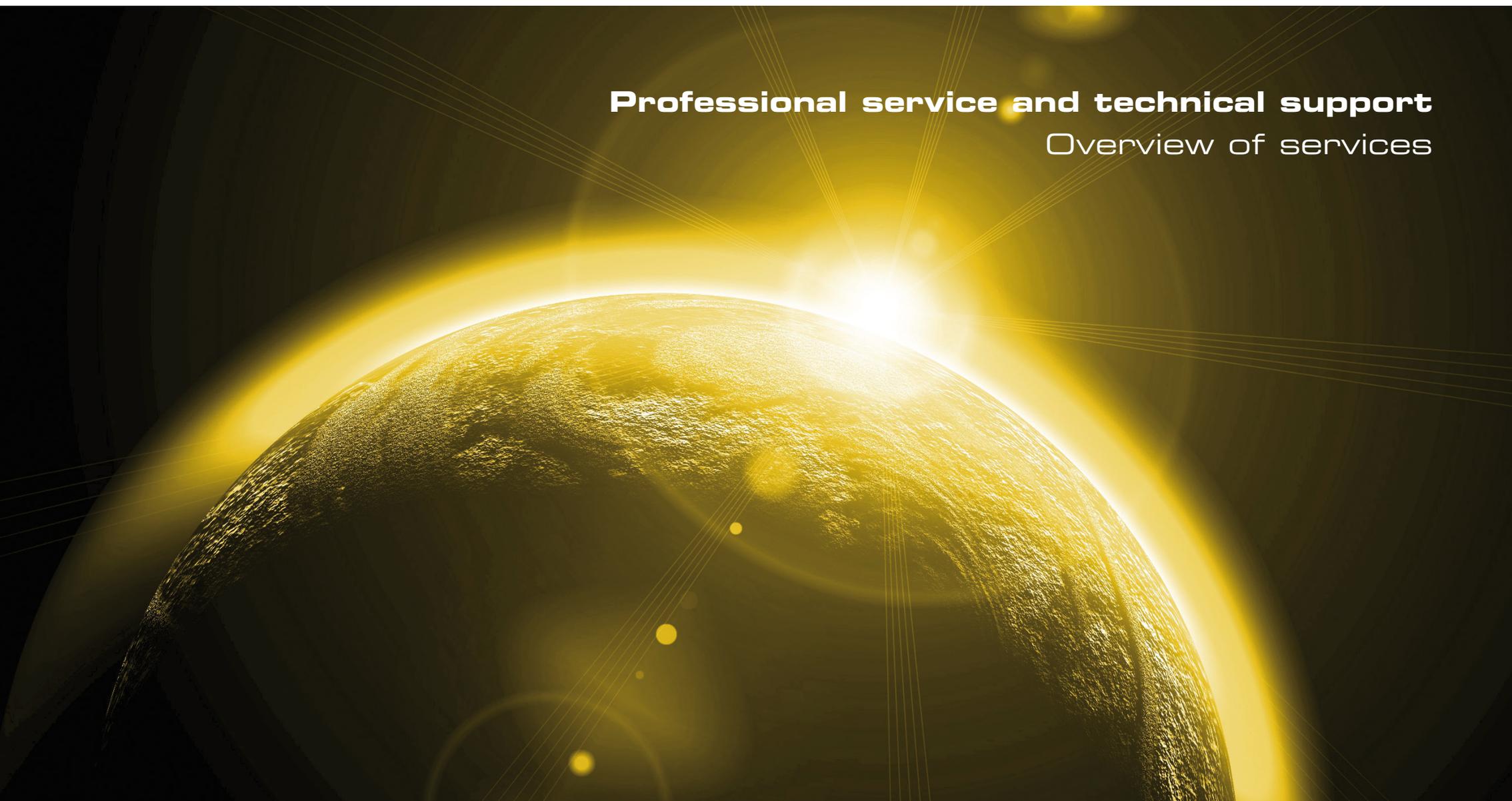


# eurolaser

Partner for your success.

**Professional service and technical support**

Overview of services



Outstanding support for reliable and efficient production

## Professional services for all aspects of your eurolaser systems

### Individual system configuration

Our experts work together with you to compile an ideal system configuration and calculate the best possible processing parameters to ensure maximum output for your application. Ideal consultation must necessarily be individual. Every user, every market segment and every material requires a thorough analysis of the actual situation. You have an experienced team of technicians, commercial specialists and engineers at your disposal to develop an ideal solution taking all economic factors into consideration.

### Integration in your production

As soon as we have found the ideal system configuration for you and once you have decided for eurolaser, all other steps, right through to commissioning, are agreed with you. From scheduling, shipment and on to include detailed technical questions: we accompany you all the way. We would be glad to visit your production plant and work with you to create the optimum conditions for your eurolaser system.

### Optimal productivity and process reliability

Production equipment must operate reliably and cost-effectively at all times. We support you with an extensive range of services over the entire life cycle of your laser system. In order to ensure optimum operation of your system equipment, we train your personnel, offer preventative maintenance and dismantling and recommissioning services in the event of a move. Our quick provision of spare parts minimises downtimes. The modular design of our laser systems means that your equipment can be expanded at any time to meet new challenges and optimise processes. Our remote support ensures fast response times whenever they are needed.

Utilise the full potential of your system equipment – to ensure maximum profitability.





**SYSTEM MAINTENANCE AND SAFETY CHECK** Page **6**

High degree of value retention and optimum condition of your laser system



**EXTENDED LASER SERVICE PACKAGE** Page **7**

Our all-round carefree package for production safety



**SPARE PART SUPPLY** Page **8**

Fast spare part supply worldwide



**UPDATES / UPGRADES / SOFTWARE** Page **9**

Always equipped with state-of-the-art technology



## **eurolaser ACADEMY**

Page **10**

Advance training in laser technology topics



## **ON-SITE TRAINING**

Page **11**

System and application training on your own laser system



## **FREE INDIVIDUAL ON-SITE CONSULTATION**

Page **12**

Know-how that pays off



## **ADDITIONAL SERVICES**

Page **13**

Extended warranty  
Service Hotline Plus / On-site Service Plus  
Dismounting/reassembly in the event of a move  
Watchdog – live monitoring and remote diagnostics



# SYSTEM MAINTENANCE AND SAFETY CHECK

## Your benefits at a glance:

- High level of reliability in production thanks to preventative maintenance
- Minimisation of downtimes due to the replacement of critical wear parts
- Early detection of error sources
- Longer service life of the production facilities
- Telephone support in the event of failures

## High degree of value retention and optimum condition of your laser system

Outstandingly well trained technicians ensure your laser system is in perfect working condition. They are without exception all-round specialists, so they are able to solve mechanical, electronic as well as control-related problems. In addition, our specialists are able to optimise applications and software configurations on-site in line with your needs. Regular maintenance guarantees proper functioning of your laser system and each service assignment is documented with a certificate.

Our international sales and service partners are also given regular intensive technical training and advanced training courses by our parent company in Lüneburg (Germany). This means we can guarantee the same high level of service for all users worldwide.

# EXTENDED LASER SERVICE PACKAGE

## Your benefits at a glance:

- Special status in the case of fault rectification
- Reliable financial planning thanks to a fixed price for the entire duration of the agreement
- Always optimum productivity and reliability of your laser system
- Special conditions for spare and wear parts and consumables
- Discounts for unscheduled service assignments
- Production safety thanks to the fast support of competent service technicians

## Our all-round carefree package for production safety

Your laser system is checked regularly by competent and experienced technicians. Early detection of indications of wear prevents expensive, incalculable repairs and protects against downtimes. It simplifies your budget planning and makes maintenance costs predictable.



# SPARE PART SUPPLY

## Your benefits at a glance:

- Fast and reliable supply via our eurolaser spare part management
- Worldwide availability
- Competent and reliable spare part consultation
- Preconfigured, modular assemblies enable fast replacement
- Top quality of all components thanks to separate inspection
- Availability of spare parts for well over 10 years after initial installation

## Fast spare part supply worldwide

Excellent spare part availability minimises unplanned downtimes and ensures your system remains operational at all times. We guarantee to supply only high-quality components. You should only ever use original spare parts from eurolaser if you wish to maintain the full performance and a long service life for your systems.

# UPDATES / UPGRADES / SOFTWARE

## Your benefits at a glance:

- Increase in laser power by means of laser replacement possible even after purchase
- Fast response to changes on the market thanks to the modular design of the system
- Expandable with expedient options and automation solutions for even more efficiency
- Software upgrades for optimum processes and new demands
- Software modules for expanding your application potential

## Always equipped with state-of-the-art technology

Our technical sales team is always glad to advise you if you wish to boost the productivity and value of your systems as a result of an expansion in applications, higher demands on capacity or with restoring the performance of the laser beam source. All eurolaser modular systems can be upgraded. So, even laser system equipment that went into operation years ago can still be expanded, extended or even renewed any time you like. Software and firmware updates ensure functions and operational reliability are always state-of-the-art. Optional supplementary functions provide more flexibility and higher laser power more capacity.





# eurolaser ACADEMY

## Your benefits at a glance:

- Time saving thanks to optimum software application and data processing
- Ideal system settings and determination of parameters for maximum output
- Legally conform certification as a laser protection officer
- Increase in cost-effectiveness through system expansions
- and lots more

## Advance training in laser technology topics

With its 'ACADEMY' training concept, eurolaser offers a comprehensive service portfolio for all aspects of the laser systems. The new workshops bring you quickly and efficiently up-to-date with the latest requirements of accident prevention, safety at work and industrial safety regulations. While the system expansions also offer a high potential for significant optimisation of your laser system in terms of output and quality.

## Make targeted use of our know-how for your projects:

- Laser safety workshop
- Certification as a laser system operator
- Software courses for beginners and advanced students
- System optimisation through expanded owner maintenance

You will find our latest workshops online at [www.eurolaser-academy.com](http://www.eurolaser-academy.com). We would be glad to respond to your special needs and arrange individual training courses for you. Just give us a call!

# ON-SITE TRAINING

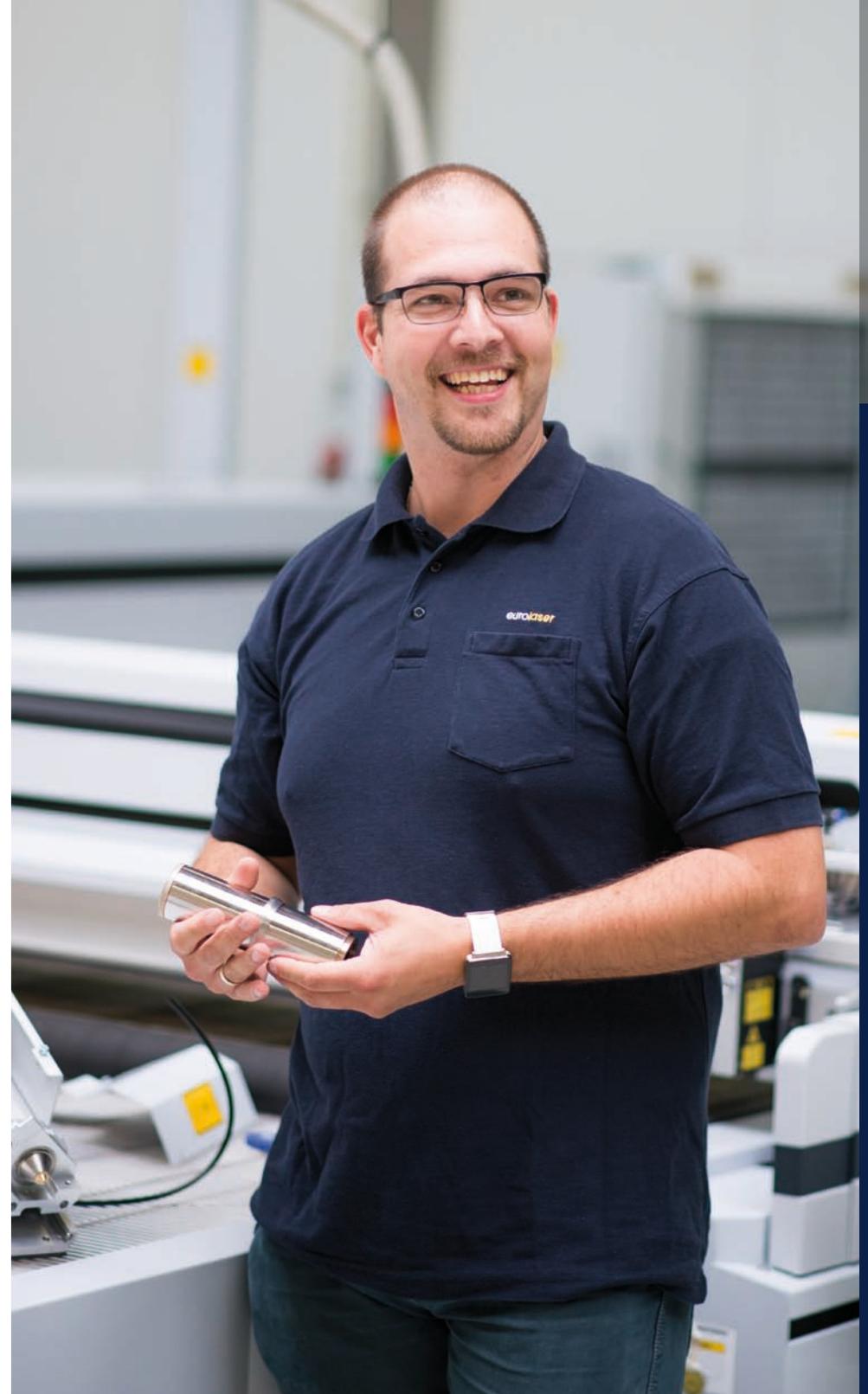
## Your benefits at a glance:

- Training carried out directly on your production systems
- Courses adapted especially to your system configuration
- Individual questions can be demonstrated professionally
- You save travelling time and expenses and can train your whole team
- Optimisation potential demonstrated in your own workflow

## System and application training on your own laser system

eurolaser is your reliable partner for all questions concerning the training of your employees. Reap the benefits of customised training in the effective programming and operation of your systems. This will ensure you achieve the greatest possible efficiency for your laser system over its entire life cycle. Training of your employees directly on your eurolaser production system means they will be able to carry out maintenance on their own and rectify any minor faults themselves quickly and effectively in cooperation with our technical support. This allows you to minimise costs and downtimes.

In addition, your employees also receive extensive training in the handling of your expansion options such as mechanical tool heads, for example. Customised software training allows you to utilise further potential that can be integrated directly into your workflow.





# FREE INDIVIDUAL ON-SITE CONSULTATION

## Your benefits at a glance:

- Up to 50 % increase in productivity or reduction in costs
- Development and consolidation of your know-how
- Enhanced quality of your products
- Your knowledge base always kept up to date with the latest developments
- Shorter production planning times
- More efficient use of existing resources
- Support with optimum utilisation of software
- Easier system operation and reduced maintenance requirements

## Know-how that pays off

Use our free individual on-site consultation for all aspects of your system in order to exploit your existing resources to the full and to identify unused potential.

- Analysis of your work processes
- More efficient cutting thanks to optimum parameter settings
- Pinpointing new markets and additional potential
- Elimination of weak spots
- Suggestions for improvement regarding updates, options and system expansions

Our continuous exchange of information with customers from all market segments of trade and industry enable us to provide you with a unique, wide-ranging, cross-sector horizon of knowledge and experience.

# ADDITIONAL SERVICES

## Extended warranty:

We offer customised service agreements in line with your individual needs with a warranty period of up to 5 years. This boosts both your financial security and that of your production.

## Your benefits:

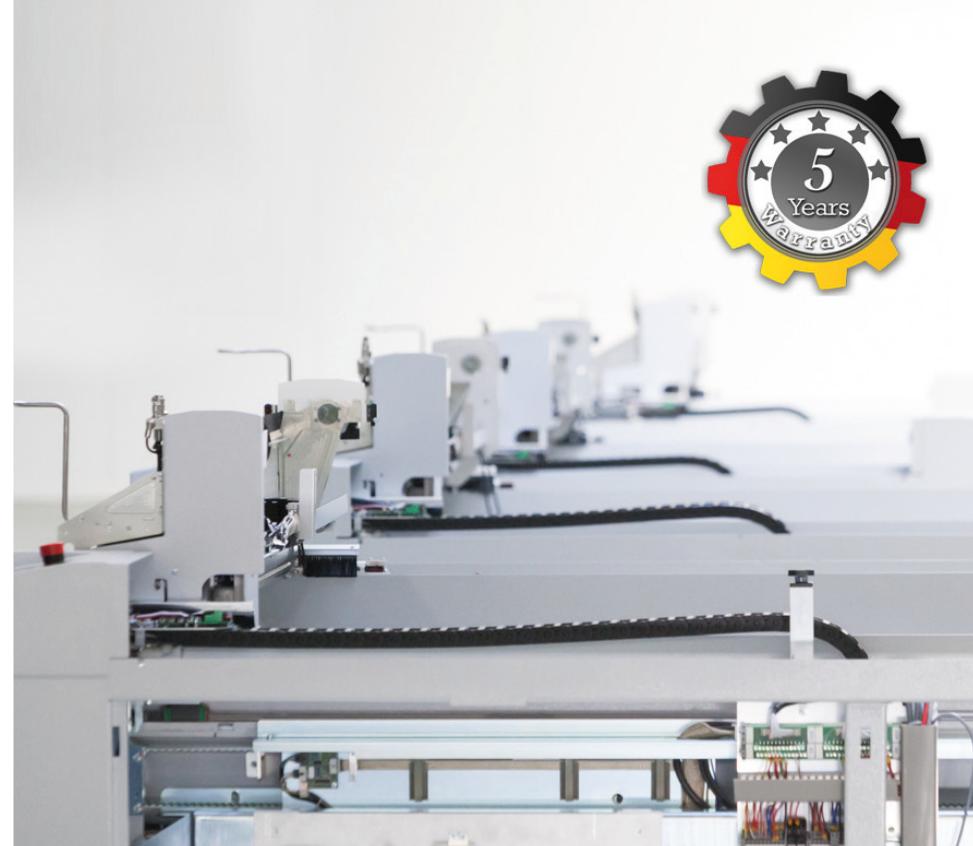
- Free supply of spare parts over a period of 60 months
- Financial security for your capital goods thanks to predictable costs
- Also available as an option for your laser beam source

## Service Hotline Plus / On-site Service Plus

You can reach us round the clock if you need to (24/7). Our competent contact persons are at your disposal and can be reached via the telephone. On request our technicians will come to you on-site as quickly as possible, even outside of business hours and on public holidays.

## Your benefits:

- A must for continuous production (2-3 shift operation)
- Available any time, anywhere
- Immediate contact with a laser specialist
- Instant feedback for fault rectification and how to proceed further





## Dismounting/reassembly in the event of a move

Our technicians cooperate closely with you and plan your move in detail. If you wish we will view the new production halls prior to the move. We arrange timely dismounting and professional packing of your laser system. We then install the laser system in the new facility and put it into operation again. The system is handed over to you complete and ready for further production.

### Your benefits:

- Handling as a general contractor
- Project planning and re-commissioning from a single source
- Dismantling and installation carried out exclusively by certified eurolaser technicians



## Live monitoring and remote diagnostics

You always have all the key functions of your laser system in full view with our 'Watchdog' analysis tool. This live monitoring function displays key parameters and error messages in real time. Its remote diagnostics enable faster fault removal and better planning of service jobs.

### Your benefits:

- Time saving thanks to fast fault detection
- Minimised service costs thanks to remote diagnosis
- Optimum support thanks to exact recognition of faults
- Live monitoring in real time
- Higher productivity thanks to minimised downtimes
- Automatic error messages



Individual, efficient, powerful - Invest in your future!



**eurolaser**

Partner for your success.

**Issued by:**

eurolaser GmbH  
Borsigstraße 18  
21339 Lüneburg  
Germany

**Telephone**

+49 (0) 4131 9697-400

**Fax**

+49 (0) 4131 9697-444

**E-Mail**

service@eurolaser.com

**Internet**

www.eurolaser.com  
www.eurolaser.tv



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