



RÖHM SERVICES

Maximize productivity and extend the life cycle





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RÖHM SERVICES

RÖHM's commitment for perfect service goes far beyond simply carrying out repairs. Instead, RÖHM views its comprehensive global service offering as a means to allow customers to achieve a significant improvement in production processes in terms of flexibility, efficiency, and reliability.



TECHNICAL SUPPORT

Our technical support department is at your service to answer questions regarding technical issues, retrofitting, repairs, or maintenance requirements.

Possible individual scope of service:

Answering of technical questions; support for questions regarding maintenance frequency; coordination with construction; support when implementing immediate measures.



QUALITY SPARE PARTS

As a manufacturer and system supplier of clamping and gripping solutions RÖHM ensures smooth production processes thanks to the fast delivery of quality spare parts **“Made in Germany”**.

Possible individual scope of service:

Warehouse inventory of original spare parts; shipping of desired spare parts within a few hours.



INSTALLATION AND COMMISSIONING

Take advantage of the trained RÖHM service personnel for problem-free commissioning of clamping and automation solutions. We can provide detailed training; handover of the product and inspection for acceptance as well as advice regarding maintenance.

Possible individual scope of service:

Installation and commissioning of the clamping or automation solution; concentricity and axial testing; clamping force testing; function testing; acceptance inspection of clamping equipment and/or supervision of inspection; operator training; mobile on-machine balancing.



REPAIRS

In the event of any breakdowns, RÖHM's global network of service technicians is there to provide assistance. Original spare parts plus trained personnel ensure fast fault clearance either on site or at the RÖHM service workshop.

Possible individual scope of service:

Dismantling, assessment, cleaning, and identification of the damage; professional repair and installation by trained personnel within an agreed period of time; inspection of clamping equipment and documentation in a technical service report; delivery, where applicable using express or courier services.




INSPECTION AND MAINTENANCE

Maximum machine productivity requires the highest possible performance from clamping equipment. Focused services ensure higher reliability in the production process.


Possible individual scope of service:

Input measurement: mechanical mobility and clamping force measurement; dismantling, assessment and cleaning of clamping equipment; visual and crack inspection of heavy-duty components; lubrication of relevant components and professional installation; output measurement: mechanical mobility and clamping force measurement; provide detailed service and testing reports; where a service contract has been agreed, preferential treatment in the event of a breakdown and discounted hourly rates for RÖHM technicians.


SERVICE MODULES FOR LONG-TERM RELIABILITY

 **Your benefit:** A missing spare part can negatively impact the whole production process. We stock all common original spare parts to ensure that we are able to deliver you the required spare part as fast as possible.



 **Your benefit:** Precious time can be lost if technical questions go unanswered. RÖHM's technical support department will answer your questions without delay and/or come up with an appropriate solution.




 **Your benefit:** Take advantage of our experience right from the moment you commission your purchased product. Benefit from professional installation and commissioning while minimizing delays in commissioning or product acceptance.




SERVICE CONTRACT

- Early identification of problems to reduce unexpected down-times
- Planned maintenance times




 **Your benefit:** Fast help from trained personnel with the goal of minimizing your down times. Special solutions to carry out express repairs and to directly address your requirements.



 **Your benefit:** Training courses designed to meet your needs and be hands-on, run by highly experienced customer trainers with a high level of professional qualifications and continuous further training.



 **Your benefit:** Benefit from predefined maintenance intervals, fixed prices, and quantifiable costs for your solution. Cut machine break-downs thanks to predefined maintenance intervals, thus increasing your productivity and reliability.



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