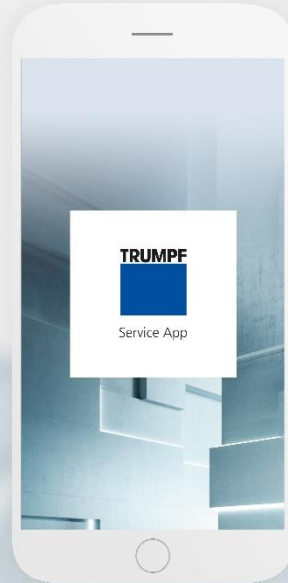


MyTRUMPF

Service app



Machine tools / power tools
Laser technology / Electronics



Technical Service from TRUMPF

Count on machine availability.

200 employees
combined across Internal and
Field Service.

**80% cases solved
remotely**

5,000 customers
use the Service app regularly to
create service requests.



TRUMPF Service App

The Fastest Route to Technical Service

Save time

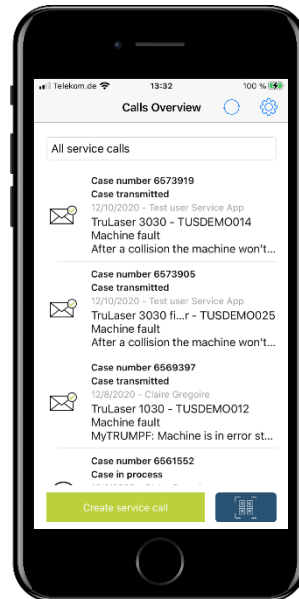
by rapidly logging all Service Calls simply using the app.

Flexible

operation around the clock. Calls received overnight are processed quickly the next morning.

Real time feedback

regarding each process step regarding your case via the app.



Every employee

has visibility over the complete process, not just the creator of the service case.

Immediately

your case is passed to the responsible inhouse technician, and they will reach out to you.

24/7 Support

with Technical Guides, which guide you through the steps to fix the error.

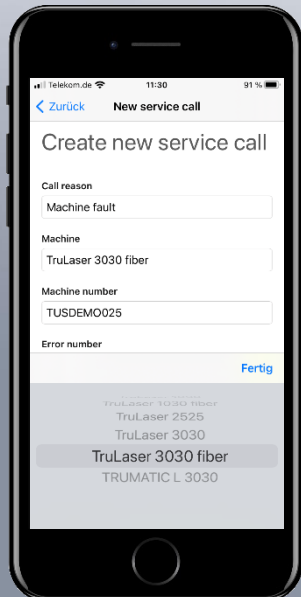
Did you know?

You can also report your service cases just as quickly online in MyTRUMPF.

01

General information

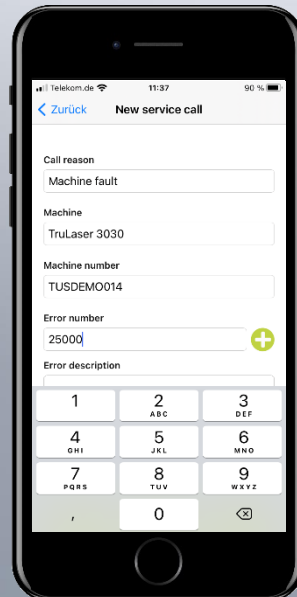
Select the reason for the service request, your machine and machine number. The machines associated with your account will be displayed.



02

Enter error numbers

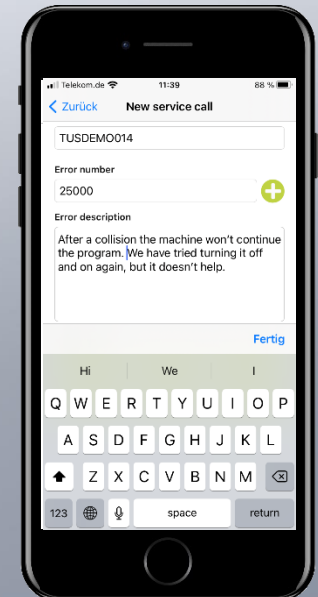
Do you see an error code on the human machine interface? If so, please provide this so we can solve the problem faster.



03

Describe the issue

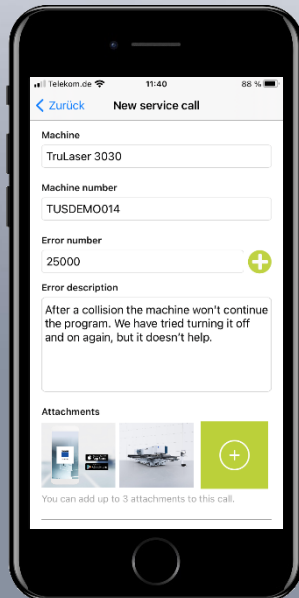
A brief error description will allow us to handle your request better.



04

Add pictures

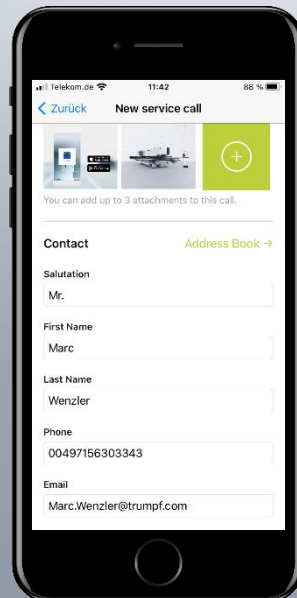
Take an image through the app or upload images taken on your smartphone prior to your request, making it easier for the TRUMPF Inhouse Engineer to see the problem.



05

Name contact person

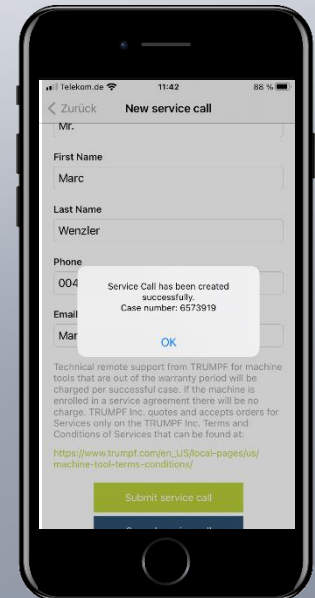
Is your shift ending soon? No problem. Just provide the details of your colleague in the next shift. The Inhouse Engineer will contact them directly.



✓

Done

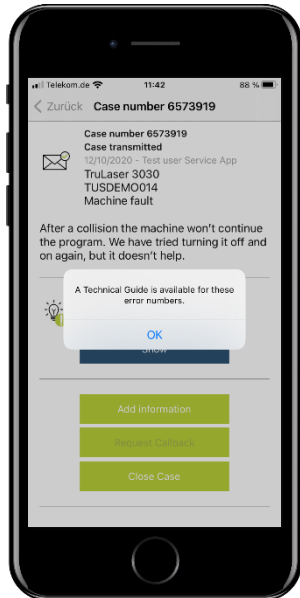
Once your service request is submitted successfully, you will immediately receive a confirmation message.



.NEW

Technical Guides

If a Technical guide is available for the error number you have entered, you will receive it directly on your mobile device and can start with fixing the problem right away.



Downtime is not an option

Technical Guides provide detailed instructions for troubleshooting. If a machine error occurs, users are able to resolve the error cause themselves:

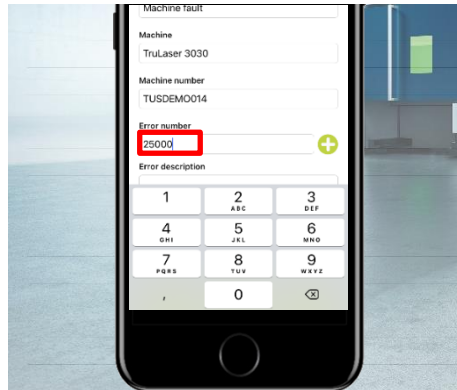
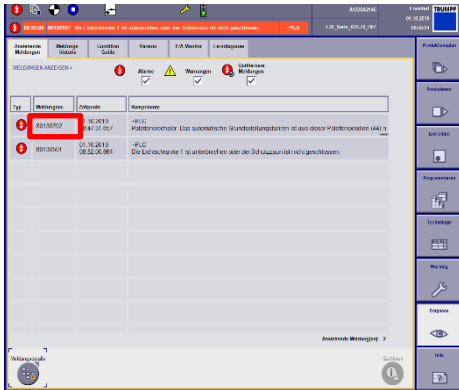
- Direct
- Uncomplicated
- No waiting time

Developing competence

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

Service App

Resolving an Error in Three Steps with a Technical Guide



1. Record error message on the machine

2. Send service request with error number

3. Solve case with Technical Guide

Registering for MyTRUMPF



To use the Service app, you need a MyTRUMPF account. MyTRUMPF is our TRUMPF customer portal. Please note that MyTRUMPF accounts are personalized accounts. Every employee of a company who needs access to MyTRUMPF should register individually.

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

- 1. Registration:** Fill out the registration form using your customer number or machine serial number.
- 2. Confirmation:** Please confirm your identity using the link sent to you by e-mail.
- 3. Activation:** Wait for TRUMPF to carry out the security checks and approve your registration. After that, you will have full access to all our MyTRUMPF features.

Register now: www.trumpf.com/mytrumpf

MyTRUMPF makes things easier for you.

Customized, informative and intuitive operation. With the MyTRUMPF customer portal you bundle many processes relating to your TRUMPF machines in one central location. The advantages are clear: A better overview, direct access to information and convenient. Once set up, you benefit daily. Your personal customer portal is ready and waiting.

The logo for MyTRUMPF, featuring the text "MyTRUMPF" in a dark grey, sans-serif font. A horizontal green line is positioned below the text, starting from the left edge of the logo area and extending to the right.

Register now: www.trumpf.com/mytrumpf



- **Machine fleet.**

Keep an overview of your machines including relevant data such as Service Agreements and warranties.

- **Service cases.**

Report and manage your service cases online using the Service App or MyTRUMPF.

- **E-Shop.**

Order Genuine Parts as well as Bending Tools conveniently and quickly in our E-shop.

- **Overview and tracking.**

Get full transparency of your orders inc. order status, real-time tracking and downloadable invoices.

- **Software.**

Download of the latest versions of your TruTops software products.

- **Condition report.**

If your machine is connected to our Condition Monitoring Portal, you have access to the weekly updated Condition Report. This gives you useful insights into the performance of your machine. Currently available for TruLaser 1000 to 5000 machines younger than 2012.



Download the TRUMPF Service app directly free of charge or use our customer portal MyTRUMPF to report and manage your service cases online.



Have a question about MyTRUMPF or the Service App?

Email: Smart.Services@us.trumpf.com