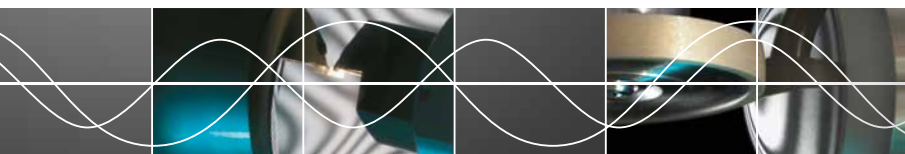




SCHNEIDER Services

The people advantage



Fascination for Innovation



Industrial services by SCHNEIDER

Perfect optical products are the result of a flawless combination of delicate processing steps. At SCHNEIDER, we have proven that modern CNC technology can take over and expand surfacing possibilities in an industrial environment. Computer-driven manufacturing has now become the standard and is being introduced almost everywhere in the optical world

We envision the future of optics production as a process which begins before your investment, and continues throughout the product lifetime with high-level services – from training to field and remote service to software updates. So you can be sure to make most of your investment.

To reach this goal, we continuously expand our services as our machine portfolio grows.

We have built and continue to grow an excellent team of highly motivated and trained engineers that is the best service team in the industry.

This brochure provides an overview of the many building blocks of our services. Call us today to get more details!



Training

Our experienced trainers bring your knowledge up to the next level of technical competence



Technology Support

Our engineers and technicians support your technologies.

Introducing SCHNEIDER Services

Our international service and training departments are the first line of customer support. As a technology-driven company we offer our best expertise to make the most of your investment. In Europe, Asia and America, there are dedicated service and training engineers in the ophthalmic and precision-optics industry at your disposal. We are dedicated to keeping our service locations with the necessary products and spare parts to maintain our high service level. Whether you manufacture premium eyeglasses or parts for the next space mission, you know you can depend on SCHNEIDER.

Service Programs

Your SCHNEIDER equipment represents one of the most valuable assets in your business. Because so much depends on its performance, servicing it at regular intervals is the best way to preserve your investment. To help you in this task, we have developed comprehensive service programs on different levels. These programs are fully customizable agreements based on your specific needs. You get the right service at the right time, and money savings through calculable costs that protect you from unpleasant surprises.

Service Hotline

Our service hotline is on call to rectify errors. Minor problems are often cleared up directly by e-mail or on the phone. In the event of more serious problems, SCHNEIDER service is ready to help you at any time.

Field Service

Our field service engineers are available for you without delay. The field service team is highly qualified and trained on all aspects of SCHNEIDER machines. They regularly participate in advanced training on analytical troubleshooting and root cause analysis. All of them have spent time working in production, so they know the machines inside-out. Our field service engineers are equipped with special testing tools for in-depth troubleshooting mechanical and electrical problems right at the machine.





ns support you with new designs, material

Spare-part service

We stock for you the complete range of spare and wear parts to serve you all over the world promptly.

Remote Service

Our unique remote service enables an in-detail analysis of the machine performance – perfect for immediate technology optimization.

Remote Service

In the case of a disturbance, you need fast and uncomplicated help. The unique Remote Service from SCHNEIDER offers this kind of rapid support – and not just in emergency situations. You simply connect your production system via the internet to the local SCHNEIDER service which immediately gets a detailed insight into the mechanical status of the machine. In this way, we are able to diagnose problems online and fix them right away at the first contact. You can also use Remote Service preventatively: you get specific tips such as macro settings, or a remote status check of the equipment to prevent production downtime early on.

Parts

Our spare-part service is the first line of customer parts service. In Europe, America and Asia we stock an extended range of spare and wear parts to serve you promptly. We exclusively use genuine parts – new or service-exchanged – to guarantee the maximum performance and lifetime. Our logistic network ensures the optimal cross-linking between our internal warehouses to ensure maximum availability of virtual any spare part. Whether you are a manufacturer of ophthalmic or precision optical products in any part of the world, you know you can depend on a timely parts supply.

Software

Secure and enhance your productivity and the value of your machines. Whether you choose to upgrade your machine with updated drivers, new macros or new software features, we have experienced specialists at your disposal to help you with your choice. Regular software updates help you to stay state-of-the-art.

Technology Support

With extensive CNC processing experience, SCHNEIDER technicians know how to get the most out of your equipment. Our technical team is there to support you with all of your quality and process stability needs. Using specialized diagnostic tools, our technicians help you to maximize utilization and minimize down time.

As your professional partner for digital surfacing equipment, we can service every step of your production chain. From data entry to final inspection of finished optics, we are poised to become your single source technology support of optical equipment. We keep you at the leading edge of the optical field by upgrading your processes to run new designs, material and technologies. Our technicians are standing by to support you, and can be reached via email, phone, remote diagnostic tool, or on site.

Extended Parts Warranty

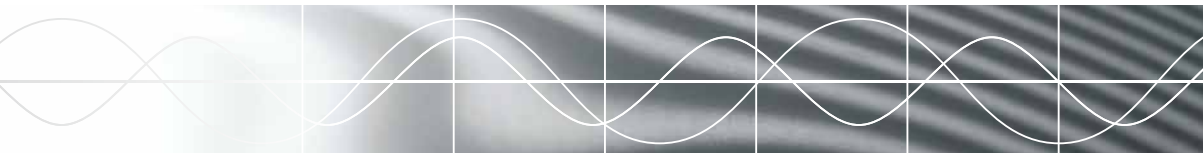
SCHNEIDER offers you the option to extend the regular parts warranty period already at the time of the purchase. For a flat fee, you enjoy comprehensive and extended protection from cost of repairs or replacements. From the start, you have full control of the running costs for many years ahead. So, you can subscribe to peace of mind.

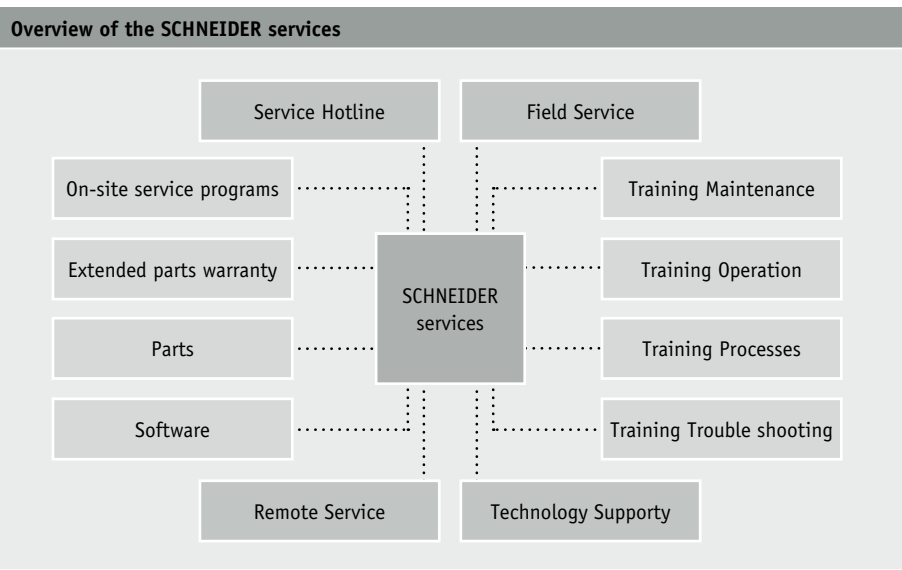
Training

SCHNEIDER training gives your team the knowledge to succeed. We offer a full program of standardized courses covering operation, technology, maintenance or trouble shooting. Technicians will learn the ins and outs of each machine by going through the levels basic, advanced, experienced. The basic courses are suitable for entry level technicians, or for technicians who need to brush up on fundamental system knowledge. The advanced and experienced courses are designed for seasoned professionals. Completion of the basic courses before going through the higher-level courses is recommended. All standard courses combine theory with hands-on operation, conducted by experienced training engineers. We also offer customized courses on topics which are of special interest to you. We are prepared to arrange for you individual lists of training topics which bring your team to the next level.

Quality control

Precision instruments for highest quality standards.





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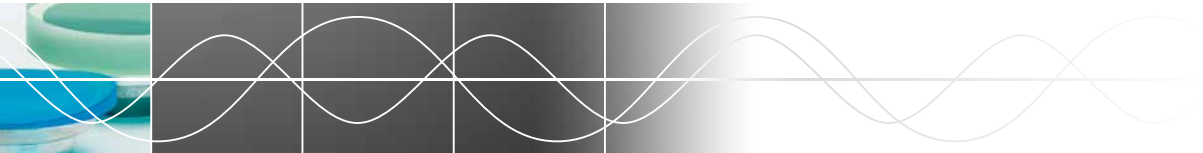
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