inspiration

The Woodworking Magazine | May 2015



Totally networked

At LIGNA, the HOMAG Group will be exhibiting integrated solutions from the "Compact 80 m² workshop" through to a 100 meter long totally networked batch size one plant.



BINGO – "26" wins!

From woodworking shops to industrial companies: Everything from a single source in Hall 26!

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InnovationCenter: The original.

Get a feel for the future of manufacturing in the legendary InnovationCenter. Venture into the furnishing and structural element production world of tomorrow – with amazing visual effects and real hands-on technology.

On trend: pressing issues addressed in the Innovation Center include energy efficiency with **eco**Plus to enhance productivity, ways to cut costs and sparing use of resources.

New ecoPlus technologies:

- New HOMAG pre-melting unit with up to 30% reduced consumption
- New extraction system for HOMAG CNC machines with up to 30% lower
- suction outputEnergy-saving LED lighting on
- HOMAG throughfeed machines



INDUSTRY

PRA

Free admission ticket

Pay us a visit! This way to your free LIGNA admission ticket:

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woodNET: Internet-based sales with a direct link to woodCAD|CAM 11.0.

HOMAG eSOLUTION Virtual experience: Furniture sales on the web

How can I experience the impact of my individually produced furniture in my own four walls before I've even placed my order? With HOMAG eSOLUTION, this vision is about to become reality: At the LIGNA, the software supplier will be presenting a new eBusiness solution for direct furniture sales using the Internet. The wood**NET** software with integrated Augmented Reality Technology makes it possible.

Using a modern App and a smartphone or tablet camera, end users can place their individually planned furniture virtually into their home, turning a furniture design into something they can actively experience. The realistic impression of how their chosen furniture will work in the home enhances emotional response to the sales process and gives customers the assurance of having made the right choice.

The App is also used for quote preparation and instant order placement. Automatic import of the online order placement links the sales process seamlessly into the order processing and production work flow using the new version of the "design-to-machine" software wood**CAD**|**CAM** 11.0. This allows not only furniture manufacturers but also innovative woodworking shops to focus their efforts more specifically on the individual furnishing needs of the end customer. The integral process from sales through production enables the batch size 1 production of furniture on an industrial scale.



Augmented Reality Technology creates a realistic impression of bespoke furniture in the customer's own four walls.

SCHULER Consulting The future of manufacturing

Batch sizes are dwindling, projects are growing more complex, product ranges are expanding. Keeping an overview over the whole company is key: With their vision and the right concept for the future of manufacturing, SCHULER Consulting advisors work with customers to set out a sensible phased plan for possible replacement investment. This results in individual concepts for successful manufacturing of the future – based on years of experience and sound expertise. From compilation of the right business plan, through an evaluation of existing plant and machinery to continual improvement of all company processes.

HOMAG Group: "Networked production"

Diversity in the world of furnishing

HOMAG Group employees have been concerned with addressing the needs of their customers and with pioneering future trends and developments for over 50 years. We ask ourselves questions such as: How will the demands made on furniture change over the next ten years? Which furniture manufacturing technologies will mean success for our customers in the future? The move towards greater individuality in the home as a place of recreation is set to continue. For furniture manufacturers, this means focusing production even further on the individual furnishing needs of the end user, which entails dealing with an enormous variety of furniture dimensions, shapes, materials, colors and surface finishes. The aim must be to create bespoke furnishing solutions using industrial means.



Individual cutting process in series? HOLZMA realized this need of industry and craft businesses with a revolutionary cutting cell, which will be presented at LIGNA for the first time. The innovation stands for fully automated processes and unlimited recuts in order-related manufacturing.



RFID factory at the LIGNA

Networking the furniture process chain optimizes time and costs

In the RFID factory in Hall 17, the HOMAG Group will be demonstrating the efficiency of RFID (Radio Frequency Identification) technology in furniture production with solutions such as contactless recognition of painted workpieces using RFID. Awaiting visitors to the RFID Factory is a complete material flow logic scenario for furniture production using the example of a drawer front.

"Networked production"

Optimum use of resources, short throughput times and low inventories are decisive here. Against this backdrop, the HOMAG Group offers an array of solutions and has implemented "networked production" concepts for customers hundreds of times over.

Its trade-specific system solutions render even highly complex production processes technically and economically manageable. An elementary factor here are vertical networking from the end user to the finished product and horizontal networking between suppliers, partners, management and production. The aim is absolute transparency, allowing potential to be fully uncovered and leveraged. Industry 4.0!

The hidden benefits are decisive. With a networked plant, users move a major step towards their productivity optimum. At the same time, the high flexibility of the plant means they can stand out from their competitors in terms of product appearance, feel, design or functionality. In addition, a "smart" plant also means improved energy and material efficiency.

ouch

Robust interfaces & seamless manufacturing execution system

To implement a completely networked system, robust and coordinated interfaces are required between the individual components and the cell control system. Networked production enables optimum work flows controlled by an overarching smart manufacturing execution system which efficiently links planning, production and material flow. This means that the right information always arrives precisely where it's needed - and at the right time. The manufacturing execution system woodProcess takes control of processes and selectively delivers the correct data for production from the production engineering department. The use of standardized control technology powerControl and the operating system powerTouch plays a major role. This ensures an optimized production process across all the networked machines. powerTouch has created a whole new dimension in machine operation, allowing users to simply operate all the machines of the HOMAG Group with the same familiar look and feel thanks to standardized operating elements - as intuitively as using a smartphone. To the most efficient production possible, the HOMAG Group additionally offers MMR (Machine Monitoring & Reporting) for continuous production analysis and optimization. The standardized diagnostic system supplies machine data evaluations on every level: Unit, machine and cell. The benefits: Higher productivity, availability and flexibility.

Batch size 1, Industry 4.0 & Co.

"Batch size 1 production" and "Industry 4.0" are often quoted in the same breath, although a clear distinction has to be drawn. We have been offering our customers tailor-made solutions for "batch size 1 production" for over 15 years. We are also well advanced when it comes to the hot topic of "Industry 4.0". The key to success lies in "networked production", encompassing multiple concepts which together form a seamless flow of information from the customer order through furniture production to shipping.

At the LIGNA, the HOMAG Group will be showcasing networked software and interlinked machine technology making use of new, ground-breaking approaches. Factors playing a key role here include the integration of robot solutions in production processes. Fully in keeping with the "Growing with the HOMAG Group" motto, these solutions are scalable and capable of modular expansion in line with customer needs.

Batch size 1 production in 100 meters fully automated - interlinked - networked Live at the LIGNA: From the panel to the finished item of furniture with batch size 1. Plant for around 1,000 parts per shift live in action!

HOMAG double-end tenoners High-tech for flooring production

More flexible than ever: Equipped with a polygonal shaft, the throughfeed saw FSL 420 enables minimum cutting widths, ideal for processing highly popular narrow formats. The polygonal shaft drives all the sawing units with just a single motor, positioning the need for motors and gears for every individual sawing unit. With external servo motor positioning axes for every unit, a quick change over to other cutting widths is possible while maintaining absolute top performance.

With a click profile on the longitudinal and head side, thanks to a allround chamfer, narrow flooring elements can now hardly be distinguished from real plank flooring, and are also very easy to lay. The FPR 625 takes care of longitudinal profiling of laminate and parquet, but also of the ever more popular vinyl flooring, at speeds of up to 200 m/min. This is made possible by the newly developed narrow chain.



Fast and flexible: HOMAG's new narrow chain

HOMAG edge processing

Optimum results and reduced piece costs – no matter what the edging material

The edge banding machines of the KAL 370 **profi**Line series achieve top marks in terms of economy and performance – no matter what the material. In view of the growing diversity of materials in the furniture industry and rising cost pressure, the machines of this series are efficient and, most importantly, able to work

independently of material type. The modular range scores due to its robust design, flexible processing of all types of material, optimum edge quality and high flexibility in terms of equipment – and provides a rapid payback of investment in practice.



KAL 370 profiLine: The universal machine to cope with growing material diversity

BST 800 – Complete drilling operation with up to 730 separately activated drilling spindles

Still unique in the world in terms of performance, the BST 800 throughfeed drilling machine packs an impressive punch when it comes to complex drilling patterns for small or minimal batch sizes and high production volumes. It is able to drill vertically from top and bottom in one section. Outputs of up to 30 parts per minute are possible in single-cycle operation and up to 22 parts in multi-cycle operation. The BST 800 does all

WEEKE drilling

this with a set-up time approaching zero. All the available spindles can be separately activated. Part handling is adjusted perfectly by the segmented drive system in tune with the upstream and downstream processes, ensuring a smooth, rapid part flow at all times. A stop system for workpiece positioning guarantees precise drilling operations in the edge areas due to an ingenious displacement concept.



Throughfeed drilling for highly complex drilling patterns with small to minimal batch sizes

HOMAG lamination FKF 200: New options

The new professional series FKF 200 comes with a range of new features set to transform the entry-level machine launched in autumn into an automated solution. Surface laminating machine FKF 200 with application roller (hotmelt, PUR) is capable of practically unmanned sheet lamination. A newly developed infeed system is used to align and clean the sheet material (PMMA, HPL etc.) without a feed stop, and feeds it to the ready glued workpiece. Due to the cleaning station, this solution is also ideally suited for high-gloss processing of substrate material.

Also new: The Profi FKF 200 with **reac**Tec nozzle application using the **complete**Line method. As a result, this method in popular demand in the industrial sector is now economically viable for medium-sized enterprises. In a single work stage, the wide and narrow surfaces are laminated with material off the coil, and the narrow surface finish is completed at an integrated wrapping line and finish processing unit. The integrated double pay-off station allows coil changeover without interruption, enabling continuous production and a high output.





Highly automated profile wrapping

FRIZ will be at the LIGNA with a wrapping machine for complete processing of skirting boards for a renowned board manufacturer. Forming the nerve center of the line is the PUM 310, ensuring high-performance profile wrapping to a high degree of flexibility. The machine features all the automation options offered in the FRIZ professional modular range. Changeover between different profiles is possible at outstanding speed: Unlike the standard machine, new profiles no longer need to be manually set up. In cooperation with customers, FRIZ has developed additional features – such as the integration of inkjet or barcode printers in the machine, automatic left and right width adjustment or the double unwinding station with automatic splicing for changes of decor without a machine stop.

INDUSTRY highlights

HOMAG Automation storage technology

New storage system TLF 211 and new traverse ST 61

Whether you are looking for the greatest possible part spectrum, high speeds or full equipment features: The TLF 211 optimizes transport routes and makes for tangible material and time savings. The storage area is optimized, saving valuable production space. The store is linked to other machines using standardized interfaces to create an effective processing center. Other benefits:

- Handling with no added costs: For coated panels from 8 mm in thickness, handling already comes as standard thanks to suction traverse ST 61.
- Optimum material consumption down to the waste piece due to carefully planned material management.
- woodStore Analyzer EXPERT: The digital store professional helps ensure optimum use of the storage system.



Cardboard-box cutting machine VKS 230

HOMAG Automation packaging Intelligent packaging saves time and money

Whether RTA furniture, high-grade fronts or ready assembled carcases - furniture should ideally be packaged so that it reaches the customer in pristine condition. To make sure this happens, HOMAG Automation continuously develops new concepts to significantly reduce customer complaints and save time and costs. The VKS 230 cardboard-box cutting machine on show at the LIGNA features an array of new developments. The QuickScan measuring device records the article measurements and transfers them directly to the machine, ensuring automatic startup of the cardboard cutting process. The "side-by-side function" allows two web widths to be processed individually at the same time. The VKS 230 is ideally supplemented by the single-sided cardboard-box closing machine VKV 710 for automatic box closing - for different product dimensions down to batch size 1. This puts an end to the days of adhesive tape and ill fitting pre-assembled cardboard boxes. Another benefit: Significantly reduced costs due to the use of hot melt.

HOMAG Automation robotics **Powerful all-rounders: Automation thanks to robot systems**

Achieving an automatic increase in productivity – an attainable goal using robot solutions from HOMAG Automation. Whether handling in connection with sanding, sawing, edge processing, drilling, trimming, assembly, packaging or order picking – these robots are all-rounders in batch size 1, small and series production runs. Innovative feeding and stacking systems or pick & place applications take care of high outputs coupled with maximum repeat accuracy and extraordinary of precision.



Sorting robot from HOMAG Automation



HOMAG CNC Automatically better: CNC processing cells with robot automation

Enhanced productivity, less strain for operators, optimum care of materials: HOMAG and WEEKE CNC processing centers and HOMAG Automation robot handling will show you how - live in HOMAG City. The strengths of industrial robots are brought fully to bear when it comes to automating CNC processing cells: Be it the individual configuration of cells with different infeed and discharge stations, flipping and alignment stations or part monitoring. Cell control permits simple operation in series or batch size 1 production. The components are identified by their barcode label using a scanner in the robot traverse, allowing the stack to be configured in random sequence. Use of a robot also takes some of the strain from the operators, leaving them more time to ensure the smooth running of peripheral functions and carry out additional tasks.



Robot-operated CNC production cells link high flexibility with high availability to generate an attractive cost-to-performance ratio

WEEKE 6-sided batch size 1 processing: Drilling, routing, grooving and hardware mounting

The ABH 100 throughfeed processing center from WEEKE is integrated in the batch size 1 plant in HOMAG City. Drilling, routing, grooving, dowel driving and hardware mounting can now be carried out from all six sides – meaning complete workpiece processing in a single pass. For this, the ABH is individually equipped in line with customer requirements. With its high dynamics and associated speed, the ABH is attracting a lot of attention. This level of performance is guaranteed by precise part guidance using a clamp system. The clamps engage the workpiece without vacuum and position it precisely for the following work steps. This ensures particular care of the workpiece surface, due to the minimal contact points at the corners of the face/longitudinal edges.



ABH 100: Horizontal high-speed drilling gear

HOLZMA Fully automatic recuts

Now also available for 3 and 4 series single saws: combiTec. combiTec is a special recut option for batch size 1 production. It is able to produce a majority of all required recuts fully automatically in throughfeed, saving a lot of time and money due to material savings and minimized cutting waste. combiTec was previously only available for 3 and 4 series angular plants.



Hall 26: Everything from a single source

HOMAG CNC Venture BMG 300: Individuality as standard

Venture CNC processing centers from WEEKE and HOMAG stand for customized technology – from the CNC entry level model through to the high-tech 5-axis processing center or machines with gluing technology. The series flagship, the Venture BMG 300, has now become even more individual – while remaining the gold standard.

This gives rise to unlimited scope: be it new packages including large drilling heads for high-performance panel processing or packages with high-performance trimming spindles for solid wood processing: In conjunction with the proven console and grid tables, these packages leave nothing to be desired.

At the same time, all HOMAG CNC processing centers are equipped with the latest generation of dust hoods. With optimized capture and discharge of chips, these dust hoods combine improved suction performance with lower air requirement. The energy used to perform sample processing operations has been reduced by up to 30% – coupled with 25% improved extraction.



New packages, more options: High-Tech becomes standard

HOMAG edge banding New pre-melting unit with reduced energy consumption



In edge banding machines, the pre-melting unit in the gluing section accounts for the lion's share of energy used. The HOMAG development team has now made significant reductions here: The result: up to 30% lower compressed air consumption in the new pre-melting unit in the gluing section of industrial machines. With this move, HOMAG has taken a decisive step towards engendering greater awareness for reduced energy consumption in furniture production.



HOMAG & WEEKE wood**WOP 7: Programming made easy**

Alongside a range of new functions, most importantly wood**WOP** 7 offers a totally new way of programming trimming paths. For instance, whole surfaces can now be selected and the software automatically calculates the paths. wood**WOP** 7 was designed in particular for flexible programming of individual 3D and non-standard components. The new program is easy to operate and learn, as the CAD/CAM functions are directly integrated in wood**WOP**. Operators have the chance to generate 3D surfaces extremely simply or to open finished 3D models directly in wood**WOP**. An upgrade module enables 3, 4 or 5-axis processing of 3D surfaces, depending on the machine equipment.

Depiction of tracing paths with 3D roughing macro





HOMAG edge processing New standard of edge processing quality for woodworking shops



New FK30 profiTrim profile trimming unit

BRANDT New multi-stage technology as standard

Multi-stage technology as standard: top selling point for the three BRANDT edition models. These edge banders come with a multi-stage trimming unit and scraping unit as standard. Users can choose between two different radii and flush trimming for the multi-stage trimming unit. The multi-stage scraping unit also comes with two different radii. And as the units are equipped with NC axes, everything can be set at the press of a button.

The edition models are able to adapt to the growing spectrum of edging and panel materials – whether PVC or melamine edges, solid wood, veneer or high-gloss is being processed. At the LIGNA, BRANDT will be featuring its new KDF 650 edition machine, which also offers scope for flexible gluing technology: Alongside standard gluing technology, the machine also features the **air**Tec unit for perfect zero edges.



A high standard of edge quality also depends on

high-grade finish processing. Here, profile trimming

using the new FK30 profi**Trim** unit plays a pivotal role. A reduced mass and compensation for centrifugal

forces ensure stable movement of the trimming tools

around the workpiece and so help improve processing

quality. The moment of inertia has also been reduced

by arranging the trimming tool and tracing roller on

one shaft. Benefits include a high degree of structural rigidity and reliable guidance of the tracing and

trimming tool. This reduces operating errors and

enhances quality. Other benefits: Electronic tracing

generates a consistent tracing force over the complete

contour - irrespective of speed and acceleration.

This prevents impairment to quality due to wear of mechanical components such as tracing springs or pneumatic cylinders. The tracing roller of the FK30 profi**Trim** can be operated at the leading and trailing edge with different roller diameters. This allows the simple, high-quality processing of postforming or

softforming edges, for instance.

HOLZMA Entry-level model HPP 130: Plug and saw

This new saw is equipped with everything aspiring craft businesses need to cut single panels and small batches. Its motto is quite simply "plug and saw". Offered at very attractive conditions, the HPP 130 costs little more than a well equipped table circular saw, but deals with cutting jobs to a much higher level of precision and with far greater efficiency.



New entry-level model for craft businesses: The HPP 130 from HOLZMA

HOLZMA Greater flexibility in configuring the machines

The 2 series stands for maximum precision and performance with minimum space requirement. HOLZMA has further improved the panel dividing saw just in time for this year's LIGNA fair. The greatest benefit for customers: significantly higher flexibility in configuring the machines. With this series, HOLZMA is providing a solution to all customer requirements in this performance category.





WEEKE CNC

BHX 200 – greater freedom with new equipment features

At the LIGNA, WEEKE will be exhibiting its BHX 200 series of vertical processing centers with a range of new options. As an alternative to the split head configuration, for instance, a single drilling gear is available with a total of 25 high-speed drilling spindles. Amongst others, this features a 9 kW routing motor, a 90° swivel-action grooving saw and a 4-slot tool changer. Two additional elements are also available for integration: An additional disc router used for instance to prepare for popular Clamex-P connectors <u>and/or</u> an additional 3-spindle drilling gear, for example for cup hinge hole drilling. This allows ambitious woodworking shops to customize the BHX 200 ideally to their specific needs. The package is rounded off by the universally available "dowel driving" option. All compactly in under 10 m² with workpiece processing operations up to 3,050 x 1,250 x 80 mm.

Vertical processing center: A single drilling gear with a total of 25 high-speed drilling spindles



mps

BÜTFERING & WEEKE 12.5 mm segmentation with MPS 2.0 as standard

The magnetic sanding pad MPS 2.0 will be fitted as standard with 12.5 mm high-resolution workpiece recognition with effect from the LIGNA. Relative to the workpiece geometry, this means even more accurate workpiece recognition, resulting in substantially improved sanding force adjustment. This gives users the assurance of an exceptional degree of process reliability and quality. This standardization of the previously optional magnetic sanding pad system has not involved any price adjustment. This means that customers selecting MPS 2.0 will automatically receive MPS 2.0 Plus. Ultra-precise workpiece recognition at the same price.

WEEKE CNC

Over 2,500 machines in five years – BHX 050/055 still an icon

Demand for the BHX 050/055 from WEEKE continues unabated. Up to the end of February 2015, over 2,500 customers worldwide had opted for the smart vertical processing center. Due to the high level of interest, the BHX will be on show in two locations at the LIGNA (Halls 26 and 11).



WEEKE BHX 050/055 with the optionally available control center $\ensuremath{\mathsf{power}}\xspace{\mathsf{Touch}}$

WEINMANN timber construction Beam processing from six sides

The high-performance carpentry machine WBZ 160 power**SIX** – equipped with the new underside unit – enables even greater component diversity with the same low space requirement. This means that necessary processing operations can be carried out from all six sides without turning – making classic log house connections now easily possible. Blocking grooves at the rafter and bilateral dovetail joints on ridge boards are simply and quickly produced – further increasing processing speed. Also important to bear in mind is simplified handling. The beam is processed in the same position in which the processing operations on the other component sides are performed. This guarantees a greater degree of precision.



Lap joint with the underside unit

Multifunction bridge: Even more versatility

Capable of everything from classical carpentry to caravans, the WMS multifunction bridge is a true all-round talent. The latest development extends the functional scope: The WMS now also produces frameworks on a semi-automatic basis. The multifunction bridge is equipped with a frame stop system which provides the operator with stops for precise positioning, and automatically connects the studs to the plates. What is known as the compact**PLUS** panel production line – comprising a multifunction bridge, two assembly tables and a positioning table – permits the efficient manufacture of wall, roof, ceiling and gable elements within a minimum of space.



Production of timber frame element with the compactPLUS

Solid wood portal: Automatic positioning sensor device

A newly developed unit permits automatic component positioning in the WEINMANN solid wood portal WMP. The benefit: This allows bulky, heavy components to be simply, quickly and precisely aligned for processing. The contours of bulky components – such as curved glulam beams – are reliably detected. A high-precision sensor measures the contours of the unprocessed element and the entered contour is graphically displayed on the power**Touch** monitor at the control desk. The data set is now overlaid on the measured element and the relevant processing operation performed.



"Some of our development steps have only been made possible by machine engineering including software and control technology from the HOMAG Group."

Stefan Voit

Voit GmbH: Growth on a solid foundation of partnership

What starts with a compact workshop today can grow to become an industrial solution with machines and solutions from the HOMAG Group – as happened at Voit GmbH.

"Innovative, reliable, easy to operate": These are the basic demands made on any machine by the CEO of Voit GmbH, based in the Hallertau region of Bavaria. And because the HOMAG Group ticks every one of these boxes, Voit GmbH has been an regular and committed customer for over 30 years. "When this type of operation grows in size, our machines keep pace with modular expansion at any time in order to increase efficiency and optimize work processes", explains Karl-Heinz Brauneisen, Branch Director of HOMAG Vertrieb- und Service GmbH in Bavaria. "Integrating whole new machines is also not a problem, as all of our machines come with the same software, control system and machine operating concept."

Up until the 80s, Voit was a joinery and furniture workshop with a staff of just six. The company then evolved as a building fit-out specialist and moved into the field of small series production. Following purchase of the first HOMAG Group machine in 1989, more were added gradually over the years. "The HOMAG Group has also continuously further developed its machines for small and medium-sized enterprises, helping us to stay abreast of the latest developments", stresses Voit.

Stefan Voit and his team took a decisive step in the year 2000 with the acquisition of a large CNC machine: entry into the automotive industry. Voit is now a specialist in car showroom concepts for automotive clients such as BMW, Mercedes, Audi and VW the world over. In two-shift operation, a workforce of around 50 produce around 1,500 to 2,000 furniture components in a production area of 7,500 m² every day – completely assembled and packaged. 12 machines from the HOMAG Group are used, ranging from a saw-storage combination through edge banders, different CNC processing centers and case clamps through to a packaging machine.

Stefan Voit describes its company as "positioned somewhere in-between the classical woodworking shop and an industrial operation". "Some of our development steps have only been made possible by machine engineering including software and control technology from the HOMAG Group." Karl-Heinz Brauneisen adds: "The joint aim of our partnership has always been to achieve the manageable increase of flexibility and variant diversity at Voit, while at the same time substantially increasing productivity". The venture has succeeded, as Voit has tripled its production volume over the past five years with only a negligibly increased staff.

The modern machine outfit with flexible 5-axis units and use of the innovative **laser**Tec process have had a major part to play in this success. "This is where we benefit from the knowhow of the HOMAG Group, which continues to develop and implement new technologies and ideas", explains Voit. The HOMAG Group envisages its role primarily as that of advisor to growing woodworking shop operations: "It's vital to establish suitable logistics structures which are able to grow with the company.

HOMAG Group Service Simple and fast help with the ServiceBoard

Customers appreciate the new Service**Board**: Today, users can use an iPad to transmit an active service issue live to the ServiceCenter using the video diagnostic function. This allows the ServiceCenter team to provide immediate information remotely to any location – such as instructions, videos, pictures or drawings. Current problems can often be remedied straight away through faster identification. The Service**Board** also offers direct access to the spare parts shop eParts or to submit an online servicing request, which can be followed up by the customer.

The benefits:

• Faster communication through live transmission

- Fast defect identification and remedySimple compilation and optimum management of
- service requests

Andreas Harfmann.

- Direct display of the right service information
- Can be used for all HOMAG Group machines

CNC programmer Schwarz Zäune GmbH

"During our last service incident I simply sent a picture of the

problem at the machine using

the ServiceBoard. This makes

things simpler and significantly

reduces the time lost until the

problem is remedied."

Thomas Rieder, Production Manager at Voit GmbH

"We used to have to call a service number and wait for a return call. Today, we simply scan a QR code at the machine, submit a service request within seconds and then promptly receive a callback. I find the video diagnostic function a particular bonus. The benefit here



articular bonus. The benefit here is that the service technician is able to get an immediate on-the-spot insight into the problem. For instance he can check the status of LEDs at first hand. A good many problems can be remedied without any need to call out a service technician."

Manuel Wallesch, CNC Coordinator Metawell GmbH



"We work in three shifts with frequent changes of operators. This means that keeping an overview on initiated service requests is particularly important. Using the Service **Board**, our staff members can see what's been done and simply trace back or further process any incidents." We're ideally placed to offer aspiring companies the benefit of our advice", emphasizes Brauneisen.

Achieving new goals together

Voit GmbH intends to go on growing in the future – for example with showroom concepts for other sectors and production of suitable furniture. "We aim to utilize our machine capacity even better, and further increase our production efficiency", explains Stefan Voit. "There's still room for improvement when it comes to throughput times – we aim to reduce these step by step working with the HOMAG Group, and so optimize our capital tie-up".

Contact: info@voit-innenausbau.de

Growing with the HOMAG Group

Workshop concepts from small to big: Let us show you how efficient production can be. Ask us about stand-alone machines and machine networking to create complete workshop concepts. Design your own individual, intelligently networked workshop based on coordinated operating and data concepts.

There is a trend towards automation and logistics in woodworking shops today. This is where the HOMAG Group has new, flexible and high-powered entry-level solutions to offer.

Making your company grow with the HOMAG Group:

- Modular extension of individual machines, subsequent networking of machines and extension of machines combinations.
- extension of machine combinationsFlexible response to the demands of the future
- Data structure and process efficiency and
- transparency
- Cohesive software



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