



Operation

Repair

Your requirements

- **Repair** – cost-optimized, flexible, manufacturer-neutral
 - To restore function
 - To increase availability with an extended warranty for defects
- **Overhaul** as a preventive measure for maximum safety
- **Modification** for optimum adaptation to changed system conditions and environmental influences



Scope of services

Our repair service comes in different formats, such as emergency repair, function repair, and new-value repair with a 24-month or 36-month liability for deficiencies applying to entire drive. This also applies to products from other manufacturers.

If you're in a hurry, you can request a repair by placing a rush order or use our on-site repair service. What's more, modifications can naturally also be made as part of our repair service if your drive technology has to cope with new system conditions.

Our services

	New-value repair ⁺¹²	New-value repair	Function repair	Emergency repair
Electromechanics	•	•	•	•
Industrial gear units		•	•	•
Electronics		•		•
Liability for deficiencies	36 months applying to entire drive technology component	24 months applying to entire drive technology component	24 months applying to service, including parts replaced	Exclusion of liability for deficiencies
Restoration of function	•	•	•	• For a limited period
Services				
Inspection of all drive technology components (e.g. gear units, motors, frequency inverters)	•	•		
Removal of parts subject to wear (e.g. rolling bearings, sealing elements, electrolytic capacitors)	•	•		
Removal of defective parts and peripherally affected parts			•	•
Inspection and diagnostics of the defective parts to see if they can be reused and reworked. Agreement regarding the use of new spare parts in consultation with the customer				•
Reworking of the defective parts (if possible)				•
Installation of the reworked parts as well as any new spare parts				•
Installation of the new spare parts	•	•	•	
Removal and disposal of the oil in the gear unit (excluding electronics)	•	•	•	
Filling the gear unit with fresh oil according to the operating instructions (excluding electronics)	•	•	•	
Inspection of all electrical components with an impulse voltage tester, and replacement if defective	•	•	•	
Reconditioning of the exterior surfaces of the drive technology component before painting, and painting of the drive technology component (excluding electronics)	•	•	•	
Final inspection of the assembly, including functional check	•	•	•	•
Optional				
Modification or extension of the function (e.g. retrofitting anti-corrosion measures, activating different technology levels)	•	•	•	
Repair within 1–3 days by rush order (by arrangement)	•	•	•	•
On-site repair at the customer's premises			•	•
Use of the following high-quality and durable individual components:				
Premium Sine Seal: oil seal with sinusoidal sealing lip on the motor	•			
Premium fluorocarbon rubber oil seal on the gear unit (output shaft)	•			
Premium gear oil: GearOil by SEW-EURODRIVE for higher gear unit performance	•			

The services listed above apply to all drive technology components from SEW-EURODRIVE and to other manufacturers' components by arrangement.

Your benefits

- **One central contact person** for repairs
(drive technology from SEW-EURODRIVE and other manufacturers' components)
- **High-quality repairs**
 - Maximum security thanks to a 24-month or 36-month liability for deficiencies
 - Increased system availability thanks to the longer service life of the repaired drive technology component
 - Reduced maintenance intervals (as per the operating instructions) and, consequently, lower maintenance costs thanks to durable individual components from SEW-EURODRIVE
- **Short downtimes**
 - Fast response times thanks to extensive customer support and service network
 - High and immediate availability of original SEW-EURODRIVE spare 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 orders



These figures speak for themselves

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

4
Drive Technology
Centers (DTCs)

6
Drive Centers
(DCs)

3
Service Competence
Centers (SCCs)

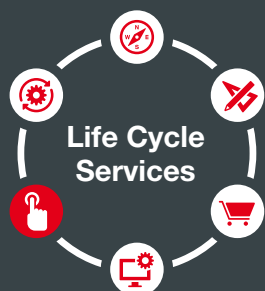
140
assembly
staff

24/7
personal technical
support

> This may be of interest to you

Supplementary services

- Pick-Up and Delivery Service
- Inspection and Maintenance
- Express assembly
- 24h Service Hotline
- Retrofit
- CDM® – Complete Drive Management



Repair is part of Life Cycle Services.

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

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