

Customer Service

Worldwide production reliability



Harro Höfliger by your side.

PRODUCTION RELIABILITY – ANYTIME AND ANYWHERE

As Customer Service, we share the same goals: the optimum, reliable operation of your equipment throughout its entire service life. Our globally active customer service team provides you with support in ensuring and improving machine performance. Close cooperation, efficient communication and high flexibility are key elements of Harro Höfliger's service philosophy

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Harro Höfliger by your side.

PORTFOLIO



SUPPORT

- Remote Service
- Augmented Remote Service
- Field Service



MAINTENANCE

- Inspection
- Maintenance
- Repairs
- Optimization
- Warranty Extension



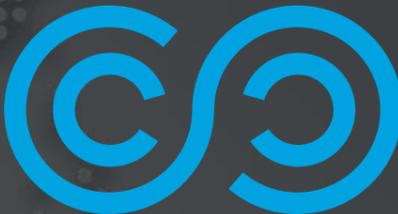
PARTS MANAGEMENT

- Spare Parts Packages
- 3D Spare Parts Catalog
- Discontinued Parts



PRODUCTIVITY

- Production Support
- Process Analysis
- Key Account Support
- Embedded Engineer
- Modifications / Upgrades



TRAINING

- HH-Training
- Training Documentation
- Additional Training Packages

SUPPORT



In the event of a service case, you'll receive fast and uncomplicated support – whether on site or via a secure connection with remote diagnostics and maintenance. Adapted to your needs and production requirements, faults are rectified immediately so that you can continue production safely and quickly.

REMOTE SERVICE

Our **Excellence United Service Portal*** provides you with expert support and quick assistance in case of problems, without the need for a technician site visit.

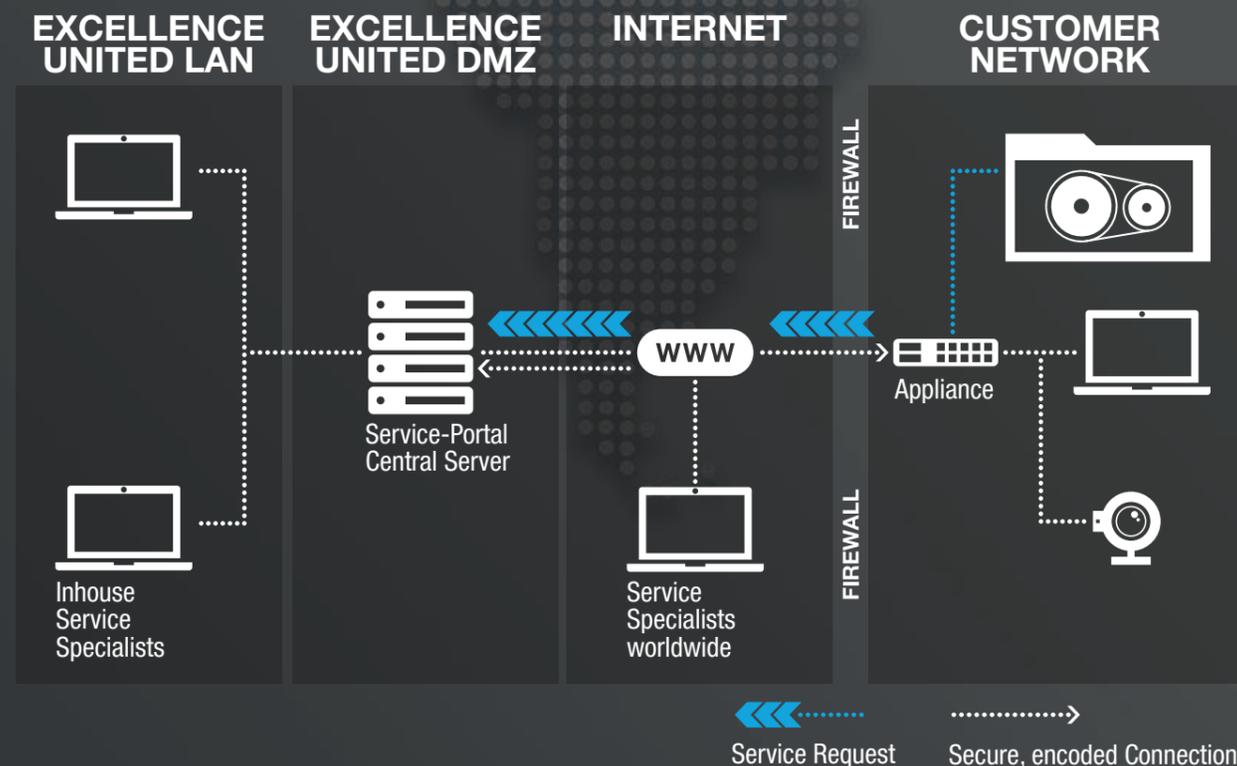
- GAMP-compliant software documentation of all processes
- Savings on travel costs and complete cost control
- Improved communication of HH technicians through secure access to the machine

* The implementation of our remote service via customer-specific third-party systems can be examined, if required.

AUGMENTED REMOTE SERVICE

If mechanical assistance is required during a digital service call, this can be supported using smart glasses. A service technician from Harro Höfliger connects to the staff on site via software, sees the system through their augmented reality glasses, and guides them safely through the troubleshooting process in real time.

- Efficient, multifunctional communication
- Optimized error identification
- Reduced travel costs



FIELD SERVICE

Our highly qualified service technicians support you worldwide in emergencies directly at the machine to minimize downtimes as much as possible. Our support has one goal: to secure your success and competitiveness.

- Short machine downtimes
- Fast problem solving on site
- Quick continuation of production

MAINTENANCE



Our maintenance services ensure maximum machine availability and minimize production interruptions. You are informed about the actual state of your equipment and the necessary measures for further optimization.

MAINTENANCE MANAGEMENT

Your Customer Service contact will work out an individual maintenance concept with you, tailored to your system and production, always considering the system performance and surrounding conditions. By evaluating and categorizing the complete machine parts list, we achieve a high level of transparency of critical components and wear parts for you. The 3D spare parts catalog enables not only you, but also our technicians, to quickly and easily identify worn spare parts on site, which are detected directly on the equipment and discussed together. Maintenance protocols are established in detail in a clear structure and sequence with regard to the respective systems.

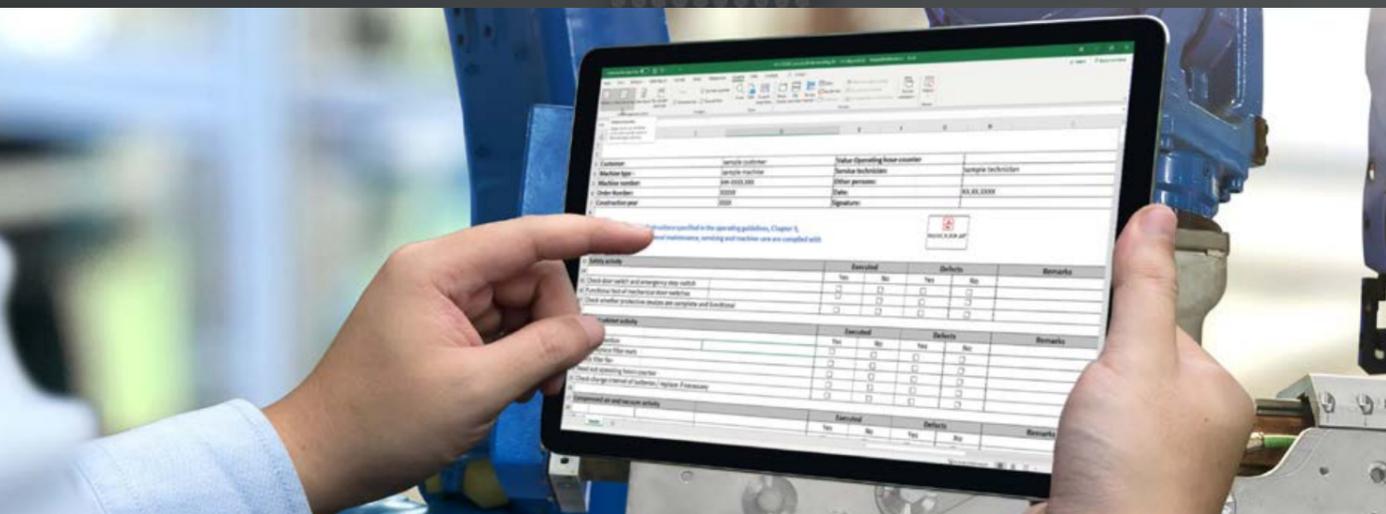
- System-specific inspection document
- Transparent spare parts recommendation
- Early detection of discontinued parts



WARRANTY EXTENSION

In addition to your 12-month warranty for each machine, you have the option of an extension: maximum 24 months or 7,200 operating hours, whichever occurs first, based on VDMA guidelines, calculated from the time of the production start, but no later than after successful final acceptance (SAT). In addition to the warranty for another 12 months, you have additional benefits:

- Simplified budget due to one-time payment
- Value retention of machines and systems
- Expert maintenance



PARTS MANAGEMENT



Our spare parts management combines fast replacement with an optimal spare and wear parts inventory. This saves you time and unnecessary downtime costs, so you can rely on the long-term performance of your systems.

SPARE PARTS PACKAGES

With a practical spare parts inventory, you are well equipped for uninterrupted production operations. Our specialists develop a customized concept for you so that you always have the most important parts of your machine on hand.

- Optimal spare parts inventory and fast restocking
- Permanently safe and efficient production
- No unnecessary commitment of liquidity

3D SPARE PARTS CATALOG

The digital spare parts catalog, which is available both online and offline, enables you to quickly and clearly identify individual components as well as entire assemblies of your system. You can also initiate a direct request for all the parts you need via individual shopping carts. This makes rapid spare parts procurement easy and optimizes your inventory.

- Fast and easy restocking
- Transparent spare parts information
- Efficient spare parts identification



DISCONTINUED PARTS

Checking the machine parts list for discontinued parts will help you take preventive action early and learn about alternative components. Our specialists will provide you with stocking recommendations as well as detailed assessments of successor models and recommendations for action.

- Risk minimization of downtimes
- Transparency and continuous machine optimization
- Inventory optimization

PRODUCTIVITY



Whether during machine installation and commissioning, during production or when adapting your processes: You can count on the support and expertise of our experts right from the start. This ensures that your systems meet your high requirements at all times – even if your products are further developed.

PRODUCTION SUPPORT

Our specialists will assist you with the machine set-up and the safe commissioning of your equipment. This guarantees smoothly functioning production.

- High productivity right from the start
- Safety in machine handling
- Knowledge transfer

PROCESS ANALYSIS

Even with changing requirements, we will support you in achieving stable production. Together with our experts, you can optimize your processes even when introducing new products or changing formats and increase your production efficiency.

- Targeted optimization of machine components and processes
- Early detection of influences
- Efficient production

KEY ACCOUNT SUPPORT

A designated expert with technical know-how, detailed product knowledge and cross-machine process understanding is regularly available to you as a direct contact.

- Efficiency increase and optimization consulting through central contact person
- Regular inspection of the machines
- Problem solving within the shortest time possible

EMBEDDED ENGINEER

A Harro Höfliger expert will work at your site as part of your team and support you in the continuous development of your equipment.

- Optimized processes thanks to efficiency analysis
- Guidance for independent problem solving
- Constant on-site support

MODIFICATIONS & UPGRADES

Modernizations of any kind, from retrofitting to complete machine rebuilds: We adapt your systems to all new requirements.

- Increase in machine service life
- Innovation of processes, technologies and programs
- Adaptation to current safety guidelines



Our training programs optimally prepare your operators, technicians and production managers to work safely and efficiently with the equipment. During real-world hands-on training, they will learn everything important about operation, safety and maintenance. Detailed training materials can enhance the respective program.



FORMAT CHANGES

Becoming familiar with handling format parts and best practices and HMI activities for format changes, which is followed by a test run and production approval.

ELECTRICAL MAINTENANCE

Safe handling of electrical components, troubleshooting procedures and component replacement. Here you will gain knowledge of Pac Drive and Sercos systems as well as ProfiBus and Asi Bus.

ADMINISTRATION

Getting to know the management options as well as exporting and evaluating the machine data, such as reports and key figures. A further component of the package are the Audit Trail and Alarm Management topics.

- Training packages can be flexibly combined
- Hands-on training directly on the system
- Minimization of error sources through correct operation

HH-TRAINING

PRODUCTION

Safe handling of the machine, getting to know the machine structure and the basic functions as well as the tasks during production, acquiring basic HMI knowledge.

FUNCTION & TROUBLESHOOTING

Detailed functional description of the individual stations, including HMI, with the goal of gaining an understanding of technical interrelationships. Gaining in-depth troubleshooting knowledge.

MECHANICAL MAINTENANCE

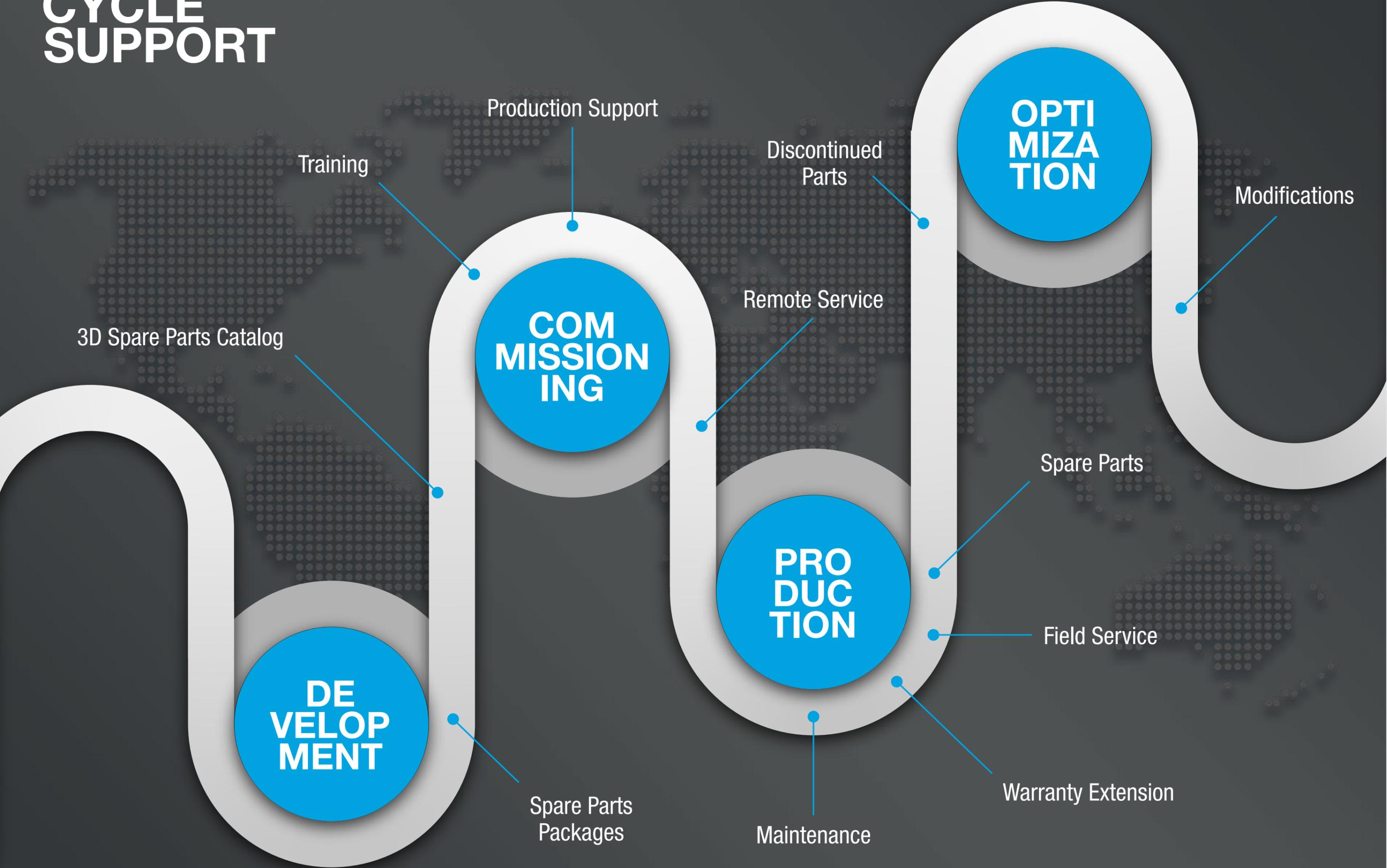
Getting to know the maintenance and service tasks at the stations, along with technical plans, and the spare parts catalog. Drives and sensors are precisely tested via set-up operations as well as function tests.

TRAINING DOCUMENTATION

In addition to the existing operating manual, you will receive separate documentation on the topics of production and troubleshooting. This documentation describes step by step how to put the machine into production. Furthermore, the fault clearance of your system is explained in the event of various error patterns occurring.

- Individually prepared training documentation
- Fast troubleshooting with detailed solution approaches
- Independent machine handling

LIFE CYCLE SUPPORT



OUR SERVICE

In the event of a service case, we'll be at your side. You'll receive fast and uncomplicated support – whether on site or via a secure connection with remote diagnostics and maintenance. Adapted to your needs and production requirements, faults are rectified immediately so that your equipment is back in full production without any delay.

EXAMPLE OF A SERVICE PACKAGE

SUPPORT



Remote Service via ExU Service Portal

Availability of technical support: 8 AM – 5 PM (German working days)
 Reaction time of technical support: Within one working day
 Fee for technical support: Flat rate including license fee (+AR)

Field Service

Travel according to staff and parts availability

MAINTENANCE



Inspection

2 days

Repairs

5 days

Warranty Extension

Extension to 24 months

PARTS MANAGEMENT



Spare Parts Packages

Risk assessment and inventory recommendation

3D Spare Parts Catalog

Complete machine parts list as well as parts identification

PRODUCTIVITY



Production Support

5 days

TRAINING



HH-Training

3 days

Training Documentation

Machine-related, detailed training documentation

SERVICE LEVEL AGREEMENT

Your customized service package for safe and efficient production:

- All products relevant for you can be combined individually
- Full support to increase the efficiency of your equipment
- Early and long-term budget planning

GLOBAL PRESENCE – NEVER FAR AWAY



BRANCH OFFICES

- United Kingdom
- Sweden
- Turkey
- USA
- Singapore
- More than 60 branch offices

COMMUNITY OF EXPERTS

- Ireland
- Switzerland
- Russia
- China
- India



Excellence United



ENGINEERED PRODUCTION SOLUTIONS

