



**HEIDENHAIN**

# **SERVICE NEWS**

**The HEIDENHAIN Service keeps you informed!**

**Issue 10 – 2012**

**The HEIDENHAIN Service –  
You may count on us!**

- + HEIDENHAIN  
Your reliable service partner**
- + The worldwide service organization  
of HEIDENHAIN**
- + DAkkS calibration**
- + Contacts  
to the service**

**[www.heidenhain.de/service](http://www.heidenhain.de/service)**

**The direct link to the HEIDENHAIN Service Department**

# HEIDENHAIN

## Your reliable service partner

*The most important thing to a machine operator is that everything runs smoothly. As such, downtimes must be kept to a minimum. In case there is a disturbance, the service department at HEIDENHAIN provides rapid and appropriate solutions.*

Demanding technology requires qualified services. That is why HEIDENHAIN offers reliable service of the highest standard. After the products have been delivered and set up, qualified technicians are available for competent consultation and rapid service - in nearly all industrialized countries of the world. Rapid on-site assistance ensures that your machinery remains available for production.

### HEIDENHAIN repair and exchange service

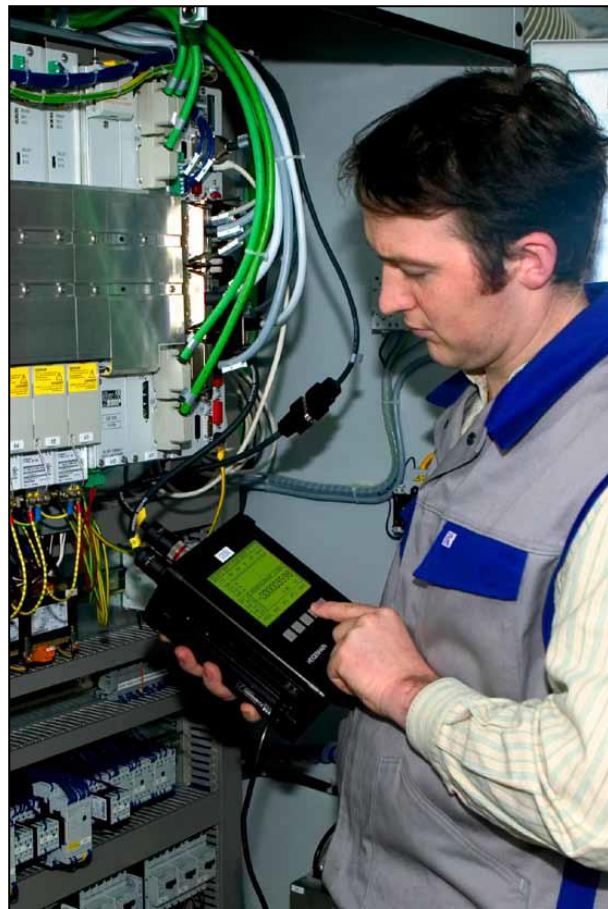
The quick repair and exchange service helps you to minimize interruption times. We will immediately bring or send you the required device, so that production can resume if the machine has come to a standstill. Once the defective device has been returned, we will only charge you for the repair costs incurred.

### HEIDENHAIN Helpline

An important piece of advice: Use the Helpline. Regardless of whether you require rapid on-site assistance, or need to exchange a defective device, or your machine needs to be inspected and calibrated, a personal contact partner will take care of your request and coordinate the appropriate support.

Do you have any technical questions? Our specialists from the HEIDENHAIN Helpline can advise you competently about solutions for encoders, controls, NC and PLC programming, and other topics.

When a machine is down, every minute counts. In this case, the on-call service helps you immediately. The benefit: telephone support and spare part service even outside the usual office hours.



#### Helpline hours:

Monday to Thursday: 7:00 a.m. to 4:30 p.m.  
Friday: 7:00 a.m. to 3:00 p.m.

#### On-call service for machine standstill:

Monday to Thursday 4:30 p.m. to 8:00 p.m.  
Friday 3:00 p.m. to 8:00 p.m.  
Saturday 8:00 a.m. to 6:00 p.m.

+ The HEIDENHAIN Service Department also provides online support at [www.heidenhain.de/service](http://www.heidenhain.de/service)



# The worldwide service organization of HEIDENHAIN

A demanding technology requires qualified services, since as a customer you rightly expect safe, reliable, and highly productive systems.

## Save time and money!

A well-structured service organization present throughout the world is of particular importance for support and service.

HEIDENHAIN is represented in 50 countries and thus has on hand an efficient network of distributors and service agencies.

Through the standardization of service procedures worldwide the Service Department in Traunreut and the regional locations are capable of communication and realizing uniform processes for all customers.



## What services do our service partners offer?

- **Fast availability of replacement parts**
  - Regional storage
  - Direct access to the central HEIDENHAIN warehouse for replacement and exchange units
- **Competent telephone assistance** for HEIDENHAIN products and applications
- **Field service and assembly** of HEIDENHAIN products
- **Expertly performed repairs**
  - Qualified personnel
  - Performed at ESD work stations
  - PC-supported testing devices
- **Training courses for customers and operators** in the local language

For contact addresses of our worldwide service agencies, please refer to [www.heidenhain.de](http://www.heidenhain.de)

# DAkkS calibration as per DIN EN ISO/IEC 17025

## Calibration according to the German Accreditation Body (DAkkS)

According to ISO 9001, certain inspection, measuring and test equipment must be traced to national standards at regular intervals.

### What is a DAkkS calibration?

The HEIDENHAIN measuring laboratory has been accredited by the German Accreditation Body (DAkkS) since 1994 to perform measurements for digital linear and angle encoders as per **DIN EN ISO/IEC 17025**.

The German Accreditation Body (previously: German Calibration Service / DKD) inspects and monitors the measuring laboratory and certifies HEIDENHAIN its personnel and metrological competence within the framework of the accreditation.

DAkkS calibrations conducted by our measuring laboratory give the user certainty about the correct measurement with digital and angle measuring encoders. The created calibration certificate documents the generally acknowledged traceability of the encoder by an independent and neutral institution.



### DAkkS calibration certificate or manufacturer's test certificate?

With the **manufacturer's test certificate** the manufacturer gives information about the measurement errors of the encoder.

A **DAkkS calibration certificate** is the document that describes the measuring characteristics of the encoder by an independent and neutral institution.

### Do you require a DAkkS calibration certificate?

We need a precise description of the calibration task from you, so that we can perform the calibration according to DIN EN ISO/IEC 17025. HEIDENHAIN checks the feasibility of the measuring task and prepares a detailed offer for a successful calibration.

### Description of the measuring task

For many HEIDENHAIN products (e. g., length gauges) measuring tasks are already available.

We would be glad to advise you on the DAkkS calibration and the manufacturer's test certificate.

Please contact our HEIDENHAIN helpline for **DAkkS calibration and manufacturer's test certificates**:

+49 (8669) 31-3135

E-mail: [service.order@heidenhain.de](mailto:service.order@heidenhain.de)

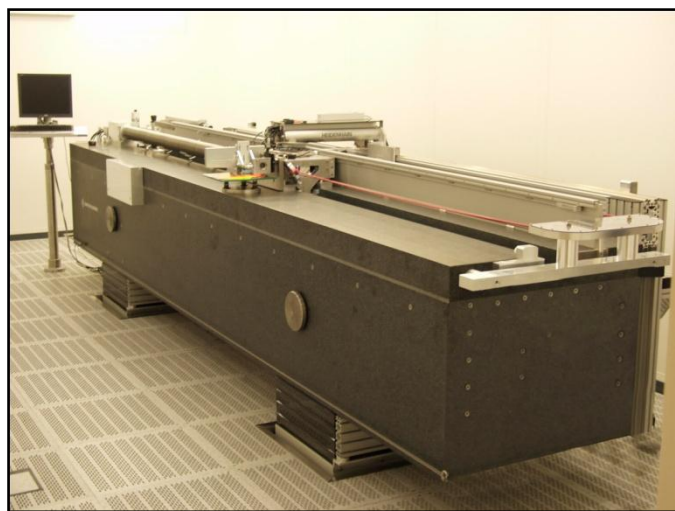
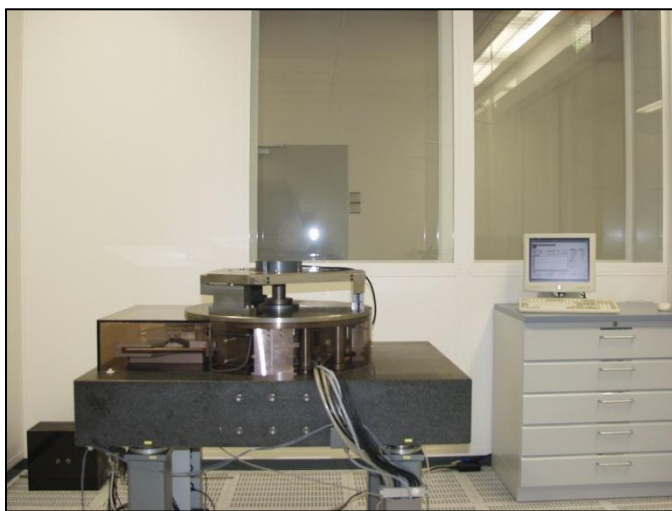




# DAkks calibration as per DIN EN ISO/IEC 17025

## Calibration according to the German Accreditation Body

**The test and calibration lab at HEIDENHAIN**  
*(DAR registration number DKD-K-12901)*



*The laboratory is controlled by the German Accreditation Body (DAkks) and conducts comparative measurements with the PTB (Germany's national metrology institute) at regular intervals.*

## Your contact to the HEIDENHAIN service

**The HEIDENHAIN helpline for:  
Repairs, spare parts,  
exchange units and complaints**

Domestic Team  
+49 (8669) 31-3121

Foreign team  
+49 (8669) 31-3123

Complaint management  
+49 (8669) 31-3135

[service.order@heidenhain.de](mailto:service.order@heidenhain.de)

**Technical HEIDENHAIN Helpline:**

**Free of charge for our customers!  
Contact our technical specialists:**

NC support  
+49 (8669) 31-3101  
[service.nc-support@heidenhain.de](mailto:service.nc-support@heidenhain.de)

PLC programming for TNC  
+49 (8669) 31-3102  
[service.plc@heidenhain.de](mailto:service.plc@heidenhain.de)

NC programming  
+49 (8669) 31-3103  
[service.nc-pgm@heidenhain.de](mailto:service.nc-pgm@heidenhain.de)

Encoders / machine calibration  
+49 (8669) 31-3104  
[service.ms-support@heidenhain.de](mailto:service.ms-support@heidenhain.de)

Lathe controls  
+49 (8669) 31-3105  
[service.lathe-support@heidenhain.de](mailto:service.lathe-support@heidenhain.de)

For further information refer to  
our website:  
[www.heidenhain.de](http://www.heidenhain.de)

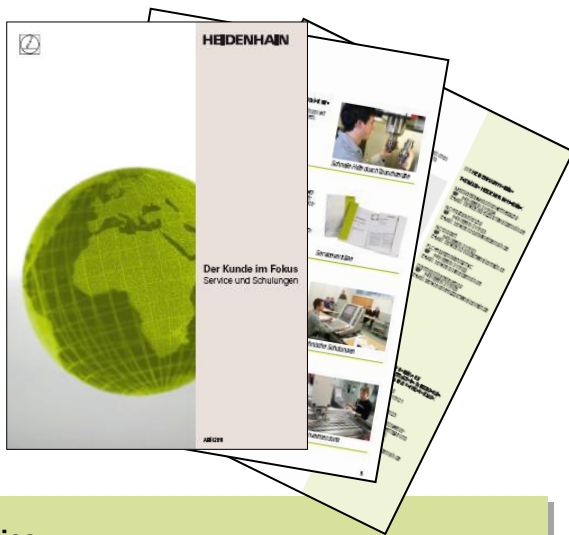
**When calling us, please have the device model and HEIDENHAIN ID number at hand.**



# Focus on the Customer

Do you want to know more about our HEIDENHAIN service?

## HEIDENHAIN service brochure "Focus on the Customer"



## HEIDENHAIN Service News Semi-annual newsletter



**Topics:**

- Our services
- Your contact to the HEIDENHAIN service
- Service agreements
- Warranty extensions
- Machine calibration
- Training courses

**Topics:**

- News
- Service successors
- Service concepts
- Inspection equipment
- Service procedures at HEIDENHAIN
- Your contact to the HEIDENHAIN service

→ Just tick off, fill in and return by fax: +49 (0) 8669 32 9899

- Service Brochure by mail  
 Service News by e-mail, semi-annually

Your customer number \_\_\_\_\_

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail address: \_\_\_\_\_

We assure you that the stated information will be used exclusively for the internal handling of the dispatch of the semi-annual service information and will not be passed on to third parties.