

SERVICE SOLUTIONS

For electromechanical joining systems



Installation



Reactive
maintenance



Preventive
maintenance



Operation and
improvement



Benefit from our cooperation:



Reliable:

- Defined scope of service
- Qualified specialists
- System backup and documentation



Solution-oriented:

- Fast response times
- Customized service packages
- High customer focus and flexibility



Competent:

- Expert advice and training
- Inspection and testing of the entire system
- Pragmatic and practical solutions



Conformity to standards:

- Our calibrations fulfill ISO 17025 standards and requirements such as IATF 16949 and other relevant standards and guidelines

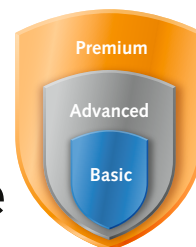


Value-adding:

- In-depth application expertise for consulting
- Process optimization and cost reduction
- Higher productivity and overall equipment effectiveness

YOUR SERVICE OF CHOICE:

Reliable protection and optimized performance



Service level		Order number	Order code
Basic	Efficient service management	44002670	9965-01-01-01-12-0-0
Advanced	E.g. scheduled maintenance (incl. calibration) to extend service life	44002670	9965-01-01-02-36-0-0
Premium	Maximum support for maximum system efficiency	44002670	9965-01-01-03-36-0-0
Service level options		Order number	Order code
Only in conjunction with Advanced or Premium level			
Emergency Stock	Rapid provision of the replacement product in an emergency	44002632	
Exklusive 24/7 Hotline	Round-the-clock telephone support 24/7	44002600	
Our field services		Order number	Order code
Joining Competence Center (JCC)	More planning reliability and cost control for joining processes - consulting, system selection, process analysis and process optimization	On request	service@kistler.com
Commissioning	Support with the commissioning of a system, 1 day on site ¹⁾	44002105	9962B23-D1-1-1-1
Inspection	On-site inspection and lubrication of the system	44002867	9963-01-02-01-01-0-2
Traceable calibration	Traceable on-site calibration for force measuring chains and joining systems from 0.5 to 300 kN according to ISO 17025	44002125	9961F-AC-07-07-01-0-2-2
Service calibration	Service calibration for force measuring chains and joining systems, on-site	44002124	9961F-SC-07-05-01-0-2-022
Repair support	Repair support, 1 day on site ¹⁾	44002105	9962B23-D1-2-1-1
Measurement system analysis (MSA)	Measuring system analysis force (Cg/Cmg) incl. service calibration with adjustment if required	44002106	9968B23-1-1-4
Machine capability analysis (MFU)	Machine capability analysis force (Cm/Cmk) incl. service calibration with adjustment if required	44002106	9968B23-1-2-4
Training at the Kistler site	Standard training e.g. maXYmos NC, max. 8 participants	44002116	
Training at the Kistler site	Customized training, max. 8 participants	44002116	
On-site training	Customer-specific training, e.g. maXYmos NC on site, max. 8 participants	44002116	
Optimization	Optimization to increase efficiency 1 day on site ¹⁾	44002107	9968B23-2-1
Emergency Assistance		Order number	Order code
On-site within 1 day	Our service technician will be on site within one working day (Monday to Friday) ²⁾	44002441	9972Y-9-01-01-00-2
On-site within 3 days	Our service technician will be at your site within three working days (Monday to Friday) ²⁾	44002441	9972Y-9-01-03-00-2

¹⁾ On-site workload: max. 6 hours

²⁾ Except on public holidays and when the company is closed



For questions about our service:

Directly via QR code
or via email to: service@kistler.com

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measure. analyze. innovate.