



Operation

24h Service Hotline

0800 SEWHELP / 0800 7394357

Your requirements

- **Telephone support for current faults**
 - Technical support during fault analysis and troubleshooting
 - Technical support during startup
 - Initiation and planning of service measures at short notice
- **Technical support for planned repairs and modifications, including the spare parts required**
- **Ordering of specific services**, e.g. repairs, express assembly, spare parts deliveries, and remote service

Our services

- A personal contact person available at any time, even outside of SEW-EURODRIVE business hours (Monday to Friday 5 p.m. to 7 a.m., Saturday/Sunday and public holidays 24 hours a day)
- Personalized advice on service issues and service concepts
- Provision of product information and documentation
- Technical support* for gearmotors, gear units, motors, and drive electronics (e.g. device parameterization during startup or evaluation of error messages)

Ordering of

- Repairs* of gearmotors, gear units, motors, and drive electronics
- Spare parts deliveries* for gearmotors, gear units, motors, and drive electronics
- Express assembly* of gearmotors, gear units, motors, and drive electronics
- Rush orders* for the processing of repairs, spare parts, and express assembly
- Remote service*

* by arrangement

Your benefits

- **Free** telephone support
- **Rapid troubleshooting** and **short startup times** thanks to our trained, qualified service staff
- **Cost and time savings** during repairs/modifications thanks to technical support
- **Ordering** of repairs, spare parts, express assembly, and remote service, even outside of SEW-EURODRIVE business hours (by arrangement)



These figures speak for themselves

Whatever your location in Germany, we're never far away. Our expertise and experience maximize your system availability.

4

Drive Technology Centers (DTCs)

6

Drive Centers (DCs)

3

Service Competence Centers (SCCs)

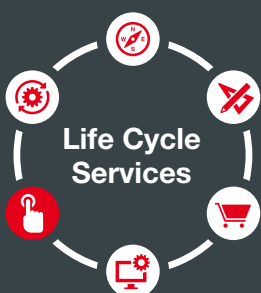
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personal technical support

> This may be of interest to you

Supplementary services

- Inspection and Maintenance
- Startup
- Repair
- Express assembly
- Spare Parts Service
- CDM® – Complete Drive Management
- Pick-Up and Delivery Service



24h Service Hotline is part of Life Cycle Services.

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

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