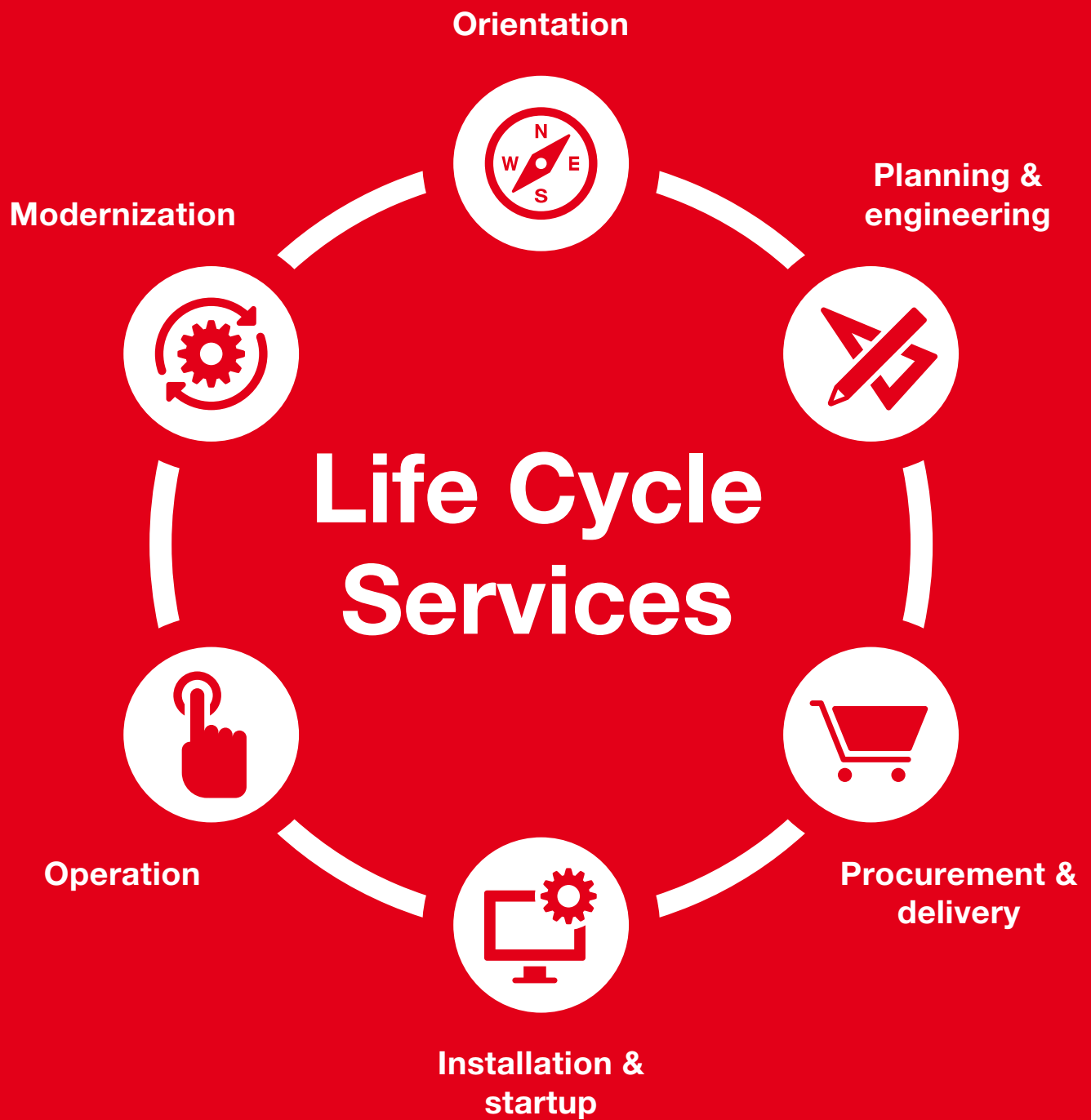




Life Cycle Services

**Good partners are there for you,
even when things are going well.**





Orientation



Planning & engineering



Procurement & delivery



Services

- Personal consulting
 - Current and future trends
 - Application and industry expertise
 - Rules and regulations
 - Knowledge transfer
 - Information sharing at innovation level
- Concept development
 - Variant management
 - Project planning and design
 - Energy consulting
 - Safety technology consultation
 - Engineering
 - Operating & maintenance concepts
 - Training
- Electronic data interchange (EDI)
 - Delivery service
 - Electronic billing
 - Barcode labels (DriveTag)
 - Electronic dispatch notification

Resources & tools

- Website
- Data and documents
- Specialist articles and newsletters
- Social media channels
- Trade fairs and customer events
- Drive selection
- Planning and configuration tool (Workbench)
- Energy efficiency tools
- Product configurator
- Variant management
- Safety technology selection aid
- CDM® database
- Create a shopping cart/inquiry or order
- Transaction overview
 - Templates
 - Deals
 - Orders
 - Service procedures



Installation & startup

Operation

Modernization

- Installation consulting
- Application programming
- Startup

- Production support
- Remote service
- Repairs
- Inspection & maintenance
- Spare parts service
- Pick-Up and Delivery Service
- Express assembly
- Condition monitoring
- 24h Service Hotline
- Energy management

- Retrofit
- > **Orientation**

- Installation tools
 - MOVISAFE®
 - MOVIVISION®
 - MOVITOOLS® MotionStudio
 - MOVISUITE®
 - Software LT Shell
- Libraries and application modules

- Energy efficiency tools
- Variant management
- Scope diagnostic function
- Replacement parts or replacement product selection
- Troubleshooting
- CDM® database

- > **Orientation**

Life Cycle Services

Services throughout the entire system life cycle.

For us 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. No matter what point you currently find yourself in, we can help with our scalable and tailored solutions from a single source. As a good partner, this goes without saying for us – even when everything is going well.

A great idea with plenty of benefits:

- **Everything from a single source**
You receive services, tools and resources that are closely linked to our product portfolio – and all from a single source.
- **Reliability**
You receive reliable, rapid assistance that ensures the reliability of your production processes.
- **One contact person**
We are there for you, and show personal commitment. Throughout Germany.
- **Expertise and advice**
You can build on expertise in drive and automation technology going back more than 85 years coupled with customized advice.



Learn more about our
Life Cycle Services

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



Orientation

Good partners show you what is possible.

This enables you to embark on the correct path.

We are at your side from start to finish. Together we will find the correct path and provide you with information that will help you make your decisions easier. And all of this before you even invest in new machinery, systems, components and services.

Optimum services in this phase:

Personal consulting on

- **Current & future trends** – for your forward planning. We have our finger on the pulse and shine a light on current and future developments in drive and automation technology.
- **Rules & regulations** – to ensure you keep an overview of standards and legal requirements, e.g. in terms of safety technology, explosion protection and energy efficiency.
- **Application & industry expertise** – because we are happy to share our experiences from a whole range of industry sectors and applications from all over the world.
- **Knowledge transfer** – because as your good partner, we are happy to provide information and trends from a number of associations, including the German Engineering Federation (VDMA) and the German Electrical and Electronic Manufacturers' Association (Zentralverband Elektrotechnik- und Elektronikindustrie, ZVEI).
- **Information sharing at innovation level** – our sales and product engineers will be happy to discuss your requirements with you personally. If necessary, we will also involve our research and development experts.

Support tools & resources:

- **Website:** www.sew-eurodrive.com
- **Information brochures**
- **Specialist articles and newsletters**
- **Social media channels:** SEW-EURODRIVE on Facebook, YouTube, Instagram, etc.
- **Trade fairs & customer events:** Dates online



Good partners know what suits you best.

To ensure your ideas are turned into tailor-made solutions.

Together, we will turn your ideas, requirements and concepts into tailor-made drive and automation solutions. We achieve this through the personal support – local to you nation-wide. Or you can use our support Planning and Engineering Tools from the comfort of your own workplace.

Planning & engineering



Optimum services in this phase:

- **Concept development** – to determine your needs. Tailor-made concepts for your drive, automation and safety technology, for example using performance specifications for programming applications or defining specific installation and drive safety concepts.
- **Project planning & design** – for selecting and configuring your drive components. Project planning for complex drive systems with particular attention to safety and energy requirements, plus all technical information and CAD data at the press of a button.
- **Engineering** – for modernization measures, planning new systems and implementing MAXOLUTION® system solutions. Good partners support you all the way from control cabinet planning, creating wiring diagrams and mechanical modifications during modernization all the way to project-specific software adjustments, system simulations and complete project management.
- **Operating & maintenance concepts** – for early development of customer-specific operating concept and maintenances in the operation phase. This lays the groundwork for reduced and optimized storage, operation and maintenance costs and maximum system availability.
- **Training** – ensures you make practical progress. We make our drive technology expertise available through SEW-EURODRIVE's training institute, the DriveAcademy®.
- **Variant management** – for standardizing and reducing product variants and simplifying master data management. Comprehensive advice about technical details and filter opportunities in our central database.

Support tools & resources:

- **Drive selection**
- **Product configurator**
- **Energy efficiency tools**
- **Variant management**
- **Safety technology selection aid**
- **Planning and configuration tool (Workbench)**
- **CDM® database**
- **SISTEMA software utility**





Procurement & delivery

Good partners move everything for you.

To ensure your processes run smoothly and your logistics outlay is reduced.

As a good partner, we offer you extra in the procurement process, too – extra process efficiency, extra advice and extra expertise. You can benefit from our know-how, and thus boost the speed and quality of inquiry and order processing and ensure smooth logistic processes.

Optimum services in this phase:

- **Electronic data interchange (EDI)** – to support your entire order management process electronically, including ordering, electronic order confirmation, dispatch notification and invoice. We advise you on platforms such as MyOpenFactory, Basware and Seeburger AG or direct links to standard formats such as EDIFACT or XML.
- **Delivery service** – everything you wish for. We can provide standard or express shipping, direct courier delivery to the construction site, or even specific packaging requests.
- **Electronic dispatch notification** – a notification of dispatch that issues an immediate message as soon as your delivery leaves our premises. This keeps you in the picture and enables you to take the necessary steps. As a result, you benefit from optimized resource planning, precise control of production planning and speedy goods receipt processes.
- **Barcode labels (DriveTag)** – DriveTags are functional barcode labels that are attached to products or packages. You define the data they contain, which might include the SEW serial number and your material or project number to ensure efficient product identification and assignment of products at every process step – from receipt of goods, through storage and on to the downstream stages.
- **Electronic billing** – for rapid availability of your invoices by e-mail with additional XML invoice file or by EDI. This optimizes your processing of incoming invoices and administrative processes, and is also more environmentally friendly.



Support tools & resources:

- **Transaction overview**
- **Create a shopping cart/inquiry or order**

Good partners support you at the start.

To enable you to get up and running on time, cost-effectively and successfully.

We help you secure your system functionality through certified installation of the drive technology, optimize processes through tailor-made programming, lower startup costs and prevent consequential damage. Our service experts and easy-to-use tools save you time, money and nerves.

Installation & startup



Optimum services in this phase:

- **Installation consulting** – for the correct mechanical and electrical installation of your drive technology. With our project experience, you can shorten installation times and safeguard your system functionality. We are happy to provide support at every step, from inspecting the mechanical and electrical installation to complete project planning in relation to the drive technology.
- **Application programming** – for the optimum use of your drive technology. Tailor-made drive component software for your application enables you to make the most of all the advantages and functions.
- **Startup** – for maximum reliability and efficiency. We start up all your drive technology, naturally taking account of current safety regulations, and set all parameters to optimum values. We are also happy for you to look over our shoulder to learn at the same time.



Support tools & resources:

- **MOVITOOLS® MotionStudio**
- **MOVIVISION®**
- **MOVISUITE®**
- **Software LT Shell**
- **Libraries and application models**





Operation

Good partners play their part every day.

To ensure your system operates reliably and efficiently – long term.

We take a close look and know how to cut costs and boost availability and productivity – fast, sustainably, and reliably. We know that the operation phase has a major impact on the life cycle costs of your machinery and systems.

Optimum services in this phase:

- **Production support** – from our experts in your production start-up phase to enable you to identify problems early. Where necessary, we will train your staff or provide process optimization support. We will supervise the drive technology during the startup phase, train your staff if necessary, and help you optimize your process sequences.
- **Remote service** – remote access enables us to diagnose the current status of your drive technology and make an appropriate fault evaluation. All you need is an on-site computer with an internet connection.
- **Repairs** – should it be necessary, even on products from other manufacturers. Emergency repairs, functional repairs and repairs all the way to as-new repair work with a 24-month liability on the complete drive. And if things have to be done in a hurry, ask about our rush order repairs and our on-site service.
- **Inspection & maintenance** – to increase your operational reliability and system availability, e.g. using endoscopy for gear unit diagnostics or using oil analysis for analyzing gearmotor oil. We will happily check your entire drive technology in an existing system and give you a 12-month functional SEW warranty for defects on all drive components we have checked and found to be in working order. Simply ask about the SEW Quick check.
- **Spare parts service** – in 95 percent of cases we dispatch on the same day. We ensure immediate availability and provision of original SEW-EURODRIVE spare parts. This can also be done through the Online Support customer portal.
- **Pick-Up and Delivery Service** – ensures the fast pick-up and delivery of your drive technology. Our service experts will also provide support with the disassembly and reassembly of the drive components. We can also take over the entire transport logistics – ask us about the Pick-Up Box!
- **Express assembly** – when you urgently need replacement or new gearmotors and electronic products. We are generally able to assemble and deliver on the same day as the order is placed, thereby ensuring greater process reliability and shorter downtime.
- **Condition monitoring** – based on systematic determination of the condition of the drive and automation technology. This minimizes your production downtime e.g. with brakes diagnosis or vibration sensor. You receive entire concepts, from initial consulting and designing of the optimal analysis method all the way through to installation and diagnostics.
- **24h Service Hotline** – staffed by trained technicians and engineers. To provide technical information, arrange rush orders for repairs, or handle express assembly and replacement part dispatch.
- **Energy management** – to help you optimize the energy efficiency of your machinery and systems. Reduce your energy costs and benefit from an energy report that proves the success of your energy management system.



Support tools & resources:

- **Energy efficiency tools**
- **Variant management**
- **Troubleshooting**
- **Replacement parts or replacement product selection**
- **Scope diagnostic function**
- **CDM® database**



Good partners take the next step along with you.

To ensure you are using state-of-the-art technology and make the best possible use of it.

With our decades of experience and expertise, we support you with your system modernization, taking account of both framework conditions such as legal and standards specifications, and requirements relating to productivity, performance and systems / parts availability. This ensures that your system modernization brings nothing but significant economic advantages.

Modernization



Optimum services in this phase:

- **Retrofit** – updates your system with state-of-the-art technology. Boost your productivity and energy efficiency, cut your maintenance costs, benefit from long-term parts availability. Everything from a single source – our retrofit service offers personal consulting and engineering, state-of-the-art drive technology, programming and visualization, along with complete installation and startup.



Support tools & resources:

Make use of the tools and resources we are able to provide you with throughout the entire system life cycle. A wide range of these are available online, and we have brought these together in our Online Support.



**Many possibilities, one access:
Discover our Online Support.**

> www.os.sew-eurodrive.de



Always near you!

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

800

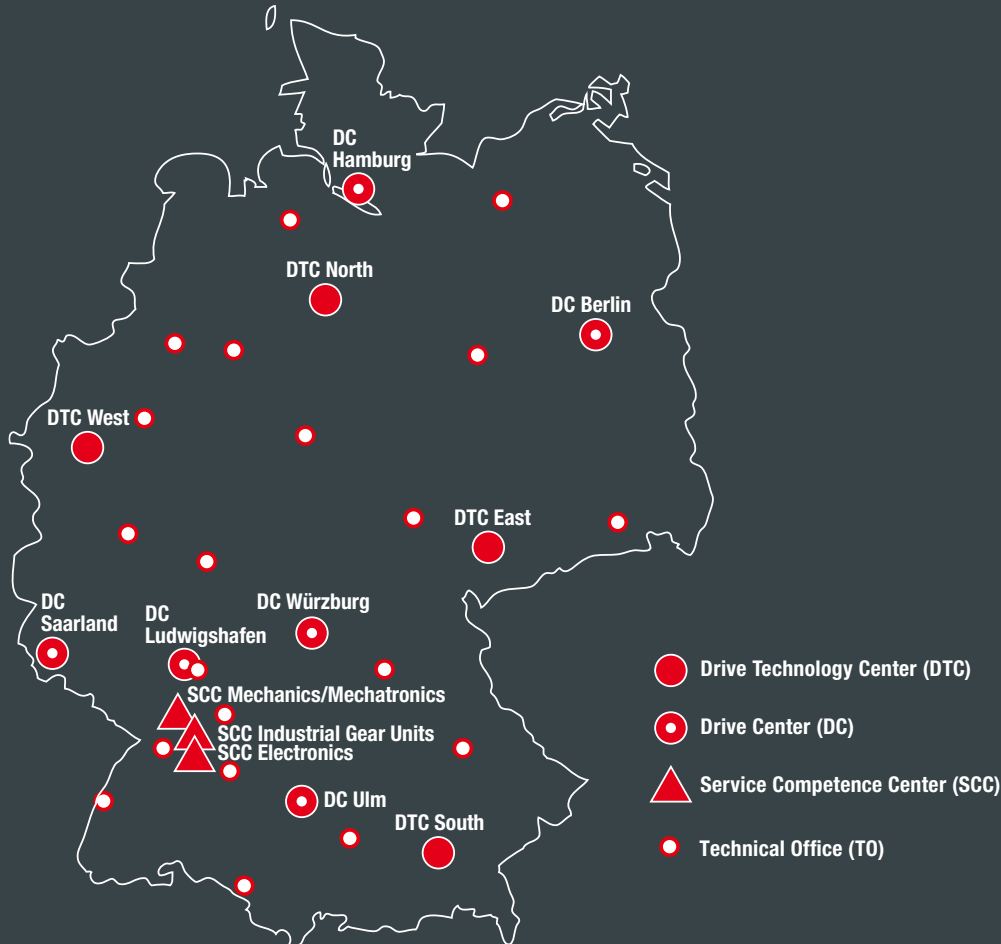
sales and service experts

> 30

services

33

locations



Service Competence Center Mechanics/Mechatronics

Ernst-Blickle-Straße 1 · 76676 Graben-Neudorf
Tel. +49 7251 75-1710 · Fax +49 7251 75-1711
scc-mechanik@sew-eurodrive.de

Service Competence Center Electronics

Ernst-Blickle-Straße 42 · 76646 Bruchsal
Tel. +49 7251 75-1780 · Fax +49 7251 75-1769
scc-elektronik@sew-eurodrive.de

Service Competence Center Industrial Gear Units

Christian-Pähr-Straße 10 · 76646 Bruchsal
Tel. +49 7251 75-3712 · Fax +49 7251 75-503712
scc-industriegetriebe@sew-eurodrive.de

Drive Technology Center North (DTC North)

Alte Ricklinger Straße 43 · 30823 Garbsen (near Hanover)
Tel. +49 5137 8798-330 · Fax +49 5137 8798-555
dtc-nord@sew-eurodrive.de

Drive Technology Center East (DTC East)

Dänkritzer Weg 1 · 08393 Meerane (near Zwickau)
Tel. +49 3764 7606-0 · Fax +49 3764 7606-30
dtc-ost@sew-eurodrive.de

Drive Technology Center South (DTC South)

Domagkstraße 5 · 85551 Kirchheim (near Munich)
Tel. +49 89 90955-210 · Fax +49 89 90955-250
dtc-sued@sew-eurodrive.de

Drive Technology Center West (DTC West)

Siemensstraße 1 · 40764 Langenfeld (near Düsseldorf)
Tel. +49 2173 8507-30 · Fax +49 2173 8507-55
dtc-west@sew-eurodrive.de

Drive Center Berlin (DC Berlin)

Alexander-Meißner-Straße 44 · 12526 Berlin
Tel. +49 30 6331131-30 · Fax +49 30 6331131-36
dc-berlin@sew-eurodrive.de

Drive Center Hamburg (DC Hamburg)

Hasselbinnen 11 · 22869 Schenefeld
Tel. +49 40 298109-60 · Fax +49 40 298109-70
dc-hamburg@sew-eurodrive.de

Drive Center Ludwigshafen (DC Ludwigshafen)

Edisonstraße 15 · 68623 Lambertheim
Tel. +49 7251 75-3759 · Fax +49 7251 75-503759
dc-ludwigshafen@sew-eurodrive.de

Drive Center Saarland (DC Saarland)

Gottlieb-Daimler-Straße 4 · 66773 Schwalbach-Hülzweiler
Tel. +49 6831 48946-10 · Fax +49 6831 48946-13
dc-saarland@sew-eurodrive.de

Drive Center Ulm (DC Ulm)

Dieselstraße 18 · 89160 Dornstadt
Tel. +49 7348 9885-0 · Fax +49 7348 9885-90
dc-ulm@sew-eurodrive.de

Drive Center Würzburg (DC Würzburg)

Nürnberger Straße 118 · 97076 Würzburg-Lengfeld
Tel. +49 931 27886-60 · Fax +49 931 27886-66
dc-wuerzburg@sew-eurodrive.de