

## Life Cycle Services

Maximum availability and  
performance for your system



# Life Cycle Services

## Services throughout the entire system life cycle

Here at SEW-EURODRIVE, Life Cycle Services encompass services, tools, and resources throughout the entire system life cycle. This begins in the initial orientation phase and continues all the way through to the operation and modernization of your machinery and systems.

## As our customer, you benefit from

- **Round-the-clock availability:** You can access our services 24/7.
- **Specially trained customer service staff:** Our team offers you the best possible support.
- **Shortest repair times on the market:** We minimize downtime and maximize your productivity.
- **Complete service package:** Repairs, retrofitting, and new deliveries for the entire SEW-EURODRIVE product portfolio and for third-party products (drop-in gear units).
- **Global presence:** We are nearby wherever you are in the world to respond to your requirements quickly and efficiently.

## Service during live system operation

### Condition monitoring for your system:

- Examination with an inspection scope, mobile vibration analysis, oil analysis
- Permanent vibration analysis with DUV40A or with DriveRadar® IoT Suite for industrial gear units, including maintenance recommendations

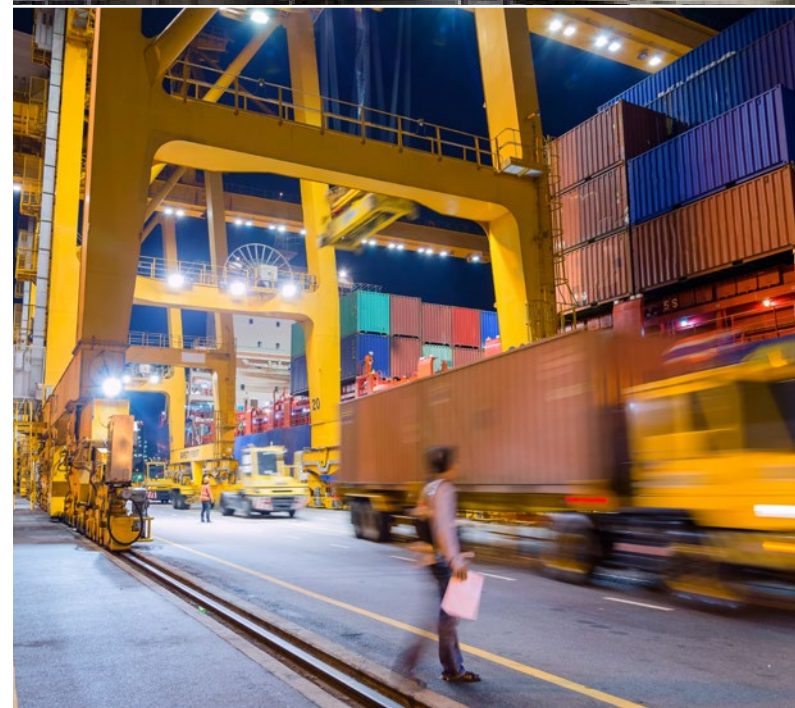
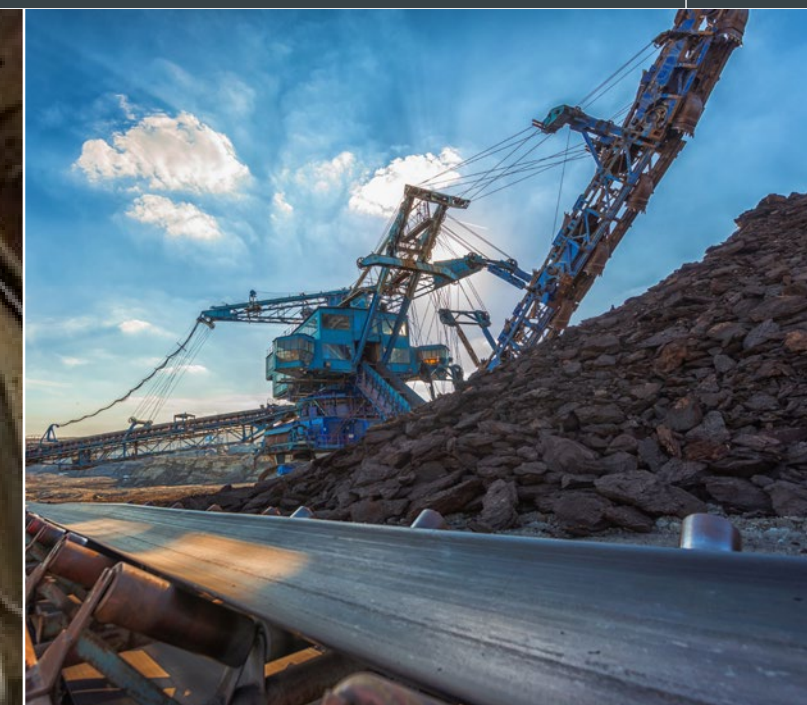
## Services during scheduled downtimes or emergencies

- Repair (including “to go”)
- Retrofitting
- Drop-in gear units (one-to-one gear unit reproduction)
- Spare Parts Service
- Express delivery within 1 to 15 days – “Industrial gear units to go” delivery time program



Find out more  
about our Life Cycle Services

[www.sew-eurodrive.de/en/life-cycle-services](http://www.sew-eurodrive.de/en/life-cycle-services)





# Services during live system operation

## Overview of the advantages

We offer you comprehensive service during live system operation, focusing on monitoring the condition of your system. We use advanced technologies and tools for this, ensuring continuous monitoring and analysis:

Manual condition monitoring for your system: Using methods such as examination with an inspection scope, mobile vibration analysis, thermography, and oil analysis, we obtain precise insights into the condition of your system.

Permanent vibration analysis: Using cutting-edge technology such as DUV40A or the DriveRadar® IoT Suite for industrial gear units, including maintenance recommendations, we conduct continuous monitoring of your systems.

## This provides the following advantages for you

- **Early identification of imminent faults:** Thanks to our advanced monitoring technologies, we identify potential problems at an early stage, so as to prevent unscheduled system downtimes.
- You can rely on our **expertise and technological know-how** to maximize the reliability and performance of your systems.

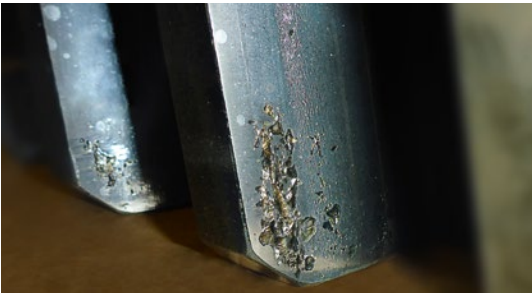
# Examination with an inspection scope

Our inspection scope service offers condition assessment and early damage detection without the laborious process of dismantling the industrial gear unit. Using a video inspection scope, all parts in the gear unit housing, such as gearing components and rolling bearings, undergo a meticulous on-site inspection. The results of the inspection are documented in the service report along with any recommended courses of action. Video inspection scope examinations enable the early detection of gear unit damage, thereby reducing or even preventing downtime costs.

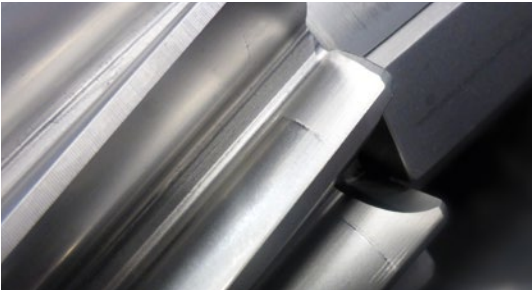
## Condition assessment

- **Non-destructive** condition assessment without disassembling the gear unit
- **On-site** performance possible
- **Creation of service reports** incl. logging of damage and wear patterns or anomalies
- **Documentation** of any recommended courses of action (repair, maintenance, etc.) that may be necessary
- **Regular inspection scope examinations** help to reveal patterns or trends in relation to wear.

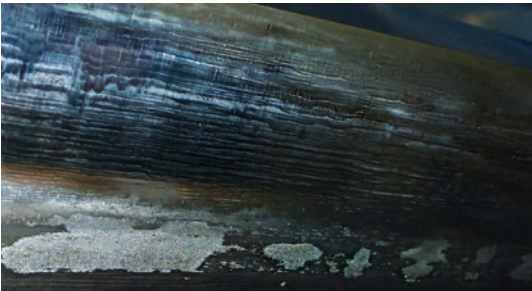
Pitting



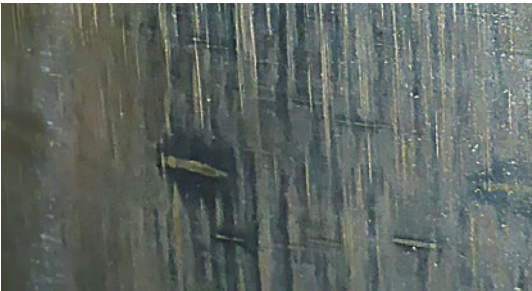
Score marks



Micropitting



Over-rolling



## Mobile vibration analysis

Prevention of system downtimes by analyzing the condition of rolling bearings, gearings, and any imbalances, misalignments, loose machine parts, and resonances using a mobile vibration measuring device

- **Performance of vibration measurements** on the entire drive technology component including, if necessary, influential drive peripherals such as couplings and fans
- **Processing and analysis** of gathered vibration data
- **Determination of the condition** of the inspected drive components such as rolling bearings and gearing, and formulation and documentation of any recommended courses of action
- **Vibration measurement** can be carried out during operation.

## Oil analysis

With the help of oil analysis, gear unit wear can be detected early on to prevent unplanned downtime. Information on the condition of the lubricant also prevents premature oil changes, helping you save resources.

- **Straightforward sample-taking process using the supplied analysis set**
- **On-site performance possible**
- **Simple diagnostics and clear recommendations for action**
- **Highlighting of trends in relation to oil and gear unit wear through regular oil analysis**

### The oil analysis process

SEW-EURODRIVE can take care of the entire process for performing a lubricant analysis and any necessary downstream measures.

This means you can focus entirely on your core skills as a plant operator. Time-consuming and costly production downtime can be avoided and maintenance operations can be scheduled as appropriate to condition/status. If the assessment of the oil's condition is positive, it is possible to extend oil change intervals.

#### The 5 steps of oil analysis:

1. Placing the order
2. Taking the oil sample
3. Submission of sample for oil check
4. Analysis
5. Report with recommended courses of action sent by SEW-EURODRIVE







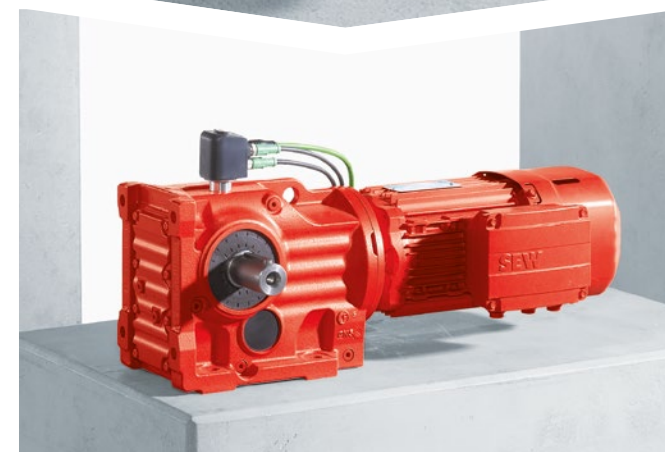
## Continuous vibration analysis with DUV40A

The DUV40A vibration sensor enables permanent, cost-effective monitoring for your drive technology components. By detecting alignment errors, rolling bearing damage, imbalance, or gearing damage at an early stage, it makes unplanned downtime a thing of the past. The DUV40A is easy to install and wire, meaning it can also be easily retrofitted into existing systems.

- **Vibration sensor** for permanent, automated monitoring of drive technology components
- **Reliable detection** of alignment errors, rolling bearing damage, imbalance, and gear damage
- **Execution of simple monitoring tasks** as a plug-and-play solution with teach-in mode
- **Advanced monitoring** to detect specific damage patterns based on customized configuration of the DUV40A
- **Expansion of the measurement range** by integrating up to three additional sensors
- **Interfaces** enabling connection with the control station or controller
- **Direct access** via Ethernet and web browser
- **Availability as preinstalled unit on new equipment** or as a retrofit solution for existing systems (also suitable for third-party drives)

## The vibration sensor

You can use the DUV40A to cover a wide variety of applications. Simply configure it to suit the task at hand using the integrated web application and "SmartWeb" software. You can combine several DUV40A units to form a network. Regardless of the number of units you have, they are all managed centrally on one PC running "SmartUtility" software.



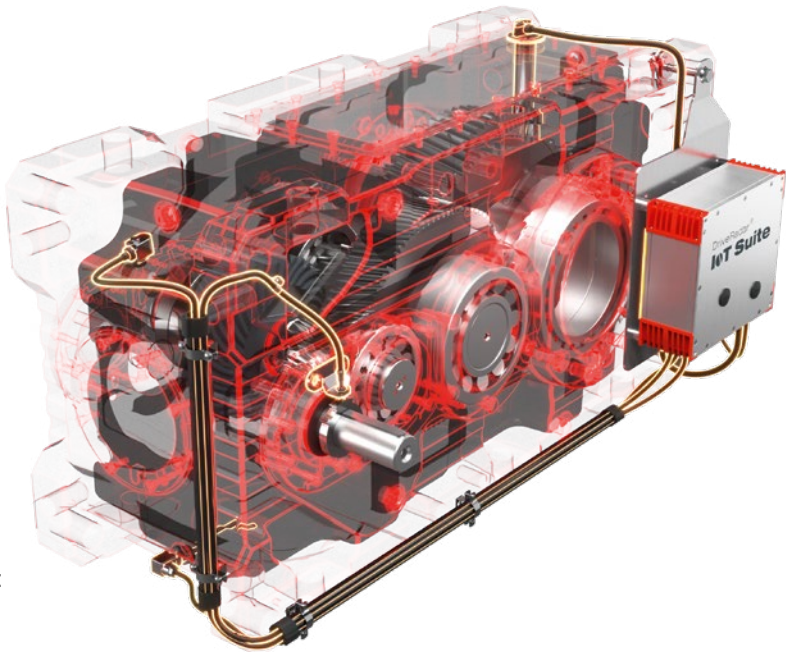
# DriveRadar® IoT Suite for industrial gear units

DriveRadar® for industrial gear units is an intelligent condition monitoring system that digitally records and automatically assesses gear unit data.

- **Prevention** of downtimes
  - **Reduction** of maintenance cost
  - **Targeted** troubleshooting
- **Transparency** from any location
  - **Conservation** of resources

## The sensor package and hardware at a glance

The sensor package records the operating parameters of the industrial gear unit and forwards them to the EdgeProcessingUnit (EPU). The EPU records all sensor data and sends the collected values in encrypted form to the SEW-EURODRIVE data center, where the raw data, such as oil level, vibration speed, speed, oil temperature, and ambient temperature, is analyzed and processed.



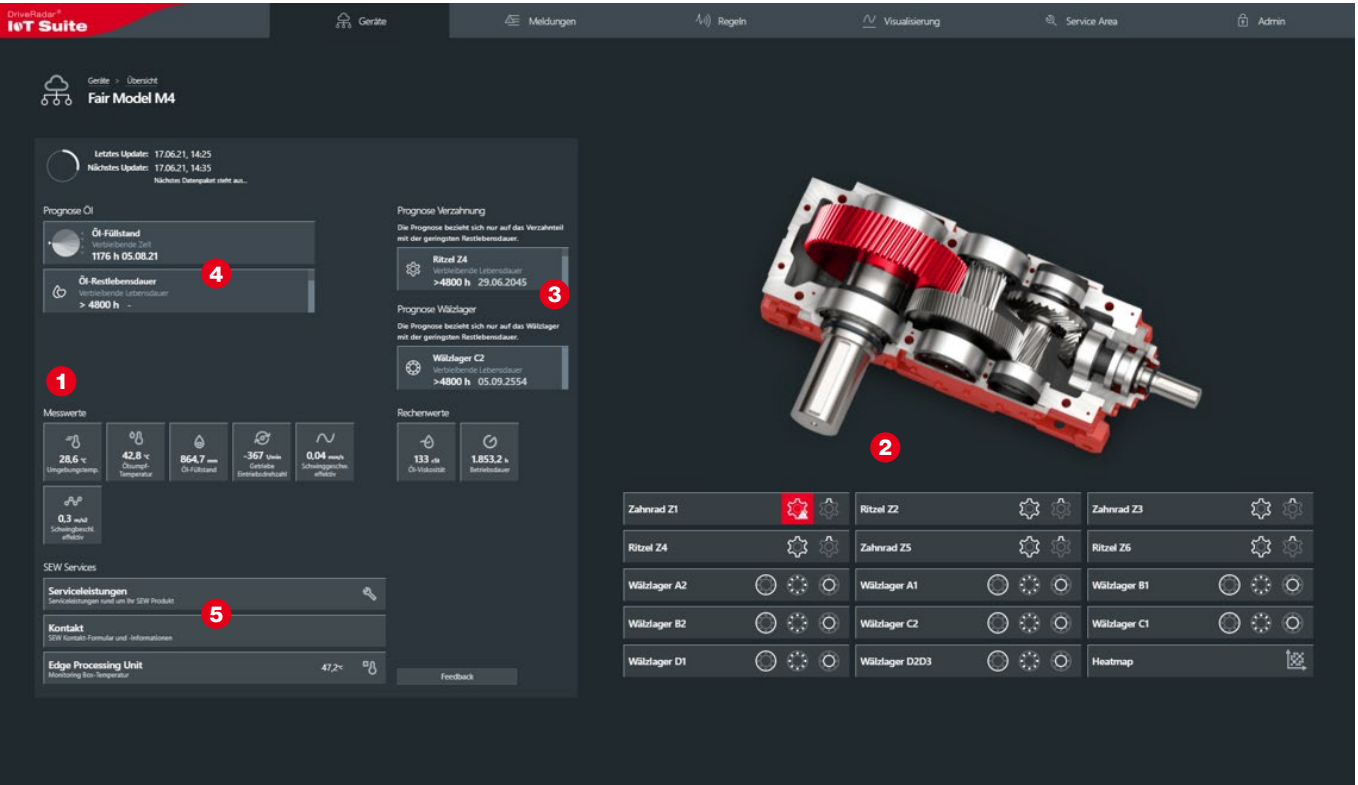
- **Oil level**
- **Vibration speed**
- **Speed**
- **Oil temperature and ambient temperature**

## Services at a glance

- **Vibration analysis** at constant and variable speed:
    - Condition of the individual bearings and their components
    - Condition of the individual gears
  - **Forecast of the service life** of rolling bearings and gearing: Prediction of remaining component service life as a supplement to vibration analysis
  - **Calculation of oil viscosity** based on the recorded oil temperature and type of oil used
- **Forecast of next oil change:** Prediction of the next necessary oil change based on oil condition, which is calculated in relation to use
  - **Oil level forecast:** Prediction of time remaining until a critical oil level is reached due to a decrease or increase in the level (e.g. due to oil loss or contamination)
  - **Calculation of operating hours** and downtimes
  - **Integration into the existing customer management system**

## How measured values and forecasts are set out in the web application

- 1 Compact overview of all relevant variables
  - 2 Monitoring and display of the position of bearings and gears
  - 3 Prediction of failure probability for rolling bearings and gearing
- 4 Oil level and oil change forecasts
  - 5 Quick access to contact and services





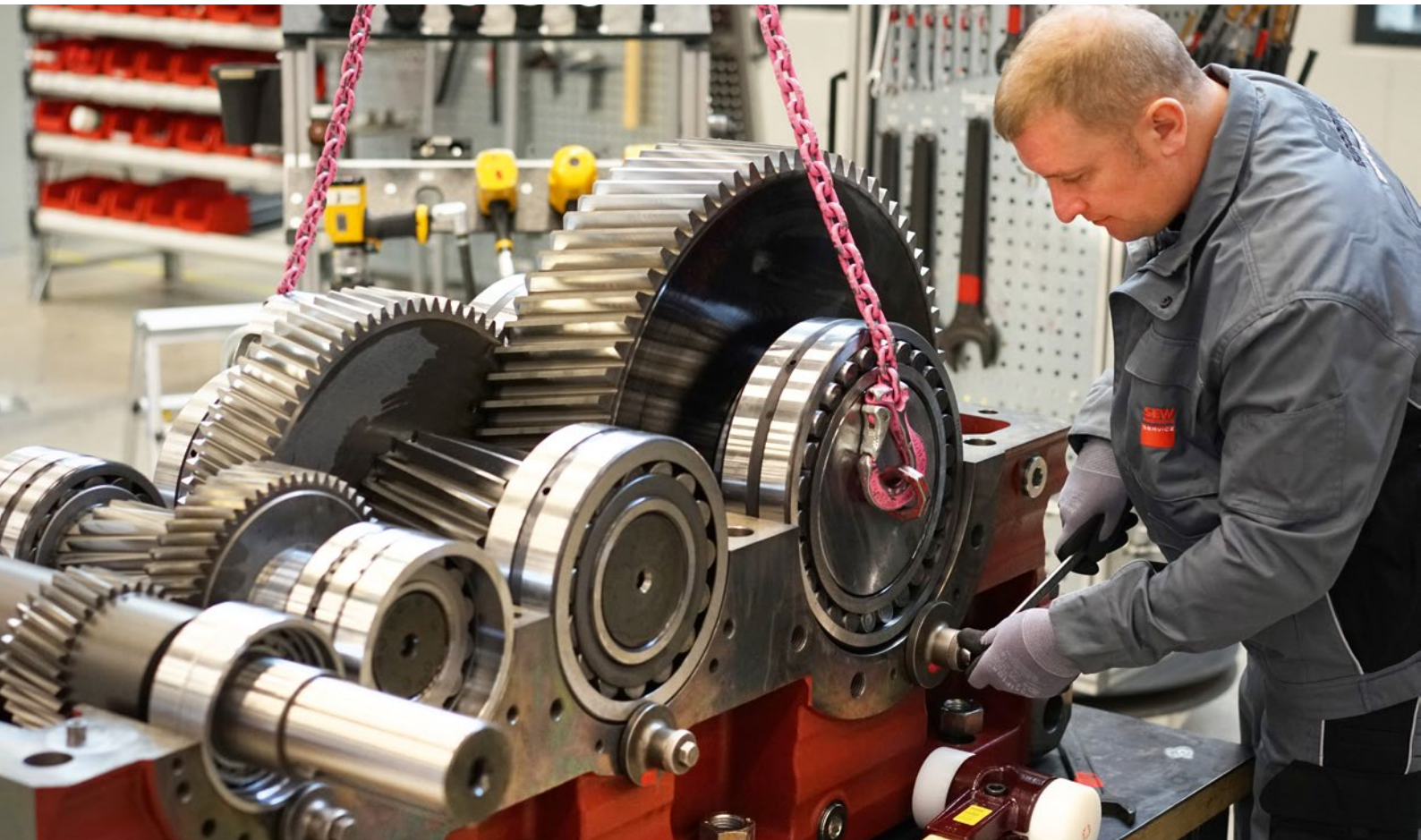
# Services during scheduled downtimes or emergencies

## Overview of the advantages

During scheduled downtime or emergencies, we offer comprehensive services designed to get your systems up and running again quickly and minimize downtime.

### Our service includes

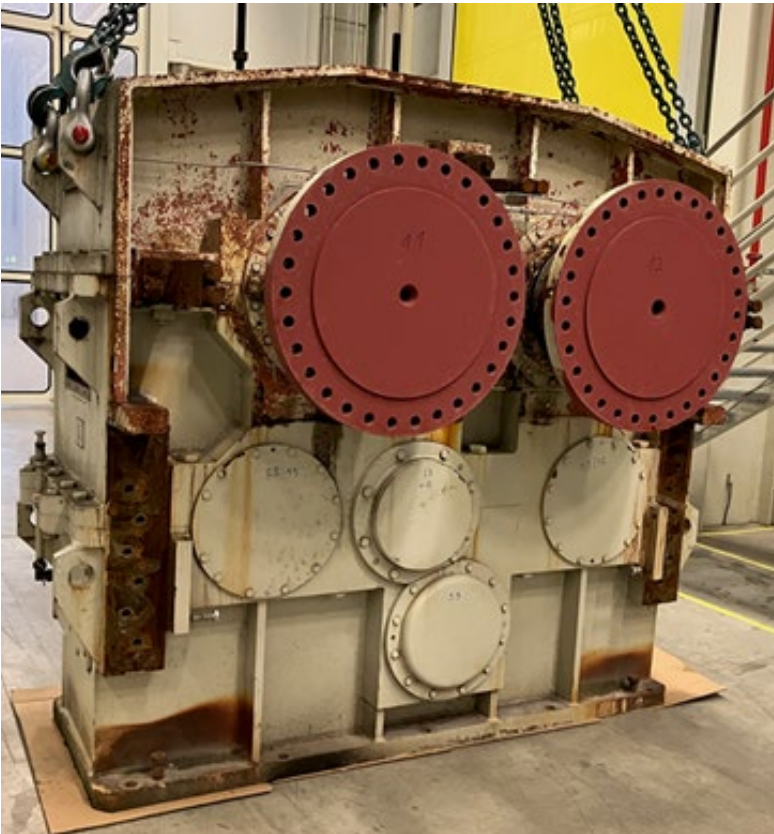
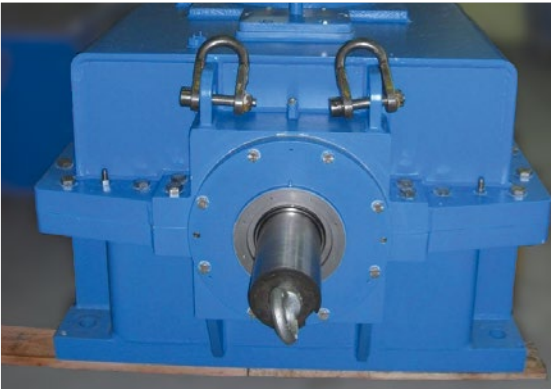
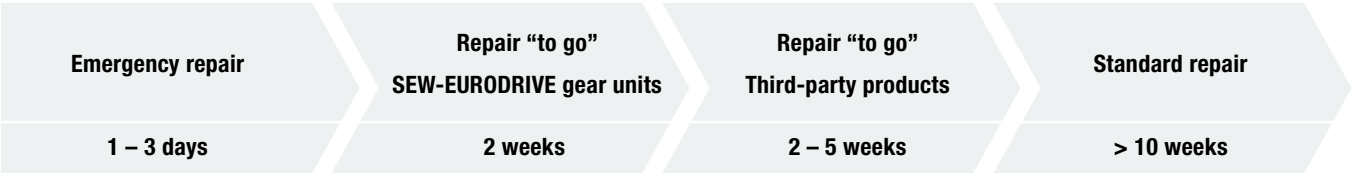
- **Repair (including “to go”):** Rapid and efficient repairs of SEW-EURODRIVE gear units and third-party products, along with other drive components to get your systems up and running again as quickly as possible.
  - **Retrofitting:** Replacing existing gear units – including gear units from other manufacturers – with SEW-EURODRIVE gear units, including all necessary adjustments and adaptation parts. Also, modernization and optimization of your systems for improved performance and efficiency.
  - **Drop-in gear units (one-to-one gear unit reproduction):** Seamless integration of new gear units into your systems to ensure smooth and effective production.
  - **Spare Parts Service:** Delivery of spare parts for SEW-EURODRIVE gear units starting from one day ex works, all the way to reproduction of all parts from third-party gear units.
  - **Express delivery in 1 to 15 days:** Our “Industrial gear units to go” delivery time program means you receive urgently required industrial gear units within a very short time, so as to minimize downtime.
- Benefit from our rapid and reliable service, and ensure your systems can get up and running again quickly after scheduled downtimes or emergencies.**



# Repair

Our repair services are designed to minimize your downtime and get your systems up and running again as quickly as possible. Always reliably, transparently, and in top quality. And if you only want to restore your gear unit’s functionality for a limited period of time, SEW-EURODRIVE will only repair the bare essentials as part of the emergency repair.

- **Emergency repair in 1 to 3 days:** For emergencies, we are ready to get your systems functioning again within 1 to 3 days.
- **Repairs to go:** With our “to go” repair service, you can choose between:
  - SEW-EURODRIVE gear units: 2 weeks repair time
  - Repair of third-party products, including cleaning and painting: 2 weeks for bearings and seals, 3 weeks including reworking, 5 weeks including new gearing components
- **Have you already installed your replacement gear unit?** > 10 weeks repair time





## Retrofit

By retrofit, we mean the technical conversion and replacement of existing drive technology with components from the current SEW-EURODRIVE product portfolio. Your requirements in terms of installation space, energy efficiency, maintainability, and any obligatory legal or normative specifications are all factored into the process.

A retrofit can involve both the replacement of individual drive components (component retrofit) and the modernization of entire machines and systems (system retrofit).

- **Actual state analysis** and condition monitoring
- **Recording of actual dimensions** (center distance, installation space, etc.) on site
- **Project planning for new drives** taking into account aspects such as longevity, maintainability, and energy efficiency
- **Adaptation engineering** for mechanical and electronic components as well as the control cabinet
- **Provision of a complete drive package** or individual drive components: Gear unit, motor, coupling, brake, steel frame, inverter
- **Replacement and startup** of drive components and peripherals by SEW-EURODRIVE
- **Acceptance**

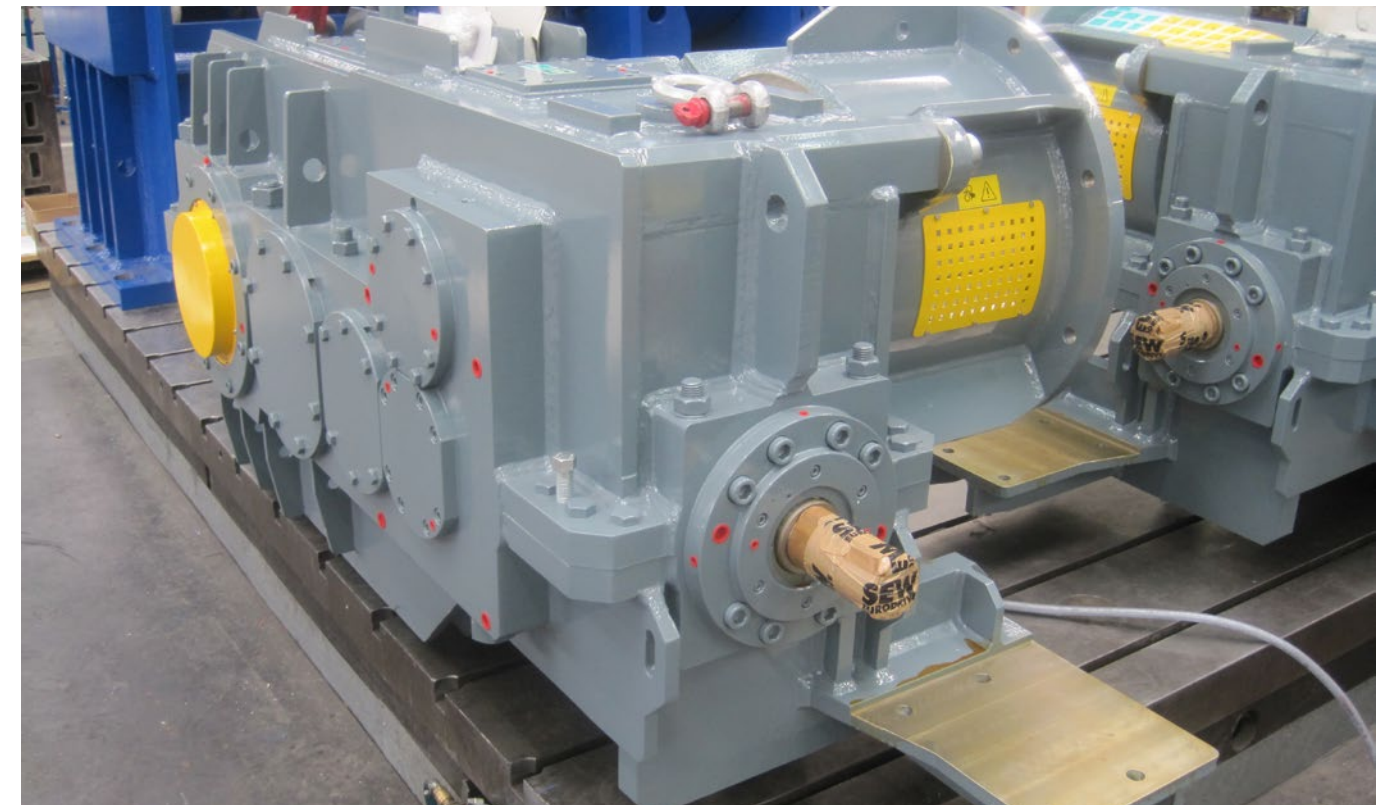
## Your benefits

- **Optimum project planning**, tailored to the specifics of your machine or system
- **Prevention of interface problems** thanks to all drive components and services coming from a single source
- **Reduced** downtime
- **Guarantee** of spare part availability
- **Quick, efficient startup** carried out by SEW-EURODRIVE experts
- **Optimization of aspects** such as service life, maintainability, and energy efficiency



## Drop-in gear unit

For seamless integration, we offer drop-in units that represent a one-to-one reproduction of your existing gear unit. The external dimensions remain exactly the same, while we either leave the internal components unchanged or optimize them, depending on your requirements. Thanks to this solution, we ensure smooth and efficient modernization of your system, without any adjustments being needed on your part.



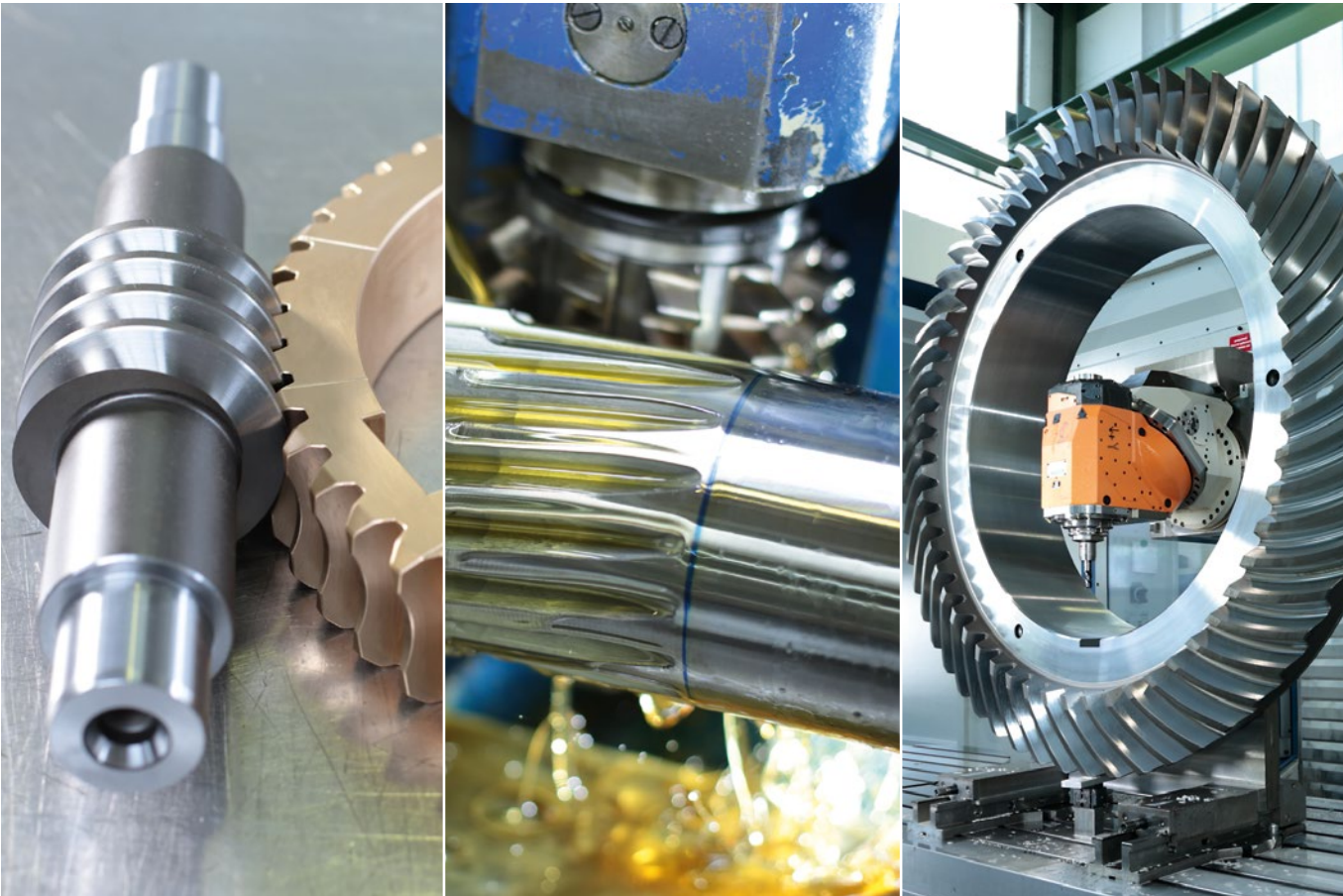


# Spare Parts Service

You can easily request and order **spare parts for SEW-EURODRIVE gear units** via our Online Support customer portal – 24 hours a day, 365 days a year. Of course, your contact will also be happy to help you select the right spare parts in person. If you require **spare parts for third-party products**, then gearing components, shafts, etc., can also be manufactured using existing drawings or samples. Our custom part production service offers maximum flexibility and adherence to deadlines.

- **Provision** of original SEW-EURODRIVE spare parts
- **Manufacture of spare parts (third-party gear units)** based on a sample or drawing
- **Advice and technical support**, incl. error analysis and selection of required spare parts
- **Provision of specific data and documents** (certificate of origin, preference authorization, technical data and documents)
- **Provision of** customer-specific spare parts packages

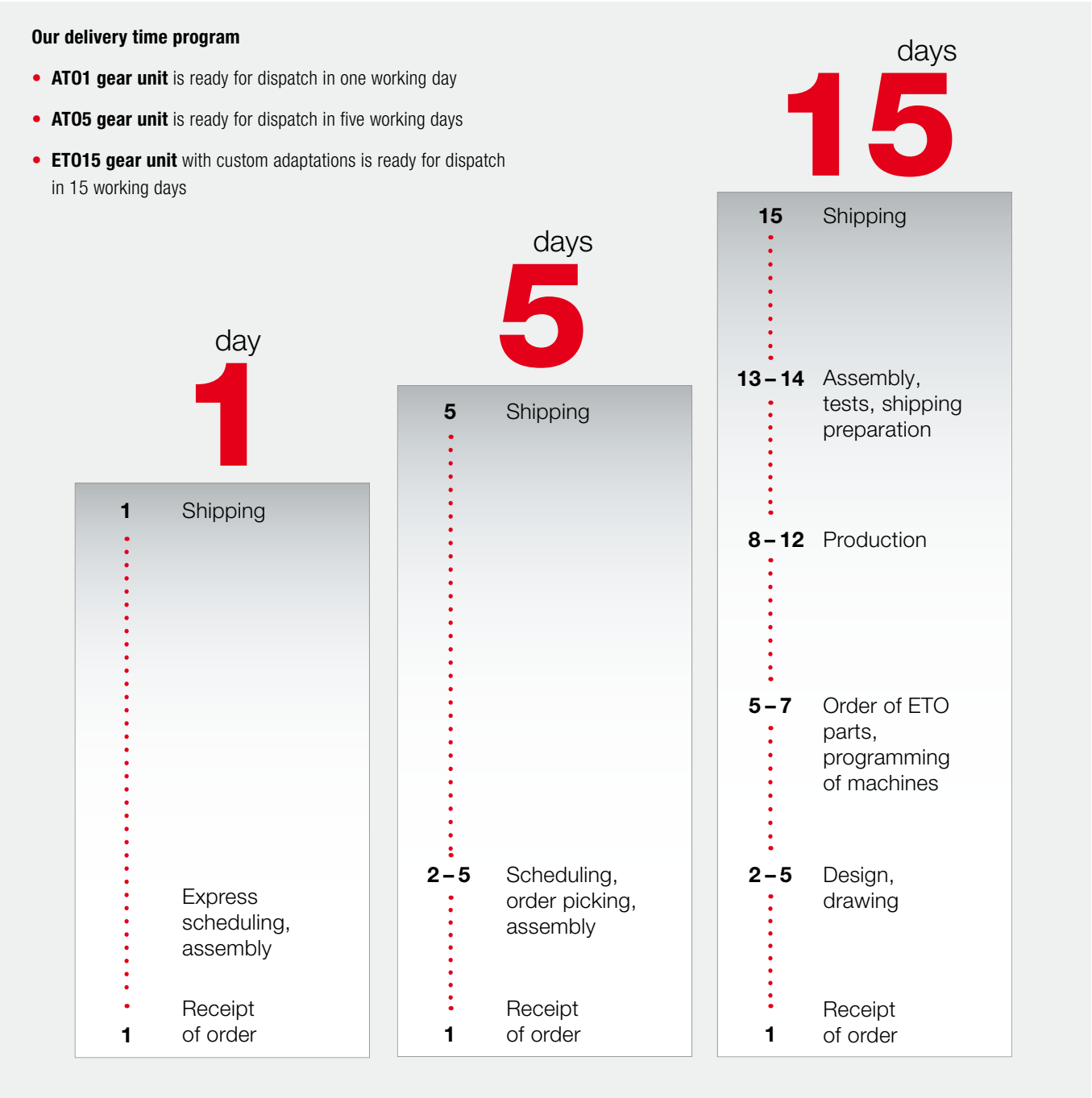
- Our production program for custom gearing components includes, among other things:**
- **Helical gears** from Ø 10 mm to 1600 mm, module 0.3 to 20, helix angle up to 45°, international standards in DP and CP
  - **Worm gears** from Ø 10 mm to 900 mm, module 0.5 to 20
  - **Bevel gears** from Ø 10 mm to 750 mm, module 0.5 to 12, also with helical toothing Ø 500 mm
  - **Sprockets** from Ø 10 mm to 1500 mm, pitch 5 mm to 100 mm, pitch from ¼ inch to 3 inches
  - **Gear racks up to module 20**, also in polished finish
  - **Toothed hubs and involute splined shafts to DIN 5482**, shafts of all types (hollow shafts, solid shafts)



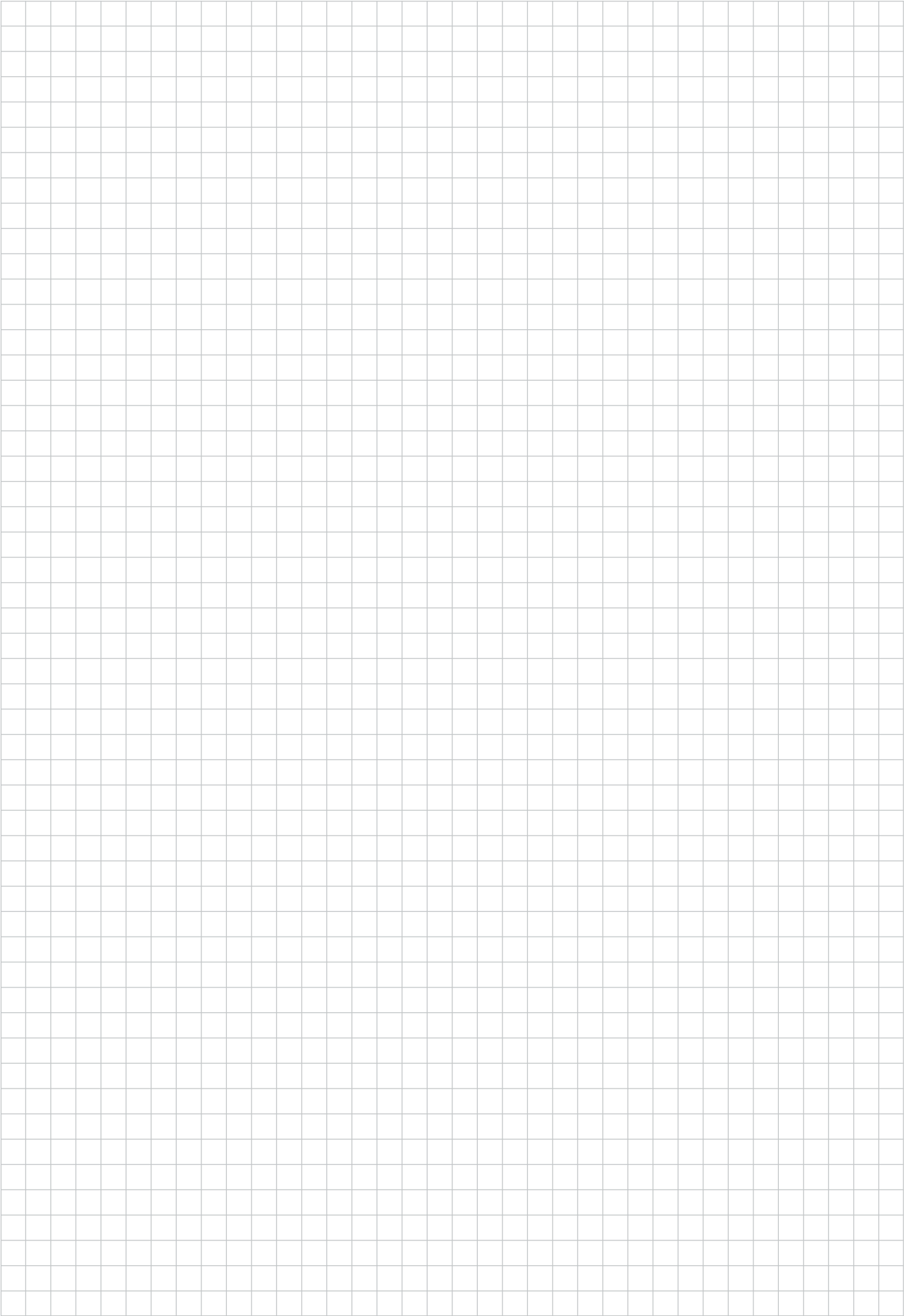
# Express Delivery

With our optional delivery time program “Industrial gear units to go”, SEW-EURODRIVE can deliver industrial gear units from the X.e and P series even faster. Gear units without customer-specific adaptations (Assemble-to-Order – ATO) leave the factory just five working days after an order is placed. If your machine is down, we will even ship the **replacement gear unit in just 24 hours**. What’s more, if modifications need to be made to the gear unit (engineering-to-order – ETO), these can be completed for you within 15 working days. Our “to-go program” gets your system up and running in the shortest possible time.

## Gear units delivered in record time









## SEW-EURODRIVE is right there for you

### Argentina

Tel. +54 3327 4572-84  
Fax +54 3327 4572-21  
sewar@sew-eurodrive.com.ar

### Australia

Tel. +61 3 9933-1000  
Fax +61 3 9933-1003  
enquires@sew-eurodrive.com.au

### Austria

Tel. +43 1 617 55 00-0  
Fax +43 1 617 55 00-30  
sew@sew-eurodrive.at

### Belgium

Tel. +32 16 386-311  
Fax +32 16 386-336  
info@sew-eurodrive.be

### Brazil

Tel. +55 19 3835-8000  
sew@sew.com.br

### Burkina Faso

Tel. +226 25 33 41 78  
info@sew-eurodrive.bf

### Cameroon

Tel. +237 233 39 12 35  
Fax +237 233 39 02 10  
info@sew-eurodrive.cm

### Canada

Tel. +1 905 791-1553  
Fax +1 905 791-2999  
marketing@sew-eurodrive.ca

### Chile

Tel. +56 2 2757 7000  
Fax +56 2 2757 7001  
ventas@sew-eurodrive.cl

### China

Tel. +86 22 25322612  
Fax +86 22 25322611  
info@sew-eurodrive.cn

### Colombia

Tel. +57 1 54750-50  
Fax +57 1 54750-44  
sew@sew-eurodrive.com.co

### Czech Republic

Tel. +420 255 709 601  
Fax +420 235 350 613  
sew@sew-eurodrive.cz

### Denmark

Tel. +45 4395 8500  
sew@sew-eurodrive.dk

### Egypt

Tel. +20 2 2503 2807  
Fax +20 2 2503 2801  
info@sew-eurodrive.eg

### Finland

Tel. +358 201 589-300  
Fax +358 3 88 73 66 00  
sew@sew.fi

### France

Tel. +33 3 88 73 67 00  
Fax +33 3 88 73 66 00  
sew@usocome.com

### Ghana

Tel. +233 303 963 772  
info@sew-eurodrive.com.gh

### Hungary

Tel. +36 1 437 06-58  
Fax +36 1 437 06-50  
office@sew-eurodrive.hu

### India

Tel. +91 265 3045200  
Fax +91 265 3045300  
marketing@seweurodriveindia.com

### Indonesia

Tel. +62 21 7593 0272  
Fax +62 21 7593 0273  
sales.indonesia@sew-eurodrive.com

### Italy

Tel. +39 02 96 9801  
sewit@sew-eurodrive.it

### Ivory Coast

Tel. +225 27 21 21 81 05  
Fax +225 27 21 25 30 47  
info@sew-eurodrive.ci

### Japan

Tel. +81 538 373811  
Fax +81 538 373814  
sewjapan@sew-eurodrive.co.jp

### Kazakhstan

Tel. +7 7172 47 60 66  
Fax +7 727 350 5156  
astana@sew-eurodrive.com

### Malaysia

Tel. +60 7 8590288  
Fax +60 7 8590629  
sales@sew-eurodrive.com.my

### Mexico

Tel. +52 442 1030-300  
Fax +52 442 1030-301  
scmexico@seweurodrive.com.mx

### Morocco

Tel. +212 522 88 85 00  
Fax +212 522 88 84 50  
sew@sew-eurodrive.ma

### Netherlands

Tel. +31 10 4463-700  
Fax +31 10 4155-552  
info@sew-eurodrive.nl

### New Zealand

Tel. +64 9 2745627  
Fax +64 9 2740165  
sales@sew-eurodrive.co.nz

### Norway

Tel. +47 69 24 10 20  
Fax +47 69 24 10 40  
sew@sew-eurodrive.no

### Paraguay

Tel. +595 991 519695  
Fax +595 21 3285539  
sewpy@sew-eurodrive.com.py

### Peru

Tel. +51 1 2086700  
Fax +51 1 3493002  
ventas@sew-eurodrive.com.pe

### Poland

Tel. +48 42 293 00 00  
Fax +48 42 293 00 49  
sew@sew-eurodrive.pl

### Portugal

Tel. +351 231 209 670  
info@sew-eurodrive.pt

### Romania

Tel. +40 723 665 666  
sew@sew-eurodrive.ro

### Saudi Arabia

Tel. +966 112656714  
info@sew-eurodrive.sa

### Singapore

Tel. +65 68621701  
Fax +65 68612827  
sewsingapore@sew-eurodrive.com

### Slovakia

Tel. +421 2 48 212 800  
sew@sew-eurodrive.sk

### Slovenia

www.sew-eurodrive.si

### South Africa

Tel. +27 11 248 7000  
Fax +27 11 248 7289  
info@sew.co.za

### South Korea

Tel. +82 31 492-8051  
Fax +82 31 492-8056  
master.korea@sew-eurodrive.com

### Spain

Tel. +34 94 4318470  
sew.spain@sew-eurodrive.es

### Sweden

Tel. +46 36 34 42 00  
Fax +46 36 34 42 80  
sew@sew-eurodrive.se

### Switzerland

Tel. +41 61 41717-17  
Fax +41 61 41717-00  
info@imhof-sew.ch

### Tanzania

Tel. +255 22 277 5780  
Fax +255 22 277 5788  
info@sew.co.tz

### Thailand

Tel. +66 38 454281  
Fax +66 38 454288  
sewthailand@sew-eurodrive.com

### Türkiye

Tel. +90 262 999 1000-04  
Fax +90 262 999 1009  
sew@sew-eurodrive.com.tr

### Ukraine

Tel. +380 56 370 3211  
Fax +380 56 372 2078  
sew@sew-eurodrive.ua

### United Arab Emirates

Tel. +971 4 8086 500  
Fax +971 4 8806 464  
info@sew-eurodrive.ae

### United Kingdom

Tel. +44 1924 893-855  
Fax +44 1924 893-702  
info@sew-eurodrive.co.uk

### Uruguay

Tel. +598 2 2118189  
Fax +598 2 2118190  
sewuy@sew-eurodrive.com.uy

### USA

Tel. +1 864 439-7537  
Fax +1 864 439-7830  
cslyman@seweurodrive.com

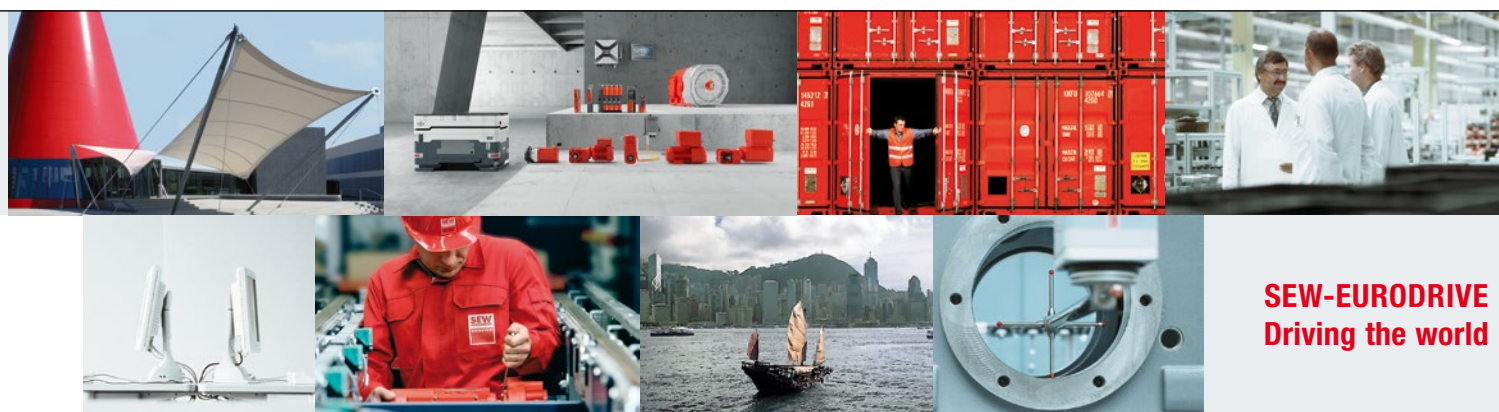
### Uzbekistan

Tel. +998 97 134 01 99  
sew@sew-eurodrive.uz

### Vietnam

Tel. +84 917 342 882  
sales.vietnam@sew-eurodrive.com

## How we're driving the world



**SEW-EURODRIVE**  
Driving the world

**SEW**  
**EURODRIVE**

SEW-EURODRIVE GmbH & Co KG  
Ernst-Blickle-Str. 42  
76646 Bruchsal/Germany  
Tel. +49 7251 75-0  
Fax +49 7251 75-1970  
sew@sew-eurodrive.com

→ [www.sew-eurodrive.com](http://www.sew-eurodrive.com)