

Operation

Repair

Your requirements

- **Repair** to restore function and reduce system downtime – cost-optimized, flexible and manufacturer-neutral service.
- **Overhaul** as a preventive measure for maximum safety and availability.
- **Conversion and modification** for optimum adaptation to changed environmental influences and system conditions.

Our services

New-value repair

- 24-month liability for deficiencies applying to entire drive
- Preventive replacement of all bearings and sealing elements
- Check on all electrical components using an impulse voltage tester and replacement if necessary
- Check on electronic components in line with production specifications and replacement if necessary
- Reconditioning of components including repainting

Function repair

- 24-month liability for deficiencies applying to service, including parts replaced
- No preventive replacement of parts
- Restoration of function
- Replacement of defective parts as indicated by customer
- Function test on electrical and electronic components

Emergency repair

- Exclusion of liability for deficiencies
- Makeshift restoration of function
- Defective parts are reworked and reused
- Only essential parts are replaced, in consultation with customer

Specifications

- **Rush order:** Repair within 1–3 days, or even within a single day, depending on product characteristics and time of day
- **On-site service:** Function repair carried out directly at customer location
- **Pick-Up and Delivery Service**
Pick-up and delivery of drive components

Your benefits

- **One central contact** for repairs (of drive technology by SEW EURODRIVE and of third-party products)
- **High-quality repairs**
 - Use and installation of original SEW-EURODRIVE replacement parts
 - New-value and function repairs include 24-month liability for deficiencies
 - Final check based on quality management requirements for new drives
- **Short downtimes**
 - Fast response times thanks to extensive customer support and service network
 - High and immediate availability of original SEW-EURODRIVE replacement parts
 - Rush order repair service for short repair times
- **No repair costs more than a new product**
 - Cost estimates indicating price of new product if required
- **Minimal outlay**
 - No logistics outlay and reduced administrative outlay thanks to on-site repair and pick-up/delivery service
 - Online Support customer portal for easy submission of repair requests



These figures speak for themselves

Our high-quality local repair service ensures short repair times throughout Germany.

4

Drive Technology Centers (DTCs)

5

Drive Centers (DCs)

3

Service Competence Centers (SCCs)

140

assembly staff

2 000

rush orders per year

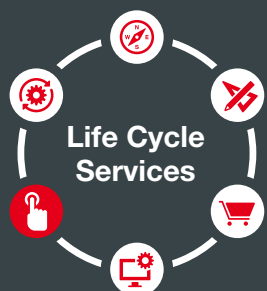
> This may be of interest to you

Support resources & tools

- CDM® database
- Online support / Fault management

Supplementary services

- Maintenance and operating concepts
- Pick-Up and Delivery Service
- Inspection & maintenance
- 24h Service Hotline
- Express assembly



Repair is part of our service offerings throughout the entire system life cycle.

> www.sew-eurodrive.de/en/life-cycle-services

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