

SERVICES

Tooling technology

Metal / Wood / Composites machining



GLOBAL SERVICE CALLS

You have a problem with a unit, but for certain reasons you are unable to ship the unit to BENZ for repair service. Perhaps because the unit is too large or too heavy or, you just can't afford the machine downtime.

No matter where in the world you are, we are at your side! Our experienced service technicians are there to support you during the professional commissioning or in case of an emergency caused by a damaged unit. This is how we ensure a high reliability of the units and a high machine availability.

Your advantages

- Professional assembly / Product briefing
- Commissioning of the units
- Troubleshooting
- Repair on-site (if possible)
- Preventive maintenance

A detailed analysis of the situation is possible on-site

During an on-site call the service technician works directly in the production environment

SERVICE HOTLINE

In case of any questions or quick solutions the direct way is often the best:

Visit the website of our bases and pick up the phone! The BENZ employee on the other side of the line will be happy to take up your requests and provide you with the best solution. Often, this call alone is enough to solve your issue. If not, your BENZ contact will initiate further measures.

No matter where in the world you are, we are close-by. Our service centers in Europe, the US and Asia are your contact persons on site.

Your advantages

- Contact persons worldwide
- 24 hours follow-the-sun service
- Competent support in all questions related to services
- Many concerns can be quickly resolved on the phone

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REPAIR-SERVICE UNITS & MOTOR SPINDLES

Is your product no longer working the way it should? We can help so that your production keeps running smoothly.

All that at an affordable price and of course as fast as possible.

Our experts

- will analyse the damage quickly and professionally
- send you their findings and recommended repairs immediately
- perform general overhauls as well - on request

To order a service repair - Step-by-step instructions:

<https://www.benztooling.com/en/services>

In house: Experienced service technicians analyse your unit and inform you about appropriate repair measures

On site: Upon the repair recommendation you decide how we further proceed

PREVENTIVE MAINTENANCE

Reduce downtimes. Increase runtimes: One simple way to reduce unplanned downtimes in your production is by regularly checking the units you use. This is the only way to ensure a product is still being used in flawless condition. As part of preventive maintenance, we replace wear parts. Your unit will thank you for it with longer runtimes.

So why not make use of your next shutdown or machine overhaul for maintenance on your units as well?

Your advantages

- Preventively reduce unplanned downtimes
- Increase the unit's lifetime
- Maintenance of a perfect product condition / General overhaul
- Can be done during a shutdown



To order the maintenance service -
Step-by-step instructions:
<https://www.benztooling.com/en/services>

Is everything correct? During the preventive maintenance our service technicians take care of the details

Motor spindle during a general overhaul

SPARE PARTS SERVICE

Everything is actually running fine – except for one bad part. You've found the problem and you know just what to do. We support you in making your own repairs by sending you genuine precision parts. Whether single spare parts or complete assembly sets.

Spare parts express shipment is available for urgent repairs.

We offer

- Spare parts identification
- Spare parts recommendation
- Proposal and order processing
- Express shipment if necessary

Your advantages

- Genuine precision spare parts
- High availability
- Do-it-yourself repair

INDIVIDUAL RAPID-REPAIR-KIT

Prevented in case of emergency with a customized spare parts package.

Would you like to ensure even before a serious incident occurs that your downtime costs due to a machine standstill will be as low as possible? If so, you should purchase a crash package. It contains all the wear and special parts of your unit. That means you'll be on the safe side, even with customer-specific solutions.

Your advantages

- Reduce downtime costs due to a machine standstill
- All critical wear and special parts available for a prompt repair
- Price advantage



Repair time **with** Rapid Repair Kit - for all kits ■■■■

Repair time **without** Rapid Repair Kit:

Repair time: ■■■■
immediate

Repair time: ■■■■
approx. 2-3 weeks

Repair time: ■■■■
approx. 10-12 weeks

C- PARTS 1

No wear parts -
not repair relevant

B- PARTS 2

Wear parts -
repair and assembly relevant

A- PARTS 3

Wear parts - repair and assembly
relevant: Complex manufacturing parts
and purchasing parts

Standard parts: Screws, feather keys,
pins, washers, springs, o-rings, etc.

Simple manufacturing and purchased
parts: Housing parts, spacer rings, bea-
rings, seals, etc.

Complex production and purchased
parts: Spindles, drive cones, toothed
and bevel gears, toothed shafts, etc.

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