

MEASURING TECHNOLOGY
FOR FIRST RATE PRODUCTION



HAFNER SERVICE
PRECISE, FAST, FLEXIBLE

HAFNER

HAFNER RANGE OF SERVICES

We develop solution concepts for our clients that we then realize with care and precision. In this way, durable and dependable machines are produced that have made HAFNER a leading manufacturer of “customer specific” measuring technology.

Our services range from providing advice and support during the planning for new investments through the employee training. By assisting during startup, undertaking maintenance and providing effective services, we ensure the high capability and effectiveness of our machines.

- | support in planning and concept development
- | start-up and operational support
- | machine-specific training packages
- | spare and wear part concepts
- | optional extension of liability for material defects
- | preventive maintenance acc. to a fixed interval or depending on the machine run time
- | specific maintenance and service work on demand
- | hotline, remote maintenance and digital remote support
- | troubleshooting



A preventive maintenance according to a fixed interval or derived from the machine run time ensures the repeatability during the long-term operation and leads to high machine availability and a precise and stable measurement in the harsh production environment.

We offer you individual maintenance concepts based on our comprehensive, flexible modular system of maintenance approach, offered at an annual flat rate with up to 5 years of extended liability for material defects.



Training during initial commissioning for new employees or in-depth training for specialists –

we offer individual training packages for any need:

- | operating
- | maintenance
- | measuring technology

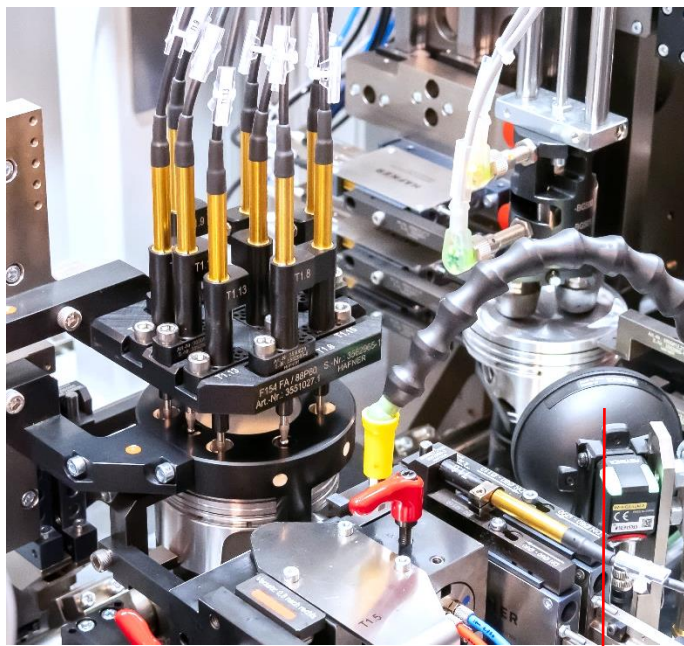
Spare, wear and replacement parts concepts

Fast and reliable – according to your requirements, we offer delivery and logistics concepts for the supply of spare and wear parts. These represent an important basis for the high availability of your machine.

- | reliable and fast spare parts delivery due to optimized materials management of standard parts
- | call in agreements for recurring wear parts orders for special conditions.
- | spare and wear part offers for “machine specific” components up to the provision of a consignment stock

Our machines are flexible and future minded, adaptations to new workpieces can be realized quickly:

- | digital adaptation for highly flexible automatic measuring machines
- | tool sets with very short set-up time, Poka-Yoke considerations.



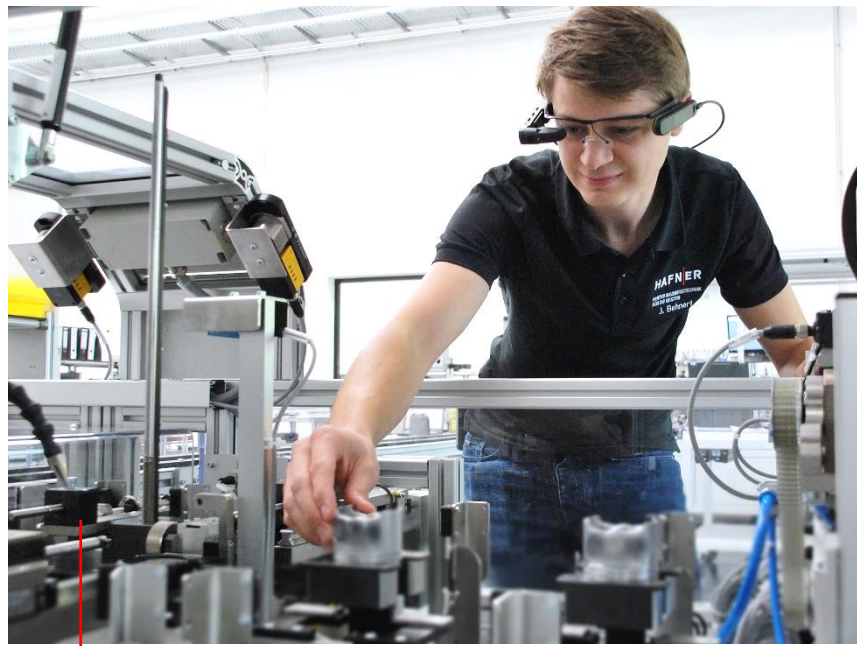
Taking into account important setup time, setup frequency and batch size, we can deliver tool sets for new workpieces with an individually tailored setup concept, which are ready for use:

- | plug and play changeover stations with a completely integrated and preset high-precision measuring technology
- | tool set solutions in accordance with Poka Yoke, reducing set-up times by up to 80%

On-site and remote presence

For your requirements we offer flexible service works – demand-oriented and reliable:

- | fast response time and remote support via remote maintenance or HAFNER SMART GLASSES assist by our service team in Fellbach
- | on-site service by our specialists from Fellbach, as regular maintenance, on request or for emergencies
- | local service by our service locations Mexico/Queretaro, USA/Wixom MI und China/Hangzhou
- | 24 hour hotline



Bidirectional and visualized online support during operation and service – the HAFNER SMART GLASSES assist allows for a real-time communication between you on site at the machine and HAFNER’s specialists.

Verbal and visual feedback of information results in a rapid root cause analysis and problem solving. Extensive and lengthy coordination by e-mail including image or video transmission is eliminated; time-consuming travel is no longer necessary.





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