



# SERVICE



ALL-ROUND CAREFREE SERVICE

Everything from one source

[www.knuth.com](http://www.knuth.com)



**Complete Service by KNUTH**



## Our services for your particular production needs

We provide highly qualified technicians and engineers all over the world to ensure reliable service from one central source. And our global supplier network ensures prompt availability of replacement parts and consumables at a local level.

KNUTH Technical Service Help Desk







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KNUTH Parts Service

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# Complete Service by KNUTH

Your one-stop source – for every part of your machine

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## Consultation



# Consultation

## Sample Workpieces, Machine Demo

### Welcome to KNUTH Machine Tools

- Are you looking for a new machine tool?
- Do you need support in finding a solution for your production challenges?
- Do you have questions regarding application technologies and programming or operation and maintenance

**Technical experts at our Machine Tool Center in Wasbek will have answers and the right solutions for your needs!**

**Here you can try out our machines and get expert advice!**

At our 16.000 m<sup>2</sup> (172,200 sq.ft) facility, you will find a large selection of machines and applications for metalworking, machining, and various cutting technologies. We invite you to look around and let one of our specialists help you find the perfect solution for your challenges.



- ✓ **CNC MACHINING**
- ✓ **TURNING**
- ✓ **MILLING**
- ✓ **GRINDING**
- ✓ **DRILLING**
- ✓ **SAWING**
- ✓ **ERODING**
- ✓ **CUTTING SYSTEMS**
- ✓ **PRESSING**
- ✓ **SHEET METAL WORK**
- ✓ **ACCESSORIES**



## Installation and Commissioning



# Start-up

## Installation and Commissioning

### **We set up your new machine, make all adjustments and perform a test run on site.**

Individualized customer care at your site, which includes instructing the operator in the use of all standard functions of the new machine, is the quickest and safest way to implement new technology into your production.

### **Your advantages at a glance**

- Professional assembly and installation
- Set up and final acceptance test
- Geometric adjustments on site
- Function test and operator instruction

Our StartUp packages are customized to meet the technology requirements of the respective machine and can be tailored for any system size.

### **We offer this service for all KNUTH machines.**

#### **Set up and initial start up of a cutting system**

- After transporting the machine to its final location and after all required energy/utility connections have been provided by the customer
- Support provided to our technicians by the buyer's personnel and devices (forklift/crane)
- Instruction/training of operators in the use of the cutting system by our technicians on site for about 1 to 2 days

#### **Set up and initial start up of a conventional or CNC-controlled machine tool**

- Removal of transportation locks
- Assembly of machine components
- Alignment of machine tool
- Fill up operating fluids
- Check operation of all machine components
- Turn on machine
- Test run
- Training on how to use the machine functions
- Training on how to maintain the machine

**Start-Up cutting system**  
**Part No. 270300**

**Start-Up conventional machine tool**  
**Part No. 270100**

**Start-Up CNC machine tool**  
**Part No. 270200**



Instruction / Training





# Training

## Instruction and Operator Training

**We will put your machine into operation and instruct your operators – at your worldwide locations!**

### Machine Tool Operating Instructions

#### Services

- Training on how to use the machine functions
- Training on how to maintain the machine

#### Prerequisites

- Set-up and start-up of machine tool have been completed

### Training at our Wasbek facility

#### Services

- Training on how to use machine functions and how to maintain the machine
- Duration of training according to prior agreement

#### Prerequisites

- Your machine is ready at our facilities for your training at our Machine Tool Center in Wasbek

### CNC Operator Training

#### The right know-how to guarantee your productivity

As your partner, KNUTH will develop an individualized training package that will fit the requirements of your personnel - worldwide!

#### Services

- Set-up and operation of your CNC machine
- Programming your machine using a sample workpiece

#### Prerequisites

- Set-up, start-up of machine tool and training have been completed

**CNC machine tool training  
Part No. 270202**



Inspection / Maintenance



# Maintenance Services

## Preventive Maintenance - Planned Service

### **A good plan is half the battle!**

With our preventive maintenance packages we will make sure your machine remains a reliable cornerstone of your production for a long period. In addition to the necessary service jobs according to the KNUTH maintenance schedule for the specific machine, our service technician will also provide you with a detailed service protocol, containing a condition rating of your machine tool, results of the accuracy tests, and a proposal for further maintenance and repair jobs.

### Conventional Machines

- Testing of machine function
- Testing of safety features
- Geometric accuracy testing
- Checking all maintenance and wear points
- Service protocol

### CNC Machines

- Testing of machine function
- Testing of safety features
- Geometric accuracy testing
- Checking all maintenance and wear points
- Control and software check-up
- Service protocol

### Cutting Machines

- Testing of machine function
- Testing of safety features
- Geometric accuracy testing
- Checking all maintenance and wear points
- Control and software check-up
- Pump / laser source / plasma source check-up
- Service protocol

**Maintenance package  
conventional machine tool\***  
Part No. 270103

**Maintenance packages  
CNC machine tool\***  
Part No. 270203

**Maintenance package  
cutting system\***  
Part No.270303

\* Prerequisites: Operational and accessible machine. Package price plus travel expenses, materials not included



Repairs / Spare Parts



# Repairs and Spare Parts

## Repair Service for Machine Tools

In case of unforeseen emergency situations, you will always have a KNUTH Machine Service available.

Our Spare Parts Department at our headquarters in Wasbek keeps more than 10.000 parts in stock at all times.

The KNUTH Service Help Desk is at your side with advice and solutions. They offer technical support by phone or upon agreement in person at your site.

Just give us a call or send us an e-mail.



## Service and Spare Parts Team



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**Extended Warranty / Machine Control**



# KNUTH-Protect Machine Insurance

Production machines are exposed to a wide variety of risks every day. Despite advanced technology, careful handling and proper maintenance, expensive damages are possible in the long term - just the time and the extent are unknown factors. With the KNUTH-Protect Machine Insurance, the damage risk can be reduced to a predictable dimension.

In general, this warranty covers machine damages that are caused by human error, technical defects and force majeure / natural hazards. The machine is warranted for 24 months or 3,600 operating hours from the date of delivery.

- ✓ Design defects and defects due to material or workmanship
- ✓ Short circuit, overcurrent or overvoltage
- ✓ Failure of measuring, control, and safety equipment
- ✓ Lack of water, oil, or lubricant
- ✓ Rupture due to centrifugal force
- ✓ Overpressure or low pressure
- ✓ Storm, frost or icy conditions

Any attachments or additional components included in the list of supplies and services provided by KNUTH that are part the contract are covered under this warranty.

## KNUTH-Protect - Machine Insurance

up to 75.000,- €  
Part No. 270500

up to 150.000,- €  
Part No. 270501

up to 250.000,- €  
Part No. 270502



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