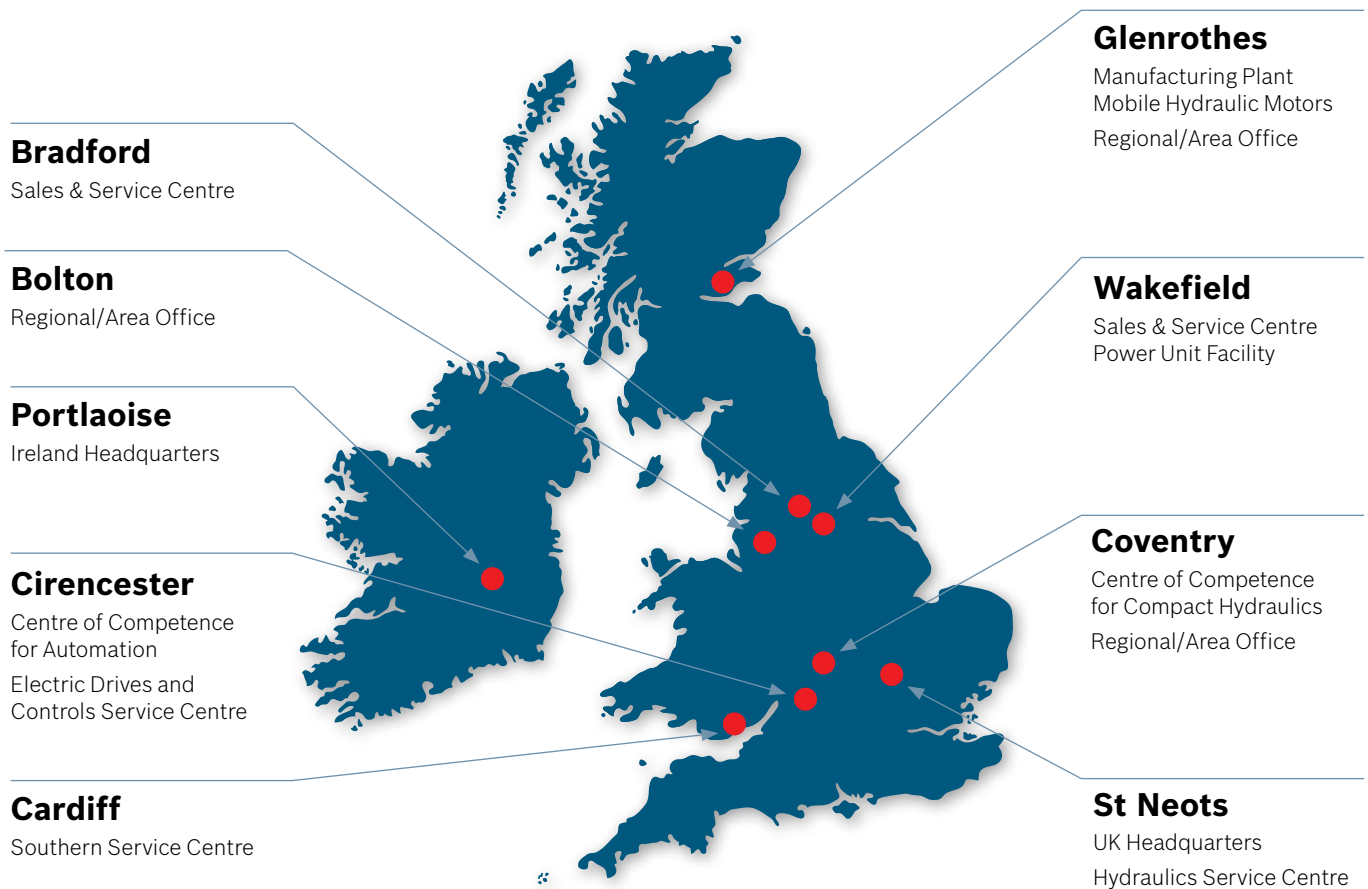
Reliable, cost-effective service is part of our Drive and Control package. Our experienced team and excellent support network enables us to respond to your needs rapidly and competently, reducing your down time to a minimum. We use original parts only and offer advice and training which we can tailor to your individual needs.

A single source for the following services:

- ▶ pump and motor repair
- ▶ valve repair
- ▶ servo and proportional valve repair
- ▶ cylinder repair
- ▶ original spares
- ▶ end user support
- ▶ installation
- ▶ flushing rig hire
- ▶ maintenance contracts
- ▶ fluid analysis
- ▶ power unit refurbishment



Locations in the UK and Ireland



Once we receive a request for repair from you, the following process is observed:

1. Collection – three-day carriage (free of charge* or overnight)
2. Dismantle
3. Inspect
4. Provide quotation
5. Repair using genuine Rexroth quality parts
6. Test component in accordance with original test data from our manufacturing plant
7. Paint as standard
8. Ship with an 'as new' warranty

*Only available on hydraulics components

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The data specified above only serve to describe the product.

As our products are constantly being further developed, no statements concerning a certain condition or suitability for a certain application can be derived from our information. The information given does not release the user from the obligation of own judgment and verification. It must be remembered that our products are subject to a natural process of wear and aging.