TRUMPF

Service App

Report service cases more quickly.

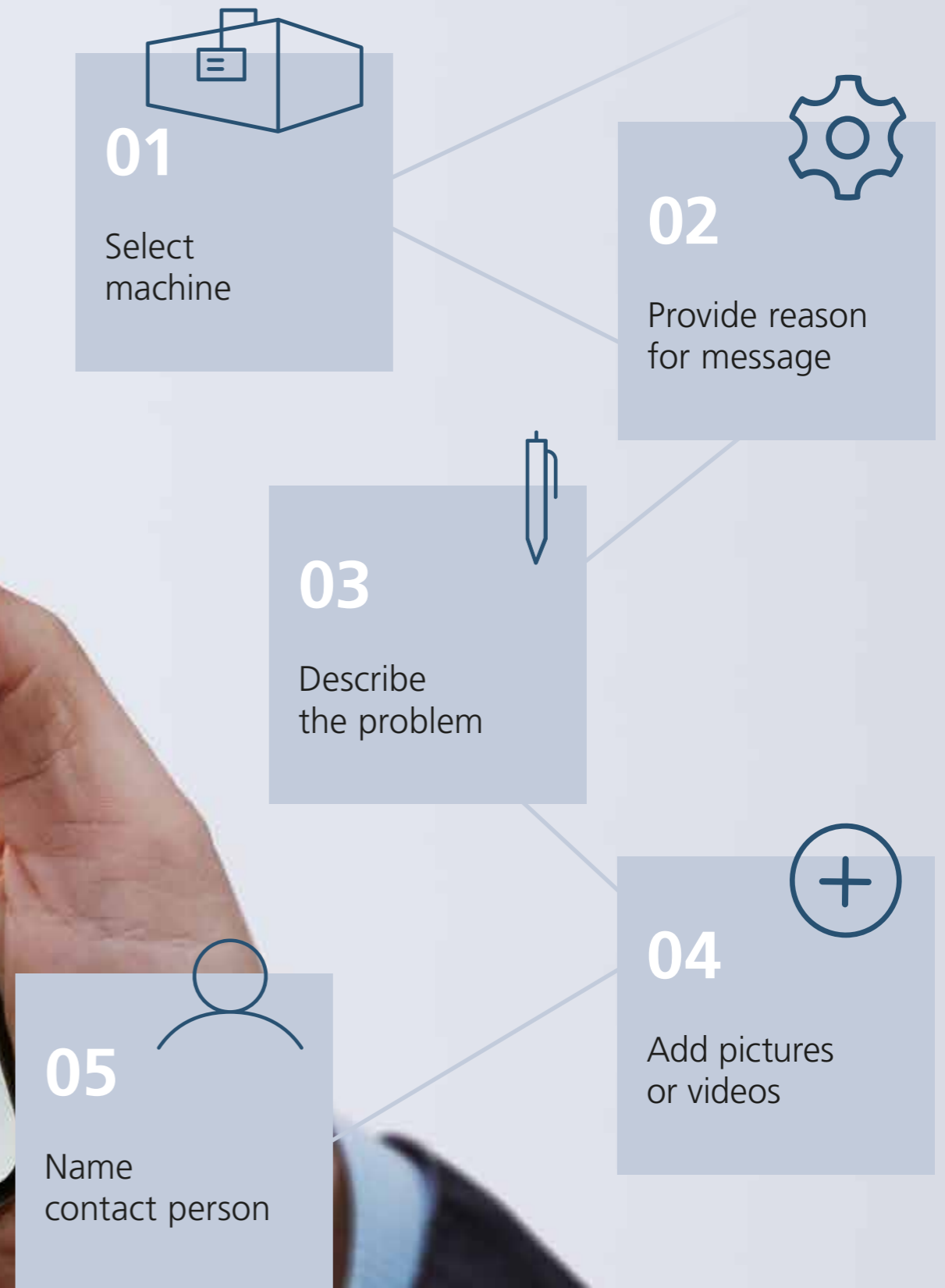# The fastest route to Technical Service.

If there are problems with your TRUMPF machine or your software, move quickly: Use the TRUMPF Service app or MyTRUMPF to submit your service cases to our Technical Service around the clock. Whether machine or software malfunctions, questions about Genuine Parts or about repairs and maintenance: The Service app is your central point of contact for technical questions about your machinery and your TRUMPF software. From now on, additional functions are available to make your everyday work easier: Overview of your machines including your own log book, information on maintenance and repairs, and the status of Genuine Parts ordered by TRUMPF service engineers. In addition, you can photograph and identify Genuine Parts.

Advantages.

❯ Fast
Save time by reporting all service cases quickly and easily via app.

❯ Transparent
Information on service messages is available to all users in your company.

❯ Direct
The case is submitted directly and without delays to the service engineer responsible, who then reports back by telephone.

❯ Real time
Feedback in real time about the progress of your case.

❯ Flexible
Send service messages around the clock. Night-time messages are processed the next morning.

❯ Simple
Intuitive navigation makes the app easy to use.

Here's how: Send your service message in five easy steps.

01 Select machine

02 Provide reason for message

03 Describe the problem

04 Add pictures or videos

05 Name contact person

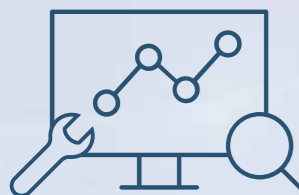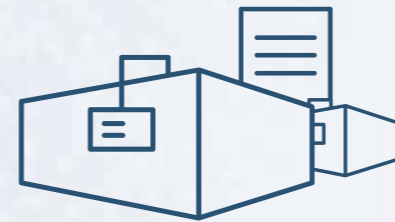# Service app: All the functions at a glance.

Report and manage service cases

Report service cases to your machine or software conveniently and quickly via app. Company-wide transparency of your open service cases ensures a smooth shift handover. To do this, simply provide another contact, who will then be contacted by TRUMPF.

View machine fleet including log book

View your TRUMPF machine fleet and create a machine log book. The log book serves as a digital notebook for your machines to document incidents or information about a machine. In this way, you can digitally build up your own history for your machines – company-wide for optimum transparency and paperless documentation.

Manage maintenance and repairs

View information about your maintenance and repairs directly in the app or in MyTRUMPF.

Track Genuine Parts ordered through TRUMPF

Did a TRUMPF service engineer order Genuine Parts for you? Via the integrated shipment tracking, you can access the current status of your order and thus know exactly when the part will reach you.

Technical Guides: Instructions for error correction

If your machine or software displays a specific error code, you can specify this when reporting your service cases. A Technical Guide is often available, which then guides you so you can correct the error yourself.

Identify Genuine Parts

Object recognition by means of artificial intelligence

With the Service app, you can take a picture of your Genuine Parts with your camera. The app then recognizes the part and you can report a service case for it if you have questions about it.

Visual Assistance: Live help from a TRUMPF service engineer

With Visual Assistance, we digitally bridge the gap between you and our service engineers. This allows us to work with you on a quick solution to fix your machine or software issue via our visual support with effective features such as sharing or freezing live views or images.

More information about the service app including download: **www.trumpf.com/s/kdifre**

Download the Service app for iOS or Android now.

Download the Service app directly from the App Store for iOS or Android. A free MyTRUMPF account is required, which can also be registered directly via the Service app.

More information about the service app including download: **www.trumpf.com/s/kdifre**

AWARDS

Customer Relations Award 2021
CH, Category innovations

DOUBLE AWARDED

European Customer Champion 2022
Category Inovation focus customer

SERVICE APP

Did you know?

You can also conveniently report and manage your service cases via MyTRUMPF.

Do you still wish to conveniently report and manage your service cases online without having a mobile device on hand? Then use the „My Service Calls" function in MyTRUMPF. You can use this conveniently via your desktop PC and have almost the same full scope of functions as the Service app.

MyTRUMPF

makes things easier for you.

MyTRUMPF is TRUMPF's online customer portal and bundles many processes related to your TRUMPF machine fleet in one central location. The advantages are obvious: better overview and immediate access, making your workload noticeably easier. Once set up, you will benefit every day. Discover the helpful features and benefits and register for free.

Register now for free at
www.trumpf.com/mytrumpf