

## Fast connection with the experts:

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## Competent service – world-wide



## Automation inquiries:

**DIEFFENBACHER**

Customized service drafts for preventive maintenance and reactive fault clearance, competent, fast reacting service centers with spare and wearing part stocks in Europe, America and Asia as well as extensive training schemes are some of the typical Dieffenbacher service performances. One of our special services is the Dieffenbacher Tele Engineering Online Service (TEO) with real time access to lines for maintenance purposes, fault clearance and technological support.



Customer service team, Eppingen

## Customized advice, fast service – world-wide

The Dieffenbacher group is one of the leading manufacturers of hydraulic presses and complete production lines today. With the hydraulic press as the central component, we concentrate on the technological ranges of metal, plastic and isostatic line engineering.



Kurt Benz, Head of Customer Service, Forming Division



Dieffenbacher headquarters, Eppingen



Fast service

A core aspect of our thinking is to provide customized solutions for a maximum availability of your equipment. Therefore, the Dieffenbacher "Service" is a central element of our company philosophy. Competent, experienced service employees, with a high level of quality consciousness, ensure prompt assistance in matters concerning your presses and lines, at any time.

Extensive advice, to suit the requirements of system optimization and modernization as well as on schedule actions, guarantee you a high production rate. Training for your maintenance, operating and technology personnel are elements on offer within our service concept.

Dieffenbacher offers its customers an individual service at any time.

## The complete range of services

Dieffenbacher is conscious of the fact that a mere delivery of the line is insufficient. That is why we have wrapped up an attractive package of services, which will ensure a high level of line availability. We want you to be completely satisfied with us!

### Attendance and maintenance

If required, Dieffenbacher can take over all maintenance work on your lines, including the provision of process materials and inventory management. Our experts will advise you regarding non-periodic maintenance work. We also perform attendance and maintenance work on equipment manufactured by other companies.

### Spare part service

Dieffenbacher provides service centers with spare part stocks for its customers world-wide. Extensive spare part stocks in Eppingen (Germany), Brno (Czech Republic), Windsor (Canada) and Beijing (PR China), ensure a fast provision of the required components – no matter where you are located. Dieffenbacher will, by all means, support you with determining the spare parts required.



Our service – committed and professional

#### Benefits:

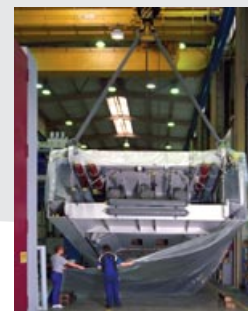
- Cost reduction
- Faster service, 24 h-stand-by
- Reduced reaction times
- Increased line availability
- Production increase
- Multimedia networking
- Technology support



Extensive, world-wide spare part stocks ensure fast availability



TEO: Support via ISDN



Fast, trouble free machine transposition



Repair work

### Repair

We will be at your service – fast and competently – should repairs to one of your lines prove to be necessary. A team of experts will react to each fault, within an agreed period of time, and will reliably repair the failure, on site.

### Tele Engineering Online Service

Dieffenbacher offers an optimum service, any-time any-place, with its Tele Engineering Online Service (TEO). Service specialists provide support through communication networks via ISDN or satellite, in all areas of the production lines, during maintenance work or fault clearance. All relevant information will be analyzed and relayed in real time to the service centers. Expenses and time consuming travel can be reduced to a minimum through TEO, and at the same time your line will quickly become available again.

### Machine transposition

In case you would want to move machines, we should be pleased to assist you with our knowledge to keep the time for the transposition work as short as possible. Our experts can organize the complete transposition right up to re-operation. We offer this service for all hydraulic presses and lines regardless of the manufacturer.

## Extensive training – perfect command of technology

Dieffenbacher presses and production lines should prove to be profitable to the user. A high level of availability, service and user friendliness guarantee above average profitability. To ensure that these conditions last, we deem it crucial that your operational staff is well-trained. Vivid, practice oriented tuition is provided by experienced professionals in the Dieffenbacher training center or directly on the machine, on-site. Some of the particularly important elements of training are the familiarization with typical line hard- and software and the conveyance of process know-how to the technology employees. We will provide you with the necessary tools for an optimal production with fast diagnosis of errors and fault clearance.



Practice oriented training

### Benefits:

- Operator optimized training offer
- Operational error avoidance
- Fast diagnosis of errors
- Optimal line knowledge



Satisfied training students

## Modernization / Line optimization – increased production rate

Economic press and line modernization are the core competencies of our project group "Modernization/Optimization". Not only do we specialize in the area of our own lines, but also in lines manufactured by others. Together with your experts we will analyze your stock of presses and lines, regarding optimization and modernization possibilities. We will subsequently propose a concept that will increase the performance and the security of your machinery as well as the quality of your products. Structures, which are already on-hand in your company, will be taken into consideration. The return on investment, determined by investment volume and the shortest possible production downtimes, is our main guideline when drawing up the modernization concept.



Manfred Kreuzwieser,  
Head of Modernization /  
Spare Parts Department,  
Forming Division

Through our modernization concepts your company can realize the following advantages:

- The utilization of new control systems and hydraulic components, as well as the reworking of mechanical componentry, increases the availability of your line.
- New operator friendly visualizations provide easier line adjustment and ensure the greatest possible process transparency.
- New control systems enable the integration of a process data acquisition (PDA) for production monitoring.
- The productivity of your line can be considerably increased with the help of integrated automation concepts (robots, transfer, feeder).

Tell us the purpose of your business, regarding your presses and lines, and together we will find the optimal solution for your requirements!



Retrofitting of closed-loop control functions

### Benefits:

- Increased line availability
- Transparency and flexibility of production realization
- Reduced costs



Line control