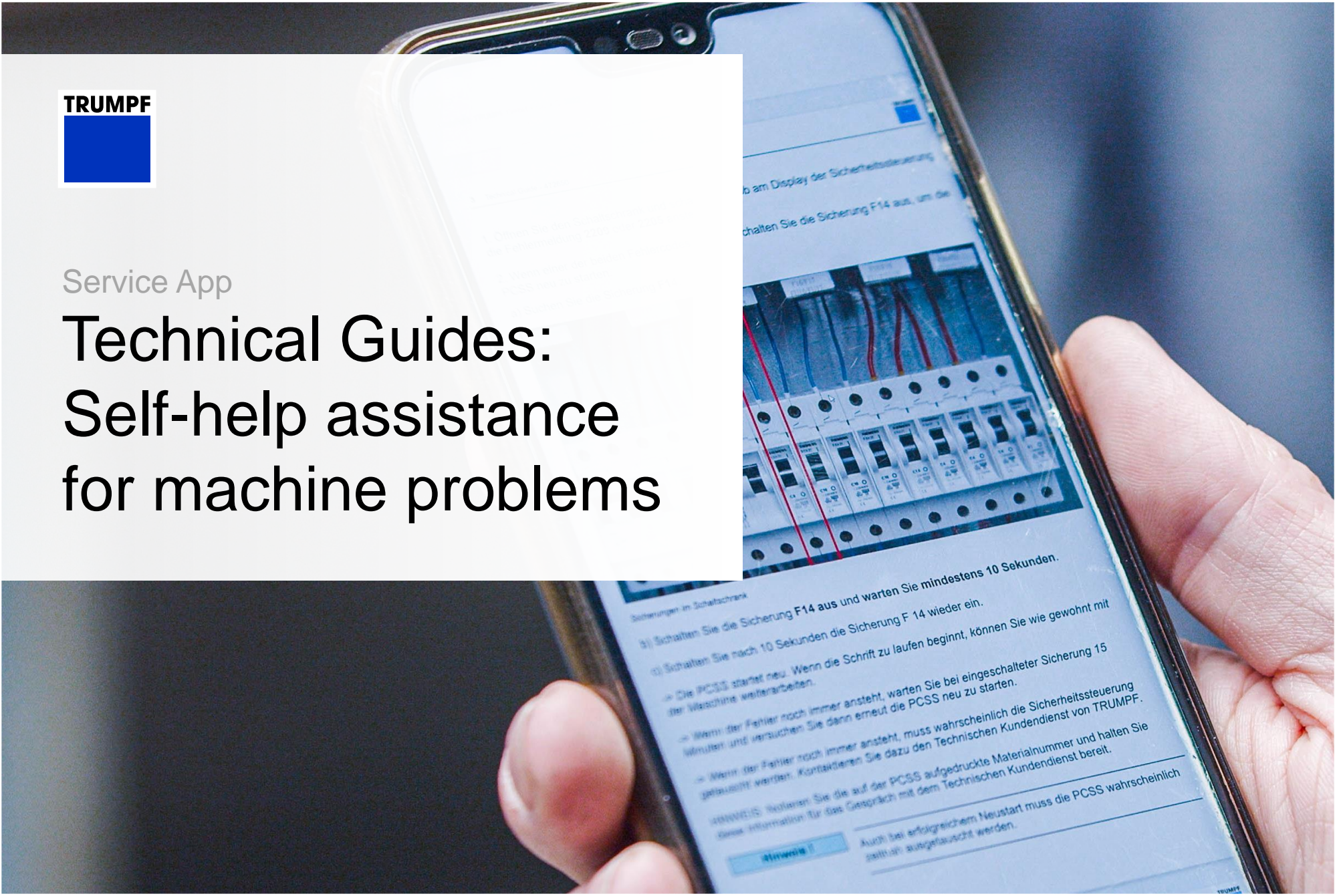




Service App

Technical Guides: Self-help assistance for machine problems

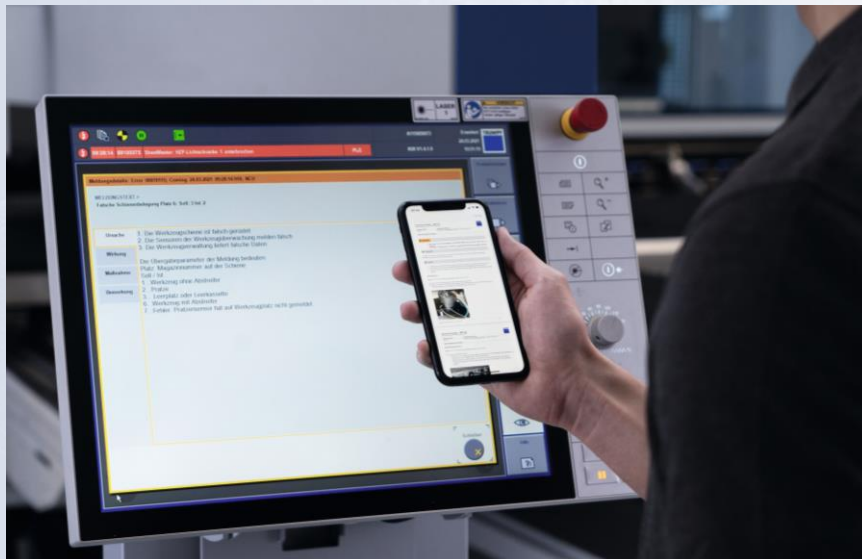


Machine downtime is not an option

Production downtimes are extremely critical and when a machine comes to a standstill; you have to act fast. Your solution: The TRUMPF Service app. The integrated Technical Guides let you to troubleshoot common machine problems yourself and prevent extended downtimes. Clear step-by-step instructions will guide you safely and quickly on the way to getting your machine back up and running again on its own.

Our TRUMPF machines are highly reliable; of the few service calls we've had in the last two years, we've been able to fix almost all of them by ourselves using the Service app.

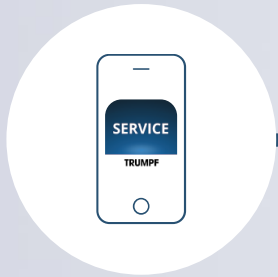
Patrick Genkinger
Production Manager, H. Steinhart Metallwarenfabrik
GmbH & Co. KG



Advantages

- Fast**
With the help of the Technical Guides, rectify common malfunctions yourself in an instant and minimize machine downtimes.
- Efficient**
Save waiting time and costs by solving machine problems independently.
- Safe**
You will receive clear step-by-step instructions which comply with the applicable safety guidelines.
- Expertise**
You will receive practical expertise organized in an orderly structure, easily understandable and always fully up-to-date.

Here's how it works: Technical Guides explained step by step



Contact Technical Service

Contact TRUMPF's Technical Service using the Service app.



Describe the problem

Enter all displayed error codes and impressions into the Service app.



Rectify / contain the malfunction

If a Technical Guide is available for this error code, you will receive it immediately via the Service app or by email. Rectify common malfunctions quickly and safely using the solution description with text and images.

If the solution to the problem is too comprehensive, the Technical Guide will help you contain the malfunction and our service engineers will support you with further steps as quickly as possible.



Extended solution

If there is no Technical Guide available or, contrary to expectations, the problem cannot be solved immediately, TRUMPF's Technical Service will help you as quickly as possible.

We receive immediate suggestions for Technical Guides that explain error messages and offer self-help assistance. This means our maintenance staff has been able to fix 80% of all problems without a technician.

Matthias Wittsack

Production Manager of mechanical processing at RAUCH Landmaschinenfabrik GmbH



Download the Service app for Android or iOS now



Or learn more about the Technical Guides
on the web. Including a short video
showing how the Technical Guides work.

www.trumpf.com/s/98pn2e



In order to be able to use the Service app, you will need a free MyTRUMPF account. You can then also report service calls on your desktop PC using MyTRUMPF.

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



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