

**GEORG Service**

machine tools



Always **there** for you

# Our service for your advantage

Each piece of GEORG machining equipment is used for one goal: to secure your competitive edge in the global marketplace. Therefore, we combine our knowledge with our passion for technology – and also offer you, beyond our workshop, anything to be technically superior.

In case of failures, our qualified GEORG service team will support you quickly. In case of service please contact:

+49 2732 779-300  
[service.wzm@georg.com](mailto:service.wzm@georg.com)

Due to short decision-making processes and unbureaucratic handling of our service calls we make sure that your machine will be ready for use again as quickly as possible.

For your specific requirements we offer additional services, such as:

- > reachability, including telephone and email support
- > remote diagnostics
- > Short-term service calls – even on weekends and holidays
- > Individual stockpile of spare and wear parts





GEORGsupport

Always at your service!

# Repair & maintenance

Whether for repair service or spare parts – we will get your machine ready for use within the shortest time possible:

- > Diagnostics, analysis and error removal via telephone or remote diagnosis
- > Diagnosis and analysis on site
- > Procurement of original spare parts, wear parts and components\*
- > Repair of machinery and additional components
- > Replacement of defective parts

\*mechanical and electrical



Reliable on-site

# Preventive maintenance

The best way to avoid costly downtime of your machine is early detection of damage and wear. To achieve the highest level of reliability we offer our services for preventive maintenance for the entire lifetime of your machine. You can make use of them either individually or by concluding an inspection, maintenance or remote diagnosis contract.

- > Inspection, functional testing and inventory of machine condition, machine geometry, components and auxiliary equipment\*
- > Condition- or interval-oriented maintenance of your machines, components and additional units based on inspection results or maintenance instructions\*
- > Timely procurement of original spare parts, wear parts and components\*
- > Calibrating of your machines, components and auxiliary equipment, such as
  - > Re-aligning your machine or individual components
  - > Complete restoration of the machine geometry using geometric protocol specifications
  - > Checking of machine reference zero and adjust if necessary
  - > Laser measurement with compensation of machine axes
  - > Circularity test with Rhenishaw QC10 including optimization of the machine axes
  - > Regrinding of tool holders in working spindles
- > Installation and support of remote diagnostics systems for remote maintenance of your machines

\*mechanical and electrical





GEORGupgrade

Technology and knowledge ...

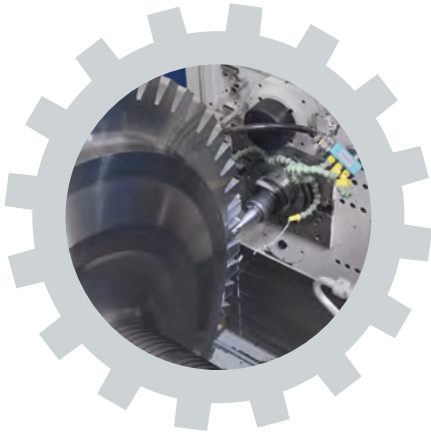
# Modernization of machinery

The modernization of a machine tool pays off with reduced downtime, optimized processes in production, an extended life time of the machine, as well as a more accurate and often faster processing. Furthermore you save 30 – 70 % compared to buying a new machine.

Based on a thorough analysis we will define, in cooperation with you, which modernization measures for your machine (even from other manufacturers) are useful or necessary:

- > Renewal of controls and drives (including designing and building of completely new electric cabinets)
- > General overhaul of the machine mechanics
- > Assembly, modification and upgrading of components and ancillaries\*
- > Complete modernization of machine, components and ancillaries\*

\* mechanical and electrical





GEORGknowledge

... up to date

# Training

Safe handling of your machine leads to higher productivity and technical availability. We therefore support you with qualified training and further education of your employees – in the modern GEORG academy or at your site. Our experienced trainers will meet your individual needs and ensure an optimal combination of theory and practice. The practical exercises will take place either on our training machine or directly on your production machine.



GEORGacademy



The following courses can be booked with us:

- > General maintenance courses on electrics, mechanics and hydraulics
- > Maintenance courses tailored specifically to your machine and needs
- > Operating and programming courses to NC and PLC controls (beginner and advanced courses)
- > Operating and programming courses tailored specifically to your machine and needs



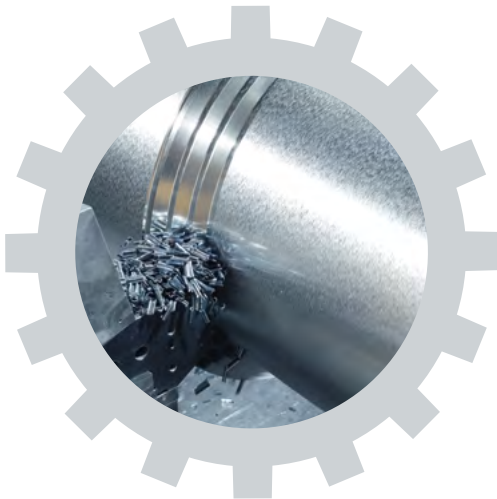
GEORGknowledge

Know-how...

# Application technology support

The decisive factor in today's competition is to react quickly and to be flexible to customer requirements. If new work pieces are required, it is important to master the technology and to be price competitive starting with the very first production. Also in this case, our specialists stand by your side to assist you with many years of experience in turning, drilling, milling and grinding – from a segment, to complete solution, for your application:

- > Technology selection
- > Tool selection
- > NC programming of work pieces
- > Time studies
- > Studies for complete machining  
(turning, drilling, milling and grinding on one machine)





Solutions **from one source**

# Our service modules overview

**GEORG protectionworld**  
Life Cycle Quality Management



**GEORGdialogue**  
service help desk



**GEORGsupport**  
client service, spare parts,  
repair and maintenance



**GEORGfinance**  
financing and leasing



**GEORGcare**  
service contracts



**GEORGupgrade**  
strategic service



**GEORGknowledge**  
training and consulting

Our GEORG Service team is working for you worldwide. In order to meet your specific requirements, we will submit to you an individual quote.

Do not hesitate to contact us!



We are there where we are needed

# GEORG Service





**GEORG**dialogue

You still have questions?

**Your contact partners are always there for you:**



**Edgar Mohr**

Head of Service Department

Phone +49 2732 779-358

[edgar.mohr@georg.com](mailto:edgar.mohr@georg.com)



**Stephan Müller**

Vice Head of Service/Employee Service

Phone +49 2732 779-334

[stephan.mueller@georg.com](mailto:stephan.mueller@georg.com)



**Daniel Stracke**

Service Technician

Phone +49 2732 779-157

[daniel.stracke@georg.com](mailto:daniel.stracke@georg.com)



**Nadine Isabell Stahlschmidt**

Employee Service

Phone +49 2732 779-114

[isabell.stahlschmidt@georg.com](mailto:isabell.stahlschmidt@georg.com)



Phone +49 2732 779-300

Fax +49 2732 779-327

[service.wzm@georg.com](mailto:service.wzm@georg.com)



mit uns **technisch überlegen**

## **GEORG protectionworld**

Life Cycle Quality Management

**Heinrich Georg GmbH**

Maschinenfabrik

**machine tools**

Phone +49 2732 779-300

Fax +49 2732 779-327

Langenauer Straße 12

57223 Kreuztal

Germany

service.wzm@georg.com

georg.com