



HEIDENHAIN

The HEIDENHAIN helpline – Your direct line to us

Demanding technology requires qualified services, particularly should any repairs be necessary. That is why HEIDENHAIN is at your side, as a competent and reliable partner who can provide a comprehensive range of services quickly and without red tape.

HEIDENHAIN Service

- Personal contact partners with the manufacturer's know-how
- High service availability in your area
- On-site servicing of your machine
- Rapid supply of replacement parts and exchange units (delivered the next workday)
- Original replacement units and original replacement parts in stock for units that are up to 20 years old
- 12-month guarantee of function for the entire repaired unit, not just the repaired parts

We will gladly answer any questions you have about the functional and premium repair options directly:

Phone +49 8669 31-3123
E-mail service.order@heidenhain.de

You can find further information about repair services and contact persons, as well as foreign and domestic service partners at

<http://service.heidenhain.de>

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Functional repair Premium repair

With the two service options **functional repair** and **premium repair**, HEIDENHAIN offers you the choice between the purely technical repair of a defective unit and the additional repair of visual defects.

Both the functional repair and the premium repair options **completely and absolutely restore the technical functions** of the unit. HEIDENHAIN provides a **one-year guarantee for the entire repaired unit**, instead of just for the parts exchanged during the repair.

The **functional repair option is of interest for shop-floor operation** because it is perfectly tailored to the core requirements of such repairs: The practical and rapid restoration of production equipment at a low cost in order to continue operation.



Functional repair

Technically ready for use
and expedient

With the **premium repair** option, HEIDENHAIN mainly addresses **machine tool builders and machine dealers**, who frequently offer such units as exchange parts and therefore desire a condition that is as good as new.

If you choose the **premium repair** option, not only will all necessary technical repairs be performed, but also all traces of wear and tear are removed. **The unit is then visually as good as new.**

Naturally this premium repair only makes sense for products that can be seen when mounted or installed. In light of this, HEIDENHAIN currently offers this choice when repairing controls, digital readouts, motors, screens, and keyboard units.



Premium repair

Visually and functionally
as good as new