

# Our After-Sales Service

**hhs**  
Baumer Group

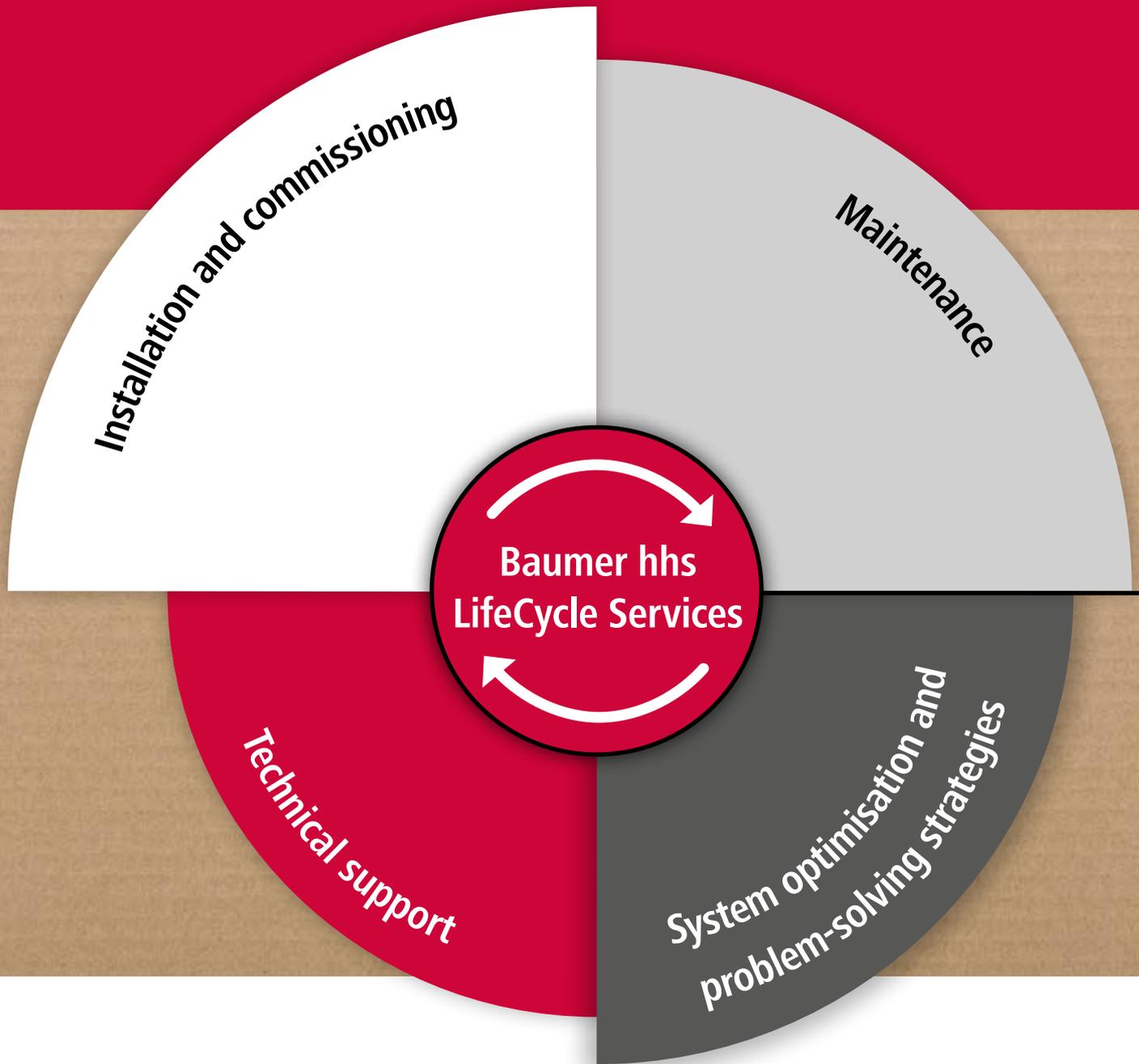
Always there for you – right from the start.



Let's stick together

[baumerhhs.com](http://baumerhhs.com)

# The LifeCycle principle: Our service comes full circle.

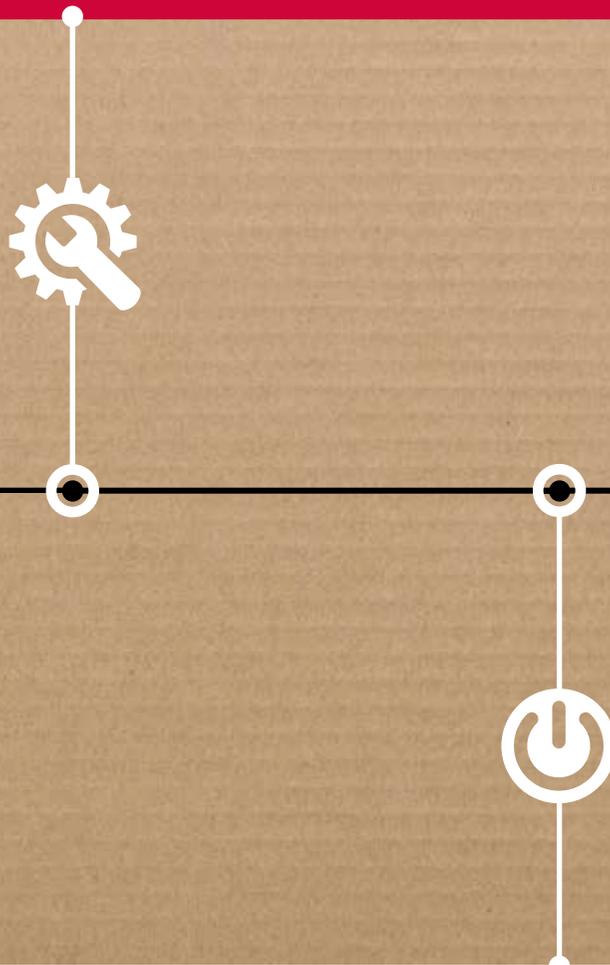


Our service philosophy:  
Reliability, at all times, worldwide.

The best service is service you'll never need. That's why our components and systems are designed from the start for maximum reliability and a long service life. But like any complex system, even Baumer hhs products must be installed correctly, and they require regular maintenance to guarantee uninterrupted operation. But should a problem ever occur, we'll immediately respond with a solution. That's our promise.

# Installation. The first step.

As the manufacturer of your products and systems for glue application, we naturally know best how to properly install them. Our Baumer hhs service technicians have extensive know-how when it comes to assembling not only our systems, but also customer-specific products. And to ensure that an overall system operates smoothly from the beginning, we install it to the highest professional standards. Our skilled service technicians integrate our products into your system quickly, easily and at low cost, so you can concentrate on your core business. We arrange a date of installation with you that best suits your production schedule.



# Commissioning. Making sure everything runs perfectly.

After correct installation, we start up your system together with you, set the ideal parameters for energy-efficient operation and put it through rigorous functional and integration testing. Then we provide you and your staff with in-depth training focused on the system's functions and operation. All relevant information and settings are documented in detail in the commissioning report.

# Maintenance. Long-term excellence.

Preventive inspection and maintenance are more economical than unplanned repairs. By regularly inspecting your system, you increase its cost-efficiency – because potential problems can be identified in time and rectified before they cause damage that could result in system downtime. As a manufacturer, we're familiar with your production requirements and all legal regulations. Our service staff perform on-site inspection and maintenance, using only original spare parts and consumables. We draw up detailed documentation of all inspection and maintenance work.

# System optimisation. Constantly improving.

Gluing systems are very durable capital goods – a lifetime of more than 10 years is not unusual. Nevertheless, they need to be optimised regularly during this time for many different reasons: Changes in required capacity levels or processed materials, different control systems or new legal regulations. Our years of experience in system planning, combined with solid knowledge of process engineering and interactions with materials, are your guarantee that we will continuously optimise your system.



## Our inspection services include:

- Checking to ensure there are no damaged parts, loose connections or missing components. Adjusting processing parameters, and inspecting assemblies and electronic systems.



# Repair. Just in case.

Despite highest-quality workmanship, proper operation and regular maintenance, repairs may be necessary at some point. To keep disruptions in your production operations to a minimum, you need fast repairs. Our specialists can make most repairs right at your site. However, for special jobs, we may need some of the equipment at our own repair centre. We generate a detailed estimate for every repair and, once the job is completed, provide you with a full report of all work performed and spare parts used. We use only original Baumer hhs spare parts and consumables, guaranteed. That's how a Baumer hhs product stays a Baumer hhs product.

# Technical support. Organised and structured.

Our technical support is divided into three stages to ensure a problem-free repair and service process. When you contact us by phone or e-mail, you receive a personal support ticket that unequivocally identifies you and your support request. With this ticket, you can track the status of your request at any time. We offer different levels of support tailored to your needs:

- **First Level Support** for immediate solutions
- **Second Level Support** for complex challenges
- **Third Level Support** for special solutions in certain cases. We also have an option for longer-term support offered as part of a maintenance agreement.



## Solution strategy.

- Analyse the situation
- Localise the problem
- Identify alternatives
- Select the right solution
- Analyse implications – assess opportunities and risks
- Make a decision and implement measures and processes
- Follow-up and learn

## Training classes and seminars. Learning and internalising.

You're never done learning, and real know-how is invaluable. The efficiency and productivity of your systems increase with the competence of the people who operate them. At our seminars for technicians and users, we will gladly share our expertise with your employees. The content is geared closely to issues that come up in practice: It ranges from various applications to optimising existing systems, and covers glue application and verification systems. Contact us about developing a training program that meets your specific needs.

# Baumer hhs – Your competent partner

Baumer hhs, based in Krefeld, Germany, is your worldwide partner for reliable and innovative glue application and quality assurance systems.

For us, quality and precision are basic principles of engineering and manufacturing, and professional services are an integral part of our products. We maintain a constructive and collaborative dialogue with our customers and suppliers, which forms the basis for solutions that optimally meet their individual needs.

Our trained sales staff and technicians support you with any issues you encounter in production. The Baumer hhs solution centre in Krefeld offers you assistance with new applications and in selecting the right adhesives.

We want our customers to be excited – with our premium products and our impeccable all-round service. But it's best to see our products for yourself! Just call or send us an e-mail.

We'd be happy to help you with your next project!



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