



## SERVICES FOR YOUR PRODUCTION SUCCESS

After the purchase, Feintool stays by your side. Should there be a technical issue, you can quickly resume operations thanks to the Feintool complete service package, which ensures profitable production and maximum performance.

At our four global service centers we offer you comprehensive support and know-how along the entire process chain: from purchase through integration, operation and maintenance to modernization and performance enhancement.

### Feintool support at a glance

- ▶ **Hotline:** technical support from our service centers in Europe, China, Japan and the USA (incl. Canada and Mexico)
- ▶ **Repairs:** numerous service technicians are available to bring your system back into production on site
- ▶ **Spare parts:** original and approved spare parts are available worldwide
- ▶ **Inspection contracts:** evaluation of your equipment by our specialists
- ▶ **FEINmonitoring:** our Industry 4.0 solution for higher productivity
- ▶ **SMARTmaintenance:** flexible customizable maintenance contracts
- ▶ **Rebuild:** modernization/replacement of your equipment
- ▶ **Training and consulting:** training program and consulting across the entire process chain

### Feintool hotline

phone +41 32 387 55 55, fax +41 32 387 57 60,  
service@feintool.com

### Regional service centers

- ▶ **China:** Feintool Fineblanking Technology (Shanghai):  
phone +86 21 5778 6656, service.cn@feintool.com
- ▶ **Japan:** Feintool Japan Co. (Equipment):  
phone +81 46 248 4444, Fax +81 46 401 1744,  
service.jp@feintool.com
- ▶ **USA (incl. Canada und Mexiko):** Feintool Equipment:  
phone +1 513 791 0066, Fax +1 513 791 1589,  
ftu@feintool.com

## Feintool Service Levels

					Full maintenance incl. reactive repair
				Preventive repair	Preventive repair
			FEINmonitoring	FEINmonitoring	FEINmonitoring
		Preventive maintenance	Preventive maintenance	Preventive maintenance	Preventive maintenance
	Inspection contract	Inspection contract	Inspection contract	Inspection contract	Inspection contract
Hotline	Hotline	Hotline	Hotline	Hotline	Hotline
Minimal maintenance strategy		Basic breakdown protection/prevention		Active availability maximization	
Basic		Advanced		Professional/Expert/Performance	

### SMARTmaintenance: increased productivity with service packages

- ▶ service work according to the service catalog
- ▶ spare and wear parts according to the parts list
- ▶ proactive as well as reactive maintenance
- ▶ FEINmonitoring for status monitoring

### FEINmonitoring: identifying challenges at an early stage

Our online system FEINmonitoring uses sensors to monitor all the necessary parameters of your fineblanking presses: power consumption, temperature, pressures, particles in the oil. FEINmonitoring can also be implemented on existing presses with FMC (Feintool Motion Control).

### Modernization or Exchange program for

- ▶ increased availability and process reliability
- ▶ analysis tools to optimize process flows
- ▶ high output
- ▶ improved operator protection
- ▶ spare parts delivery guarantee
- ▶ reduction of press breakdowns and consequential damage
- ▶ qualified Feintool experts for process optimization

Our exchange program can support you in selling your old press or, if necessary, take it in part exchange.

### Feintool basics

- ▶ free, professional telephone support from our hotline enables you to resume production quickly in the event of an unexpected disruption
- ▶ large team of service technicians, who have an average of ten years' experience on Feintool presses
- ▶ large professionally managed inventory of spare parts available from a centrally located spare parts warehouse in Europe
- ▶ inspections to assess the actual condition of your presses, which will form the basis for stable production and indicate any urgent problems