



HEIDENHAIN

SERVICE NEWS

HEIDENHAIN Service keeps you informed!

Issue 01 + 2008

HEIDENHAIN Service –
You can count on us!

- + The HEIDENHAIN exchange service
- + Current testing equipment
- + Training courses
- + Contacts



The HEIDENHAIN Exchange Service

The HEIDENHAIN Exchange Service

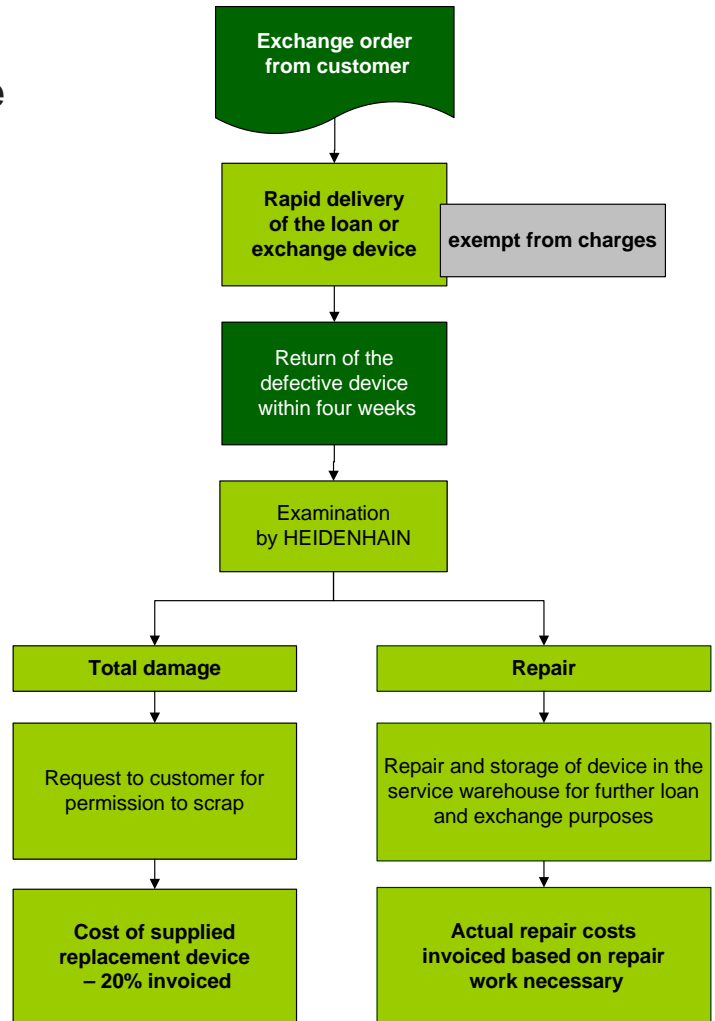
As part of its comprehensive service package, HEIDENHAIN offers you a rapid exchange service.

We will immediately send you the required device at no charge, 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 the repair costs incurred.

You get to keep the replacement unit, with a warranty period of 12 months.

Our central exchange-unit warehouse stocks all control components, drives and high-value encoders from the current sales program, as well as the HEIDENHAIN components that have been used on machine tools in the past 20 years.



Your Contacts to HEIDENHAIN Service

HEIDENHAIN helpline for repairs, spare parts, exchange units and complaints

Team Germany
+49 (8669) 31-3121

Team worldwide
+49 (8669) 31-3123

Complaint Management
+49 (8669) 31-3135

service.order@heidenhain.de

Technical HEIDENHAIN Helpline:

Measuring Systems/Machine Calibration
+49 (8669) 31-3104
service.ms-support@heidenhain.de

NC Programming
+49 (8669) 31-3103
service.nc-pgm@heidenhain.de

NC Support
+49 (8669) 31-3101
service.nc-support@heidenhain.de

PLC Programming for TNC
+49 (8669) 31-3102
service-plc@heidenhain.de

Lathe Controls
+49 (8669) 31-3105
service.ms-support@heidenhain.de

For further information refer to our website:

www.heidenhain.de

Testing Equipment for HEIDENHAIN Encoders

for EnDat, SSI, Fanuc and Mitsubishi interfaces

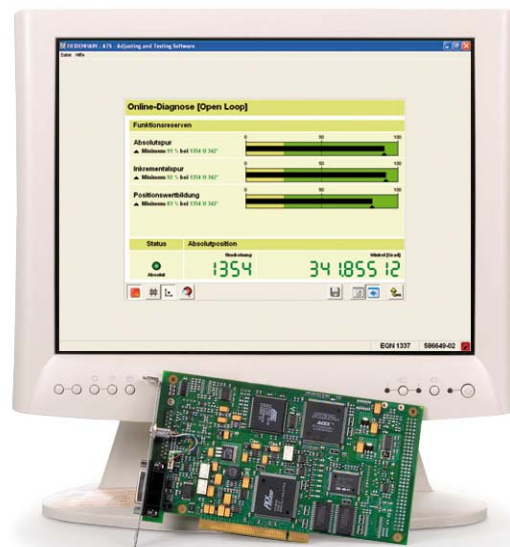
IK 215 – The Testing Equipment for Absolute Interfaces

HEIDENHAIN offers an adjusting and testing package for diagnosis and adjustment of HEIDENHAIN encoders with absolute interface. It consists of the following components:

IK 215 Interface Card for mounting in a PCI expansion slot of a personal computer.

Adjusting and Testing Software (ATS) with integrated local encoder database for automatic encoder identification.

The functions supported by the ATS software vary depending on the encoder and the encoder interface. The EnDat interface makes it possible not only to display the position value but also to read out the online diagnostics, to read or write parameters, shift datums, set write-protection and use further inspection functions, etc.



IK 215 – Adjusting and Testing Software

With the current software version 1.8, a broad range of functions for testing and adjusting of encoders with **EnDat**, **Fanuc**, **Mitsubishi** and **SSI** interfaces can now be offered. Another essential element is the online diagnosis function for purely serial encoders. Previously, encoders were diagnosed with the PWM 9 on the basis of the 1- V_{PP} signals. For this purpose the signal errors TV1, TV2, phase, amplitude ratio and, if available, the position and width data of the reference mark are analyzed and displayed.

On encoders with purely serial interfaces, the 1- V_{PP} signals are not available anymore and the diagnosis is based on the so-called valuation numbers, which are transmitted digitally via the interface. The valuation numbers provide detailed information on the status of the internal incremental and absolute scanning signals and the position value formation (interaction of incremental, absolute and multiturn tracks). The valuation numbers are limited by the ATS software in the marginal areas and displayed as functional reserve of the encoder.

The IK 215 with ATS software, version 1.8, is effective immediately. The ATS software and the operating manual can be downloaded free of charge from the HEIDENHAIN File-base.

Please also note our training courses on the next page.

Items supplied:

IK 215 Adjusting and Testing Package
ID number 547858-01

- IK 215
- CD ROM with ATS software
- User's Manual
- 5 adapter cables for HEIDENHAIN encoders

Training at HEIDENHAIN

Technical Courses

Technical qualification and continuing training are indispensable for achieving technological improvement and securing the future of a company and its employees.

On this page you find two customized seminars for the introduction into the exciting world of HEIDENHAIN encoders and their test capabilities in the field.



Seminar Encoders by HEIDENHAIN

Servicing Incremental and Absolute Encoders [MG-SER]

Course contents:

- Functional principles of incremental and absolute encoders
- Mechanical and optoelectronic design
- Output signals
- Mounting and electrical installation
- Testing with test equipment PWT 10/17/18, PWM 9 test unit and IK 215 interface card.
- Maintenance and exchange

Target group: Specialists for service, maintenance and mounting

Additional information:

Training location is HEIDENHAIN Traunreut, duration 3 days, course fee €850.00 plus VAT per participant

Seminar Test equipment by HEIDENHAIN

Encoder Diagnosis [MG-DIAG]

Training contents:

- Scope of functions and application of PWT 10/17/18 test units, PWM 9 test unit and IK 215 interface card.
- General measuring setup
- Inspection and adjustment of incremental and absolute encoders
- Software for programmable SSI rotary encoders

Target group: Specialists for service and maintenance

Prerequisites:

- Fundamentals of electronics
- Fundamentals of NC-controlled machine tools, PC and Windows fundamentals

Additional information:

Training location is HEIDENHAIN Traunreut, duration 2 days, course fee €500.00 plus VAT per participant

Any questions on technical training, dates and reservations?

Tel.: +49 (8669) 31-2293 (regular courses)
+49 (8669) 31-1695 (customer-specific courses)
Fax: +49 (8669) 31-1999
E-mail: mtt@heidenhain.de

Our training portal presents details on HEIDENHAIN training courses.

See: www.heidenhain.de

> Services and Documentation > Training Portal