



Service app

Quick Guide

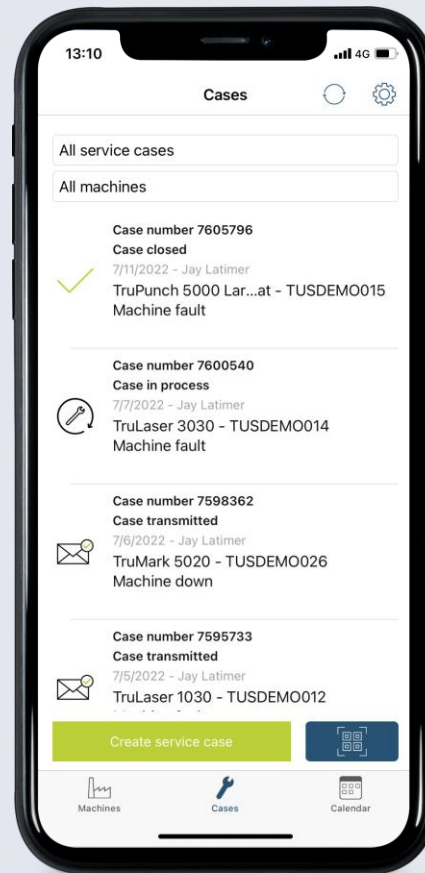


The fastest route to Technical Service.

› **Save time**
by quickly and easily reporting
all service calls using the app.

› **Flexible**
send service messages around the clock.
Calls received overnight are processed
quickly next morning.

› **Feedback in real time**
about the progress of your case
directly via the app.



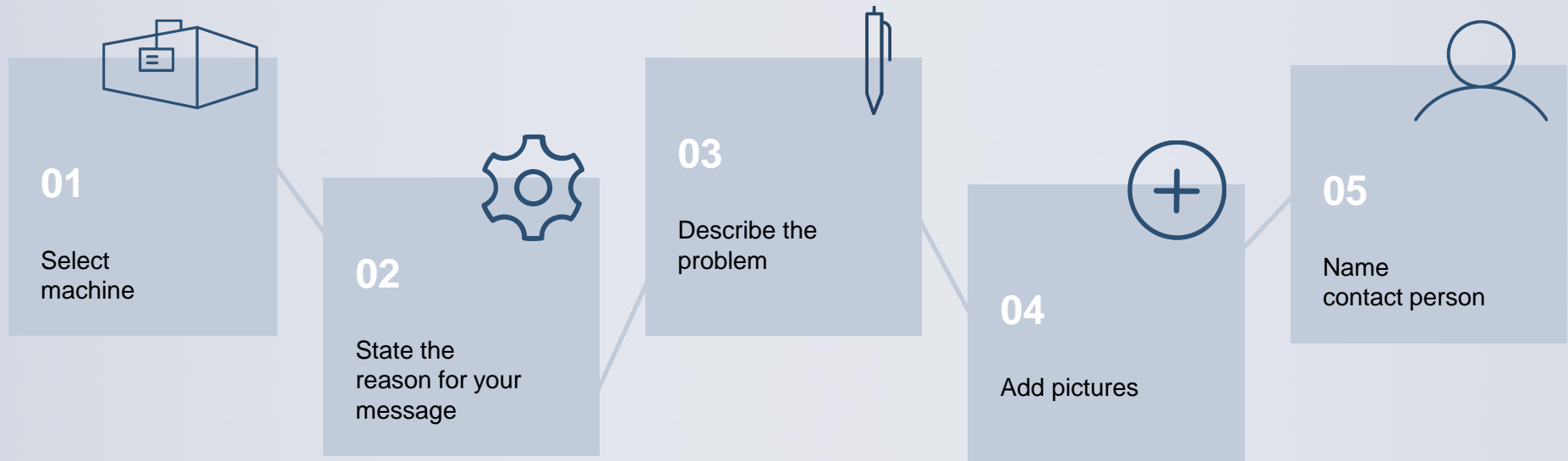
› **The complete process**
is visible for everyone, not just the
sender of the service message.

› **Without delay**
your case is passed to the responsible
service engineer, and they will call you
by telephone.

› **24/7 support**
with the Technical Guide, which guides
you through the error correction.

Five simple steps to the service message.

The TRUMPF Service app is a practical alternative to the Technical Service Telephone Hotline. From reporting a technical problem and handling a spare part to agreeing a maintenance appointment - every service message can be created in just five steps:



Download the Service app now.

The Service app is available to download free of charge from the iTunes or Google Play store. A free MyTRUMPF account is required to use the app. This can be set up in the app after downloading it.

A simple explanation of the Service app in a short video:



Five simple steps to the service message.

01

General information

Select the reason for the message and your machine incl. machine number. The machines from your machine fleet will be displayed.

13:14 Abbrechen New service case

Create new service case

Case reason

Machine fault

Machine
TRUMATIC L 3030

Machine number
TUSDEMO023

Error number
Optional +

Error description

Fertig

TruLaser 1030 fiber
TruLaser 3030
TruLaser 3030 fiber
TRUMATIC L 3030
TruLaser Cell 7040
TruDisk 8002 (6 C)
TruFlow 3030 Connect (F034)

02

Input error number

Is an error number displayed on the machine user interface?
If so, please provide this as well, so that we can solve the problem more quickly.

13:14 Abbrechen New service case

Create new service case

Case reason

Machine fault

Machine
TRUMATIC L 3030

Machine number
TUSDEMO023

Error number
58102409 +

Error description

„58102409“

1 2 3 4 5 6 7 8 9 0
- / : ; () € & @ #
#* . , ? ! ' ' < >
ABC Leerzeichen Weiter

03

Describe the problem

A brief error description will allow us to handle your request even better.

13:15 Abbrechen New service case

Machine
TRUMATIC L 3030

Machine number
TUSDEMO023

Error number
58102409 +

Error description
Error message has occurred after a collision of the laser cutting head]

Fertig

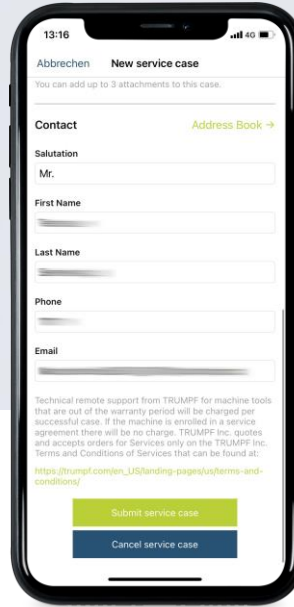
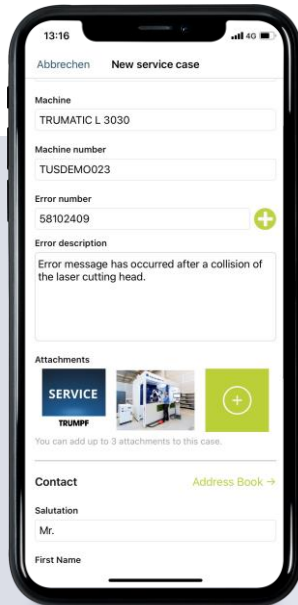
Das Yea l
1 2 3 4 5 6 7 8 9 0
- / : ; () € & @ #
#* . , ? ! ' ' < >
ABC Leerzeichen

Five simple steps to the service message.

04

Add images

Upload images taken on your smartphone directly in the app, making it easier for the TRUMPF service engineer to see the problem.



05

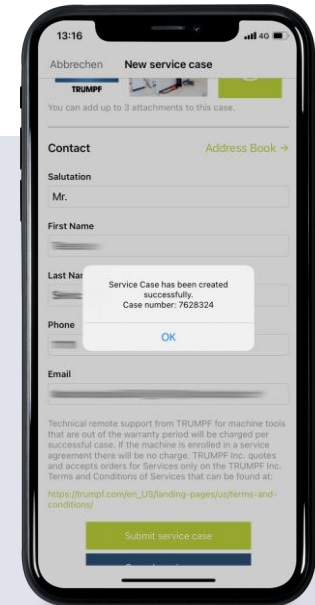
Name contact person

Is your shift ending soon? No problem. Just provide the details of your colleague on the next shift. The service engineer will then contact them directly.



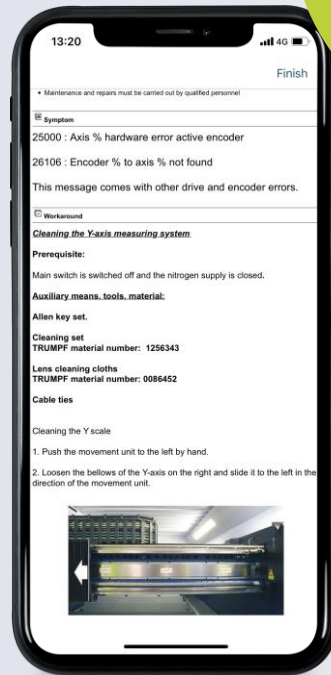
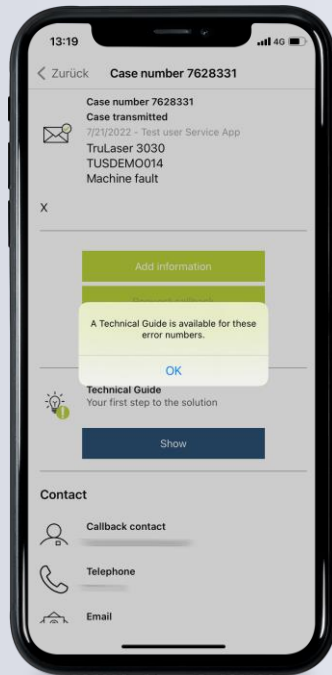
Complete

You will be provided with a summary of the complete message to check. Once everything is completed correctly, send the service message and you will receive confirmation immediately.



Use the Technical Guide.

If a Technical Guide is available for the error message you have entered, you will receive it directly on your mobile device and can start error correction.



Downtime is not an option

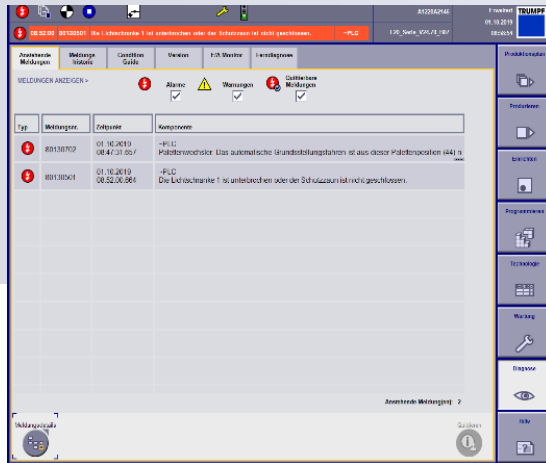
The Technical Guide provides detailed instructions for handling problems. If a machine fault occurs, users are able to resolve the cause of error themselves using the suggested solutions highlighted:

- › direct
- › uncomplicated
- › no waiting time
- › no service engineer deployment
- › outside of TRUMPF service times

Developing competence

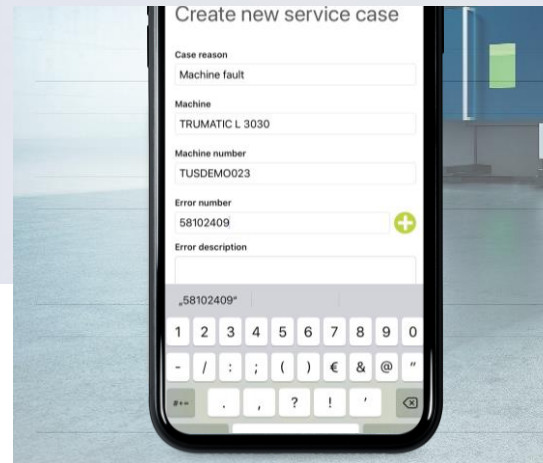
With the Technical Guide you will get to know the TRUMPF products better and develop competences in your organization.

Resolving your case in three steps with the Technical Guide.



01

**Record error message
on the machine**



02

**Send service message with
error number**



03

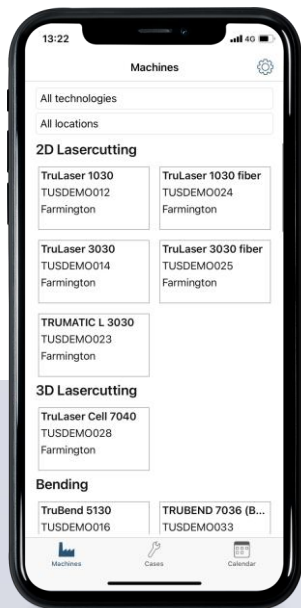
**Solve case with Technical
Guide**

You can manage your machinery directly in the Service app.

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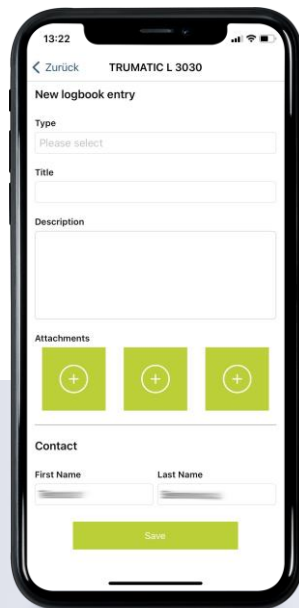
Machine overview

View all of your machines including detailed views for each machine with additional functions.



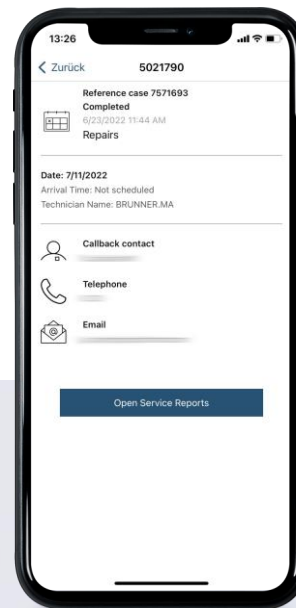
Log book

Keep a digital notebook for each machine for your own documentation.



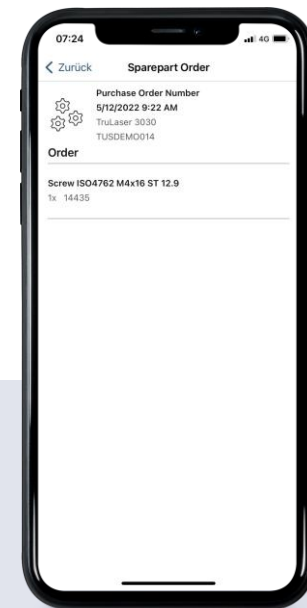
Maintenance and repairs

Keep an overview of your maintenance and repairs and download the service reports.



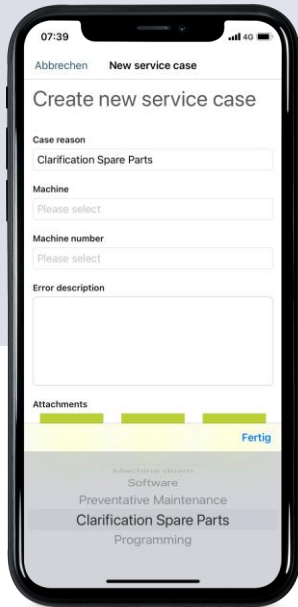
Track ordered Genuine Parts

Did you know? In the Service app, now you can also view the status of your orders placed for you by a TRUMPF service engineer. This way you always know when parts will arrive.



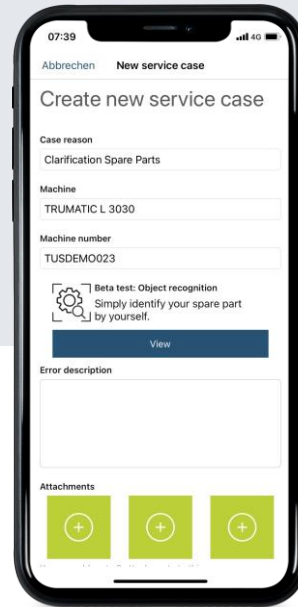
As easy as that: Identify Genuine Parts via the app.

NEW



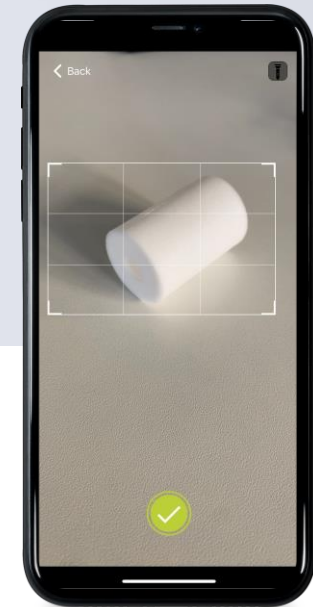
01

Create a new service case and select the report reason "Spare parts clarification".



02

Click on "Identify spare part".

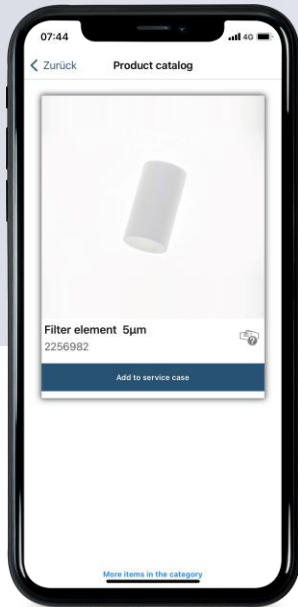


03

Photograph your Genuine Part.

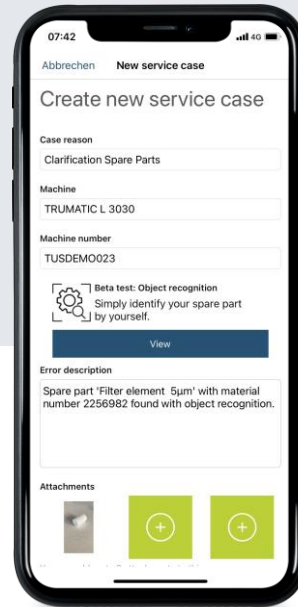
As easy as that: Identify Genuine Parts via the app.

.NEW



04

The Service app then detects the part and offers suitable suggestions.



05

Select the correct Genuine Part and report a service case in order to clarify questions or problems with the spare part.

Here's how: Registering for MyTRUMPF.

In order to use the Service app, you need MyTRUMPF access. MyTRUMPF is provided exclusively for TRUMPF customers. Please note that MyTRUMPF access is user-related. Every employee of a company who wishes to access MyTRUMPF should therefore register.

Register online via our website or directly in the Service app.

› Registration

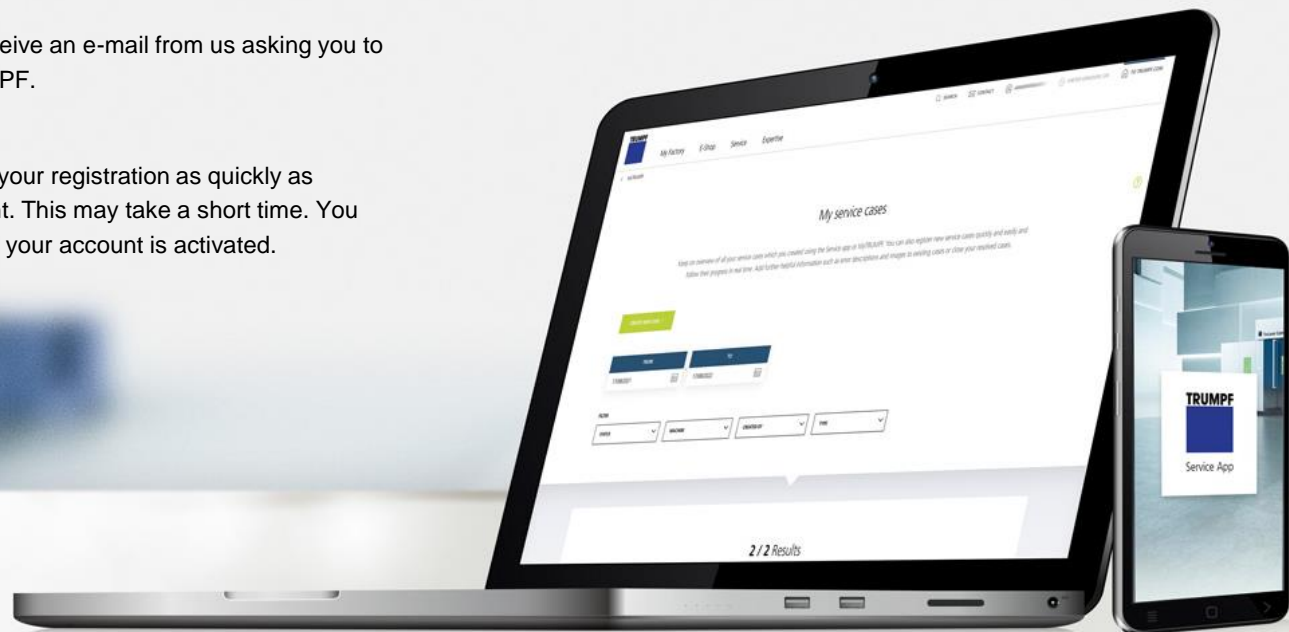
Completely fill out the registration form with your customer data and register for MyTRUMPF.

› Confirmation mail

Directly after you register, you will receive an e-mail from us asking you to confirm your registration for MyTRUMPF.

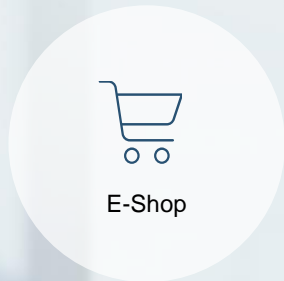
› Check and activation

Our customer service will then check your registration as quickly as possible and will activate your account. This may take a short time. You will be informed via e-mail as soon as your account is activated.



MyTRUMPF makes things easier for you.

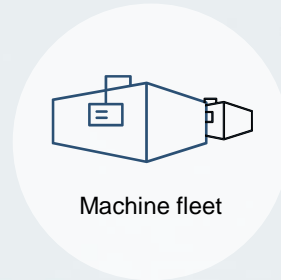
Customized, informative and with intuitive operation. With the MyTRUMPF customer portal, you can bundle a range of processes relating to your TRUMPF machine fleet in a central location. The advantages speak for themselves: a better overview and immediate access help noticeably lighten your workload. Once set up, you will benefit every day. Your personal online customer portal is ready and waiting. We make it easy for you to get started in the world of MyTRUMPF with the help of this Quick Guide.



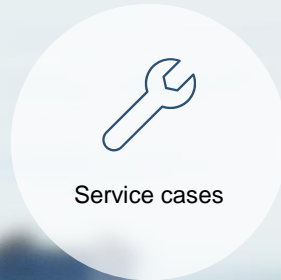
E-Shop



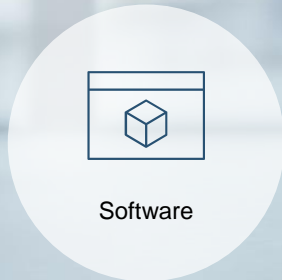
Programming data
for punching and
bending tools



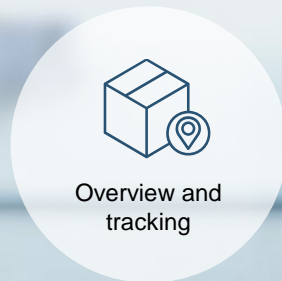
Machine fleet



Service cases



Software



Overview and
tracking



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





TRUMPF



TRUMPF Werkzeugmaschinen SE + Co. KG
TRUMPF Laser- und Systemtechnik GmbH
www.trumpf.com