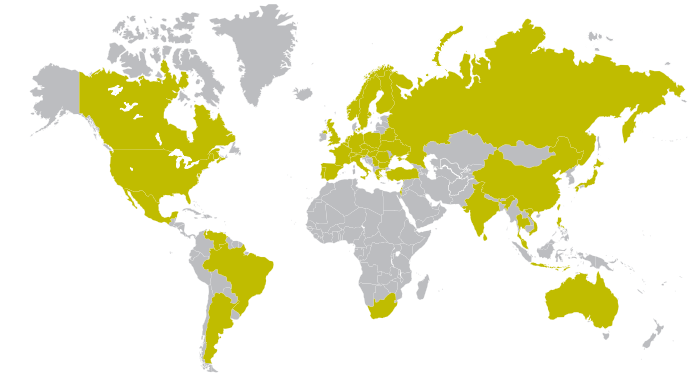




# HEIDENHAIN



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Service is always about creating room for individuality. Even in the digital age, nothing can replace the personal contact that makes it possible to meet **individual needs** and challenges. That's why HEIDENHAIN continues to make this kind of direct contact a top priority.

Our technical specialists will advise you on any questions that require attention during the development of your machine. From the very get-go, we want to be your partner and service provider, delivering professional and individualized support on matters both theoretical and practical **throughout the entire life cycle of your machine.**

HEIDENHAIN is represented in more than 50 countries—primarily through wholly-owned subsidiaries. It is very important to us that you receive **competent support across the globe.** Our tight network of HEIDENHAIN technical divisions makes this possible. So take full advantage of our skilled and highly effective network, which forms the backbone of what we call good service.

From initial machine design to optimization and troubleshooting in the field, we can support you in your plans. As a result, you benefit from the following:

- Direct contact with technical specialists
- Competent advising on theoretical and practical matters
- Individualized support
- Efficient troubleshooting and solution-finding
- Planning certainty thanks to forward-thinking advising
- Shortened commissioning times
- Practical training courses
- Improved quality and performance
- An international service network
- Cost reduction

We will be happy to personally advise you and prepare a tailored offer for the support of your projects.

### Your direct line to us

☎ 1-847-490-0351

#### Encoders & DRO Support

techsupportHC@heidenhain.com

#### NC Support & PCL

##### Programming Support

tncservice@heidenhain.com

#### NC Programming & Application Support

TNCApplications@heidenhain.com

#### Metrology Support

metrologyHC@heidenhain.com

# HEIDENHAIN

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## 360 degrees of support

## Support for the Development of Your Machine

## Service from the get-go

**Project consulting**  
We will work with you to implement your project, find solutions to meet your requirements, and forecast the required expenditures.



**Training**  
Build up the expertise needed to meet your customers' requirements, and speed up training times with our extensive offering of seminars and workshops on the following topics:

- System programming and configuration
- Commissioning and optimization
- Field servicing

[www.klartext-portal.com/training](http://www.klartext-portal.com/training)



**Prototyping**  
We can develop and test possible solutions, and thus provide you with important information for the planning and execution of your R&D projects.



**Programming support**  
Our PLC and NC programmers provide support in the following areas:

- User interfaces (HMI) for controls
- Machine functions
- Interfaces
- OEM cycles
- Safety functions (FS)
- Bus systems (HSCI, PROFIBUS, PROFINET, IO-Link)
- Kinematics
- Camera systems
- Tool and pallet management

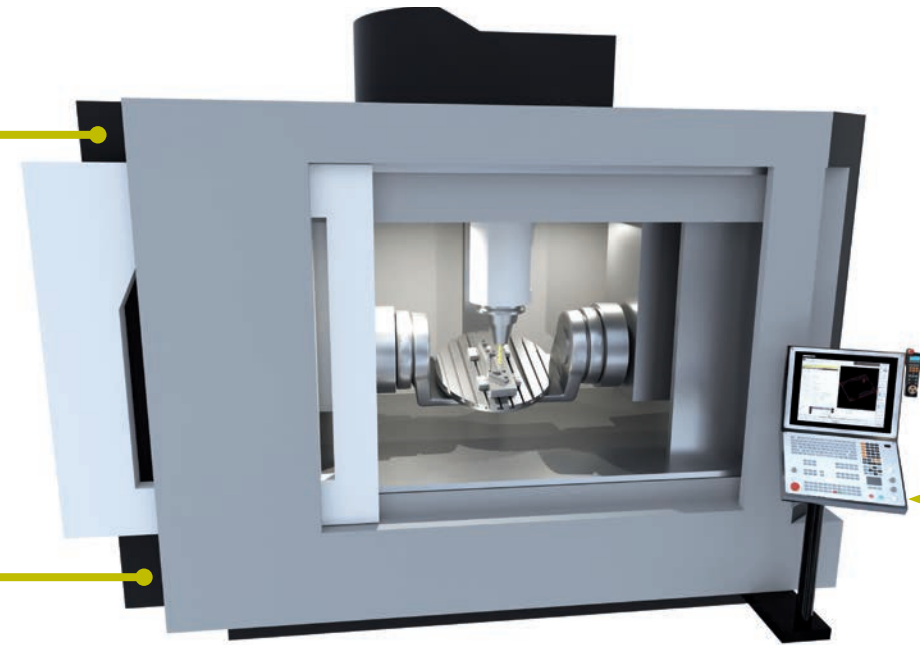


**Optimization**  
We can help you configure the machine parameters and set up the functions of Dynamic Precision and Dynamic Efficiency so that your customers can attain the best results, including:

- Shorter machining times
- Superior surface quality
- Exceptional surface accuracy

**Troubleshooting**  
Accelerate your troubleshooting and error resolution processes during the project phase and when handling malfunctions in the field. This is what we offer:

- Systematic analyses
- Rapid evaluation with software tools
- Quick help by phone, e-mail, WebEx session, or remote service
- On-site support
- Direct contact with our specialists



**Commissioning**  
We are there for you through our Hotline or on-site to help with the following tasks:

- Setup of the machine configuration
- Commissioning of axes and spindles
- Testing and adjustment of machine functions

**Tailored solutions**

**Longstanding expertise**

**Where theory meets practice**

**Enjoy planning certainty**