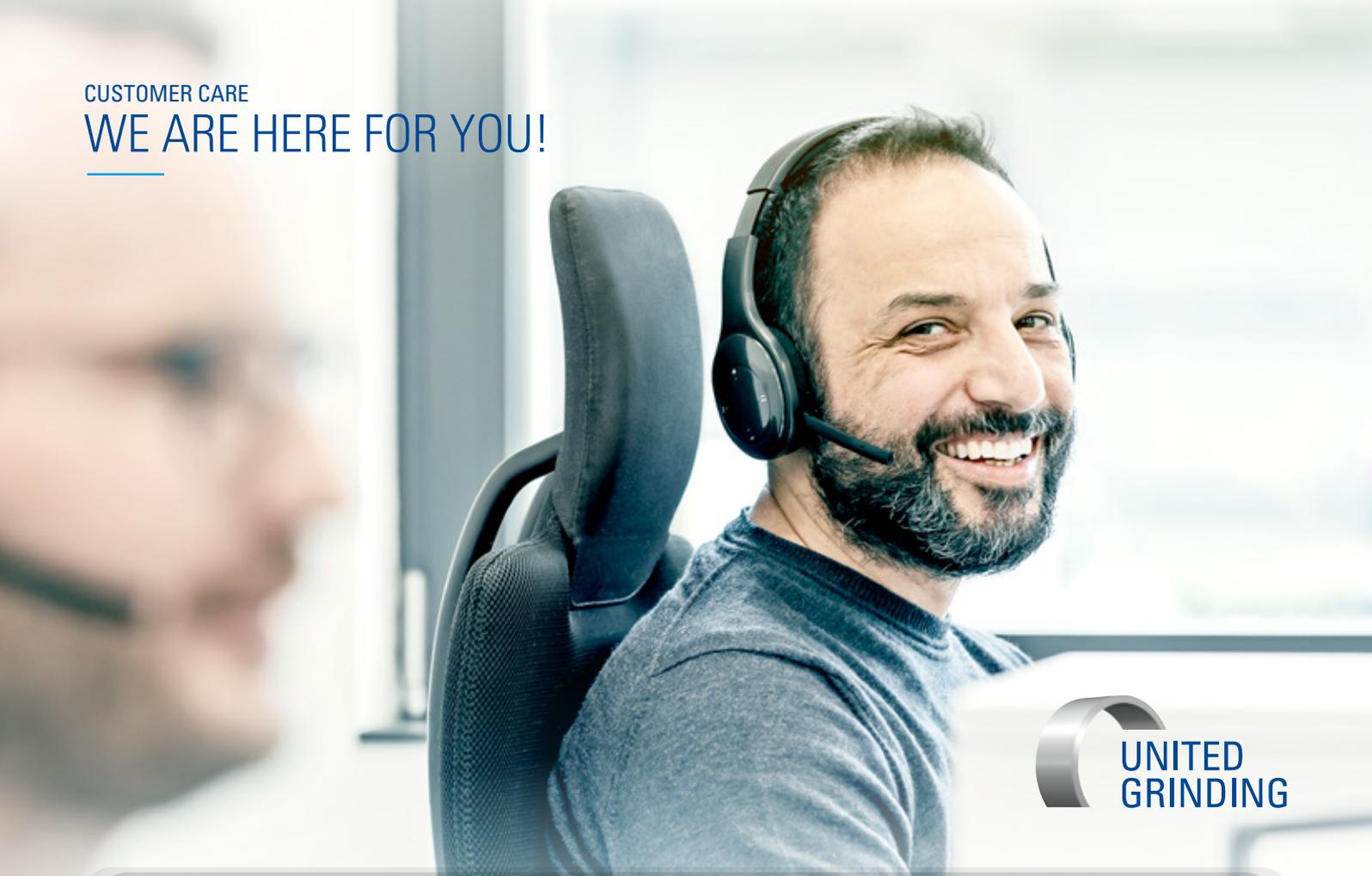


CUSTOMER CARE

WE ARE HERE FOR YOU!



MÄGERLE | BLOHM | JUNG | STUDER | SCHAUDT | MIKROSA | WALTER | EWAG

OUR SERVICE EXPERTISE – YOUR BENEFIT

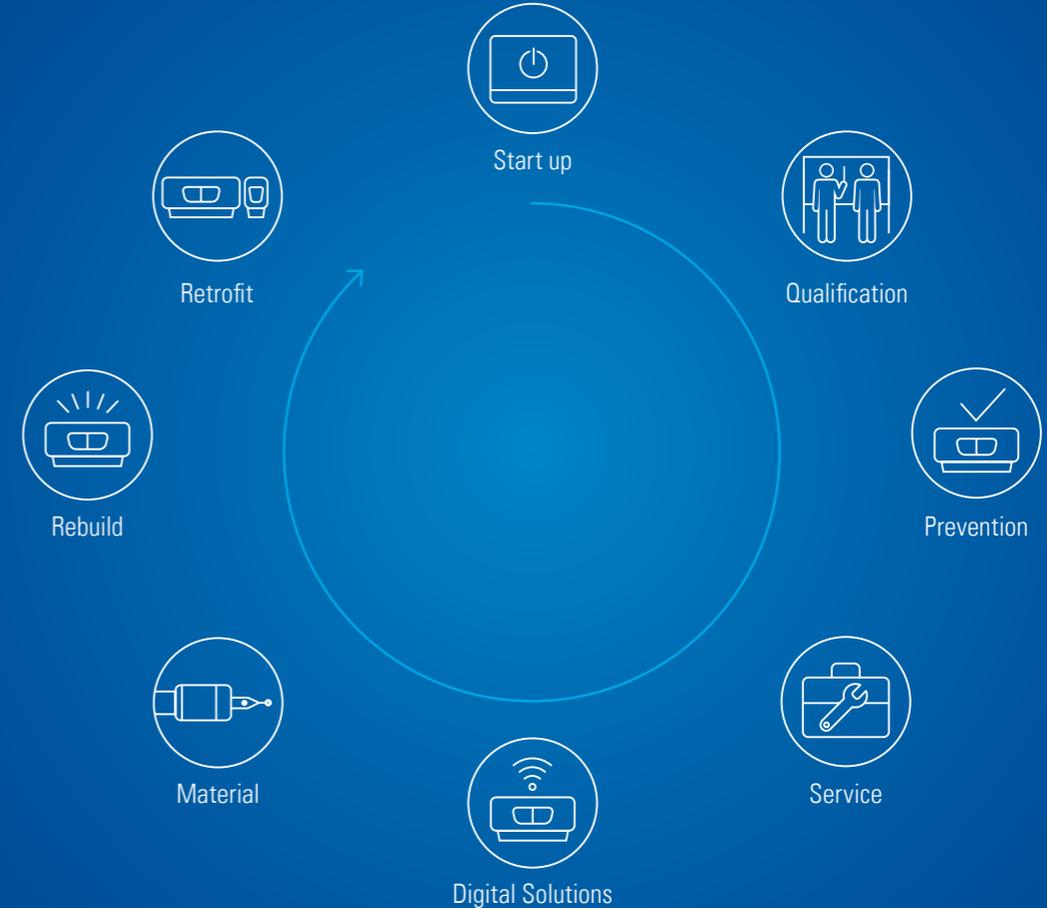
Products from UNITED GRINDING are built to meet our customers' needs as long as possible, work economically, function reliably and be available at all times.

From "start up" to "retrofit" – our Customer Care is there for you throughout the entire working life of your machine. That's why you can rely on our global network of knowledgeable HelpLines and service technicians near you.

You can count on us!

- We will be at your site quickly and offer uncomplicated support.
- We will help to increase your productivity.
- We work professionally, reliably and transparently.
- We find professional solutions.

"We are committed to our customers – throughout the entire life cycle of the machine – with over 550 Customer Care employees worldwide."



START UP

START UP ENSURES A SUCCESSFUL FIRST RUN FOR YOUR MACHINE.

COMMISSIONING

When commissioning your machine, we check all functions in great detail and, where necessary, test that options and accessories are correctly integrated. We train and provide your operating personnel with individual and detailed instructions. We take your specific requirements into account. If desired, we will grind a workpiece to your specifications. Experience from several hundred machine commissionings per year ensures a smooth start of production.

- Smooth start of production
- Optimum basic knowledge
- Trained employees



EXTENDED WARRANTY

You can trust the quality of your machine. This includes the option to extend the warranty period by 12 or 24 months, all on favorable terms. This covers all the necessary repairs and original parts, excluding wear parts.

- Planning reliability
- Financial security at low additional cost

QUALIFICATION

THANKS TO QUALIFICATION, YOUR STAFF RECEIVES OPTIMAL TRAINING FOR THE EFFICIENT HANDLING OF THE MACHINE.

TRAINING

We offer customized training sessions, which can be done at your production facility and on your own machine. Our course categories range from general grinding to operation, programming, and special courses.

- Learn the processes under realistic conditions
- Trained and motivated personnel
- Higher productivity
- Lower risk of a machine failure due to incorrect operation



PRODUCTION SUPPORT

We support you on-site with the production process. We will gladly advise you on process and cycle time optimization as well as special processes (for example integration of size control gauging, the changeover to new workpieces, or grinding wheels). You determine the focus and duration of our services.

- Deeper know-how at your company
- Support for your production team from our specialists
- Increased productivity

PREVENTION

PREVENTION HELPS YOU PREVENT MACHINE DOWNTIMES AND EXTEND THE WORKING LIFE OF YOUR MACHINE.

INSPECTION AND MAINTENANCE

Our service technicians perform an on-site visual inspection of your machine to provide a clear picture of the condition of the machine. And to ensure the general maintenance of your machines, we follow a systematic servicing plan. You are free to choose whether you would like a one-time maintenance or a regular inspection of your machine.

All maintenance work includes:

- Testing and inspection of exposed parts
- Inspection of electrical and control systems
- Replacement of wear parts (included)
- Oil change if necessary
- Comprehensive functional testing
- Backup of current system data
- Maintenance log with recommendations



- Early identification of defects
- Improved scheduling of service work
- Increased machine availability through reduction of downtimes
- Higher and more consistent output quality
- Reliable information on the condition of the machine
- Transparent costs thanks to a flat-rate price

SERVICE

THANKS TO SERVICE, COMPETENT CUSTOMER CARE IS AVAILABLE ON-SITE OR REMOTELY.

CUSTOMER SERVICE AND SUPPORT

Our qualified service technicians are stationed all over the world and can reach you quickly if required. The service technicians can access technical support from the factory at any time. They identify faults, carry out repairs, measure, assess, restore the machine geometry, and make a condition appraisal.

And if uncomplicated assistance is needed quickly: more than 50 Helpline employees are available to assist you with any questions or problems you may have, worldwide.

Of course, we are also happy to support you on-site and assist you in the implementation of your projects.



- Fast response times thanks to locally stationed service engineers
- Rapid troubleshooting
- Fast and sustainable problem solving
- Personal contact
- Increased machine availability through fast response times
- Availability of competent technical service staff
- Individual support
- Free consultation at your premises

DIGITAL SOLUTIONS

THANKS TO UNITED GRINDING DIGITAL SOLUTIONS™, YOU HAVE EVERYTHING UNDER CONTROL – AT ANY TIME.

Under “UNITED GRINDING Digital Solutions™”, we develop solutions to help you simplify processes, increase the efficiency of your machines and improve overall productivity. Our digital services are available for the majority of our machines – regardless of when they were put into operation.

REMOTE SERVICE

With Remote Service we offer a comprehensive solution for ideal support of your machines. Our specialists provide fast, system-specific support to minimize time-consuming and costly disruptions and downtimes; it starts with just one click – without the need to travel.

- Service request at the touch of a button
- Increased availability of your system
- Minimize downtime



SERVICE MONITOR

The Service Monitor shows the maintenance due date for all connected machines. It is possible to see at a glance when which maintenance activities are due. Comprehensive information about each machine, including which tools, spare and wear parts are required, and detailed instructions are available.

- Structured maintenance planning
- Instructions to keep maintenance easy
- Service documentation available online

PRODUCTION MONITOR

Production Monitor provides you with a reliable 24/7 monitoring service. Operating and non-productive times, production quantities, and downtimes times are displayed in real-time. The Production Monitor is the ideal tool for optimizing machine utilization.

- Monitor your machines' current states, at any time and from anywhere
- Data to optimize availability and capacity
- Improved transparency to identify production backlogs at an early stage



DIGITAL SOLUTIONS APP

The Digital Solutions app puts our service offerings in your pocket. The app combines the most important functions of an MES and a remote service portal and provides all relevant key figures for production – and maintenance – at all times.

The Digital Solutions app makes it easy to monitor machinery and production. Service requests can be triggered quickly and easily directly via the app. The Digital Solutions app runs on all common smartphones and is available in the Google Play Store or Apple App Store.

Find out more about UNITED GRINDING Digital Solutions™ services on our website at:

grinding.ch/customer-care/digital-solutions

- Overview of your connected machines
- Convenient entry-level version combining Remote Service and Production Monitor
- Smart overview of current operating states



MATERIAL

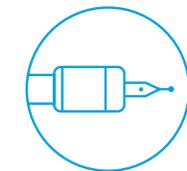
THE MATERIAL SERVICE ENSURES YOUR MACHINE HAS EVERYTHING IT NEEDS.

SPARE AND REPLACEMENT PARTS

An experienced team of parts managers is exclusively tasked with identifying and delivering the spare parts you require. To ensure that your spare part reaches you as quickly as possible, we store a few hundred thousand original spare parts.

We treat selected spare parts as replacement parts: They are exchanged, professionally reconditioned in our own overhaul departments, and then returned to the sales cycle. We naturally offer a full warranty on these parts. You can choose between a spare part or a more affordable replacement part – the same delivery period applies to both..

- Fast and flexible response to your needs
- OEM quality and process reliability through original spare parts
- The high precision of the machine is maintained
- Perfect fit and reduced replacement part costs



ACCESSORIES

We offer a wide range of accessories, from dressing tools to measuring probes: We are happy to advise you and provide you with information about our extensive range of accessories.

- Customization of your machine
- Perfect fitting accuracy of accessory items

REBUILD

REBUILD ENSURES THAT YOUR MACHINE WILL ONCE AGAIN WORK AS RELIABLY AS IT DID ON THE FIRST DAY.

MACHINE OVERHAUL

We have a dedicated overhaul department at almost every production site. We would be happy to advise you on the overhaul of your machine and assess the current situation on-site. Machine overhaul includes:

- Complete dismantling of the machine
- Renewal of guideways
- Repainting the machine and components
- Re-building the machine and the associated geometry
- Re-commissioning, including functional and geometry testing

During the overhaul of your machine, we will provide you with a loaner machine as needed (subject to availability). It goes without saying that you benefit from a warranty on all services performed.

- The same precision and productivity as a new machine
- Extended service life of your machine
- No need to retrain employees on a new machine



SUB-ASSEMBLY OVERHAUL

We analyze the sub-assemblies of your machine in detail and create a flat-rate cost proposal tailored to your needs. Sub-assembly overhaul consists of:

- Functional and geometry tests
- Rebuild of the assembly and its geometry
- Re-painting the components

On request, we can convert and retrofit options and re-commission the machine at your facility. It goes without saying that you benefit from a warranty on all services performed.

You can also find out more about Rebuild on our website:
grinding.ch/customer-care/rebuild



- Functional and geometry tests
- Rebuild of the assembly and its geometry
- Re-painting the components

RETROFIT

RETROFIT IS USED TO EQUIP YOUR MACHINE WITH NEW FUNCTIONS.

CONVERSIONS AND RETROFITTING

We are happy to carry out complex conversions or retrofits on your machine to open up new production options or expand your range of parts. For example, it is easy to upgrade to a current control system.

This process starts with consultation with our experts at your premises, including an assessment of the current situation. During conversion, we will provide you with a loaner machine as needed (subject to availability). Wherever possible, retrofitting is carried out directly on site by our service technicians.

It goes without saying that you benefit from a warranty on all services performed.

- Use your machine for new applications
- Retrofitting components to the current state of the art
- Extended service life and value retention of the machine
- No need to retrain employees on a new machine



MACHINE TRADE-INS

When purchasing a new machine to replace an older one, we offer a trade-in service for your existing machine.

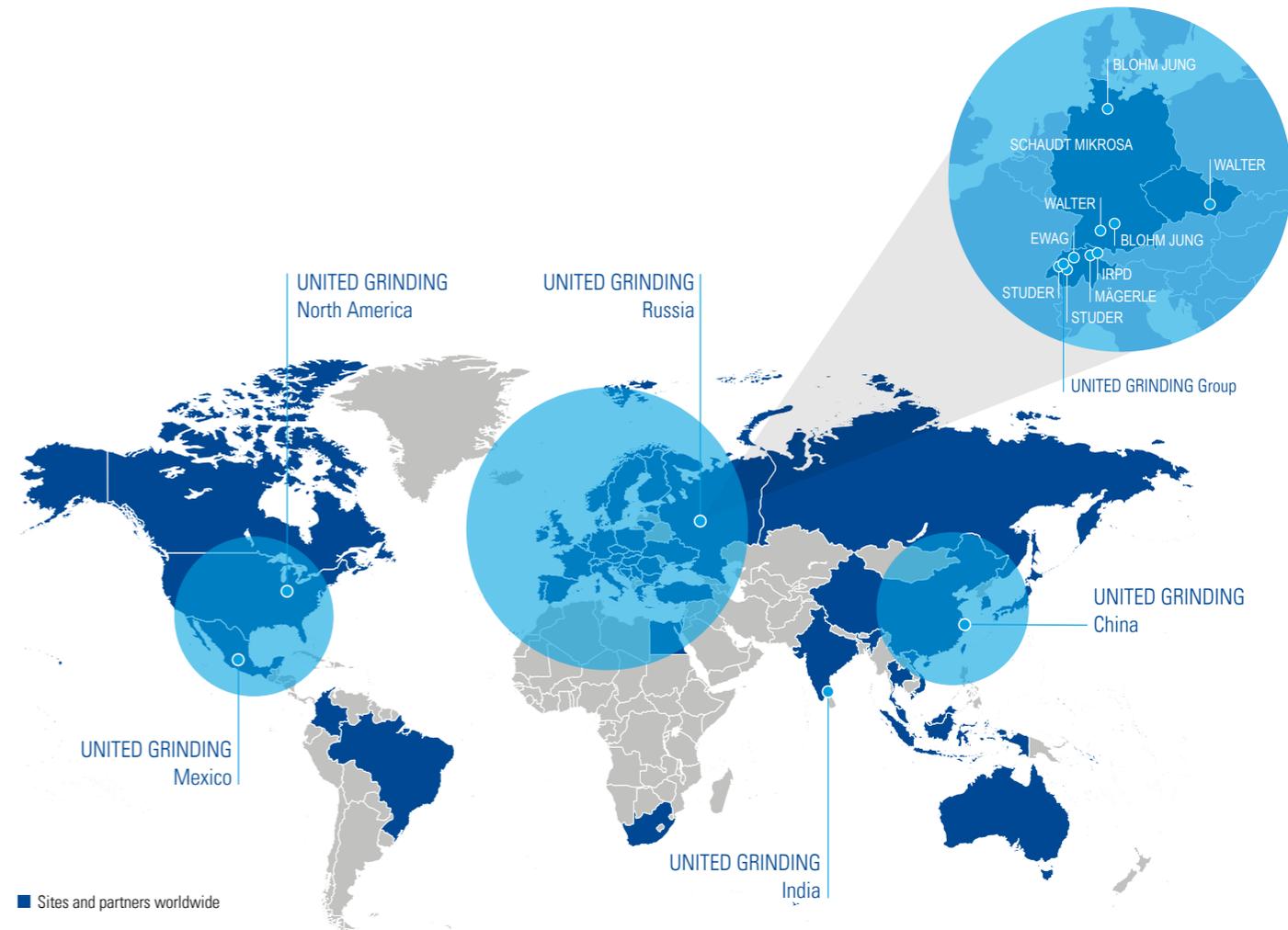
- No disposal costs
- Gain access to the latest technology through replacement
- Free assessment of the old machine
- Trade-in of old machine upon delivery of the new machine
- Costs for the return transport are covered

UNITED GRINDING GROUP

The UNITED GRINDING Group is one of the world's leading manufacturers of precision machines for grinding, eroding, laser, measuring, and combination machining. With around 2500 employees at more than 20 manufacturing, service, and sales locations, the Group has a customer-oriented and effective organization.

With its company brands MÄGERLE, BLOHM, JUNG, STUDER, SCHAUDT, MIKROSA, WALTER, and EWAG as well as competence centers in the US and Asia, UNITED GRINDING offers a broad application knowledge, an extensive product portfolio and a complete array of services for surface and profile grinding, cylindrical grinding and tool machining. In addition, a competence center for additive manufacturing is operated under the IRPD brand.

“We want to make our customers even more successful.”



ALWAYS AVAILABLE FOR YOU

UNITED GRINDING Group

> grinding.ch

**UNITED GRINDING
North America**

> grinding.com

UNITED GRINDING China

> grinding.cn

UNITED GRINDING India

> grinding.ch

MÄGERLE

> maegerle.com

BLOHM

> blohm-machines.com

JUNG

> jung-machines.com

STUDER

> studer.com

SCHAUDT

> schaudt.com

MIKROSA

> mikrosa.com

WALTER

> walter-machines.com

EWAG

> ewag.com

IRPD

> irpd.ch