HEIDENHAIN

SERVICE NEWS

The HEIDENHAIN Service – You may count on us!

+ **Service Concept for METRONICS, ACU-RITE and ANILAM Products**

+ **Your Contact to the Service**

+ **New HEIDENHAIN Subsidiary in India**

www.heidenhain.de

Service Concept for METRONICS, ACU-RITE and ANILAM Products

As of July 01, 2009 HEIDENHAIN has taken over all service activities of ACU-RITE, METRONICS and ANILAM.

METRONICS has been part of the HEIDENHAIN Group since 1986.

As of July 01, 2009 METRONICS digital readouts and interface cards have received HEIDENHAIN product names and were integrated into the HEIDENHAIN sales program.
In the future, the HEIDENHAIN sales and service organization will take responsibility for selling and servicing the products of METRONICS worldwide.

Services for METRONICS products:

- Repairs of digital readouts and interface cards.

DROs: QC100, QC200, QC300, TC100, TC200, SC100, GC100, QC2000, TC2000, ND1100, ND1200, ND1300, ND1400, ND2100

Interface cards: QC5000, IK5000

- Exchange service for all current DROs and interface cards.

- Provision of successors for obsolete units that cannot be repaired.

ACU-RITE has already been part of the HEIDENHAIN Group since 1985.
ACU-RITE products are still on sale under the name of ACU-RITE.
Sales of ACU-RITE products as well as all services will be effected using the HEIDENHAIN sales channels.

Services for ACU-RITE products:

- Repairs of digital readouts and linear encoders.

DROs: VUE, DRO200S, DRO300S, Radial, DRO100S, DRO200T, DRO200M, DRO200G, DRO200C, VRO 300T, VRO300M, MicroLine, Radial 2000.

Encoders: SENC50, SENC125, SENC150, ENC250, Micro, ENC125, ENC150, AR10+

- Exchange service for all current DROs.

- Provision of successors for obsolete units that cannot be repaired.

- **ACU-RITE controls** will be serviced by HEIDENHAIN in Great Britain.
(Contact: see next page)

Service Concept for
METRONICS, ACU-RITE and ANILAM Products

ANILAM

ANILAM was integrated into the HEIDENHAIN Group in 1994.

Telephone support and field service for ANILAM controls are provided by the HEIDENHAIN subsidiary in Great Britain.

Contact person at HEIDENHAIN (GB):
Mr. Garry Edwards
• Telephone: +44 1908 514500
• Facsimile: +44 1908 610111
• E-mail: info@heidenhain.co.uk

• ANILAM controls can still be repaired.

• ANILAM digital readouts will be replaced by HEIDENHAIN and ACU-RITE products.

Replacement products:

ANILAM:	→	HEIDENHAIN:
Wizard 550		ARC 200S 2X G
Wizard 1000		ARC 300Sc 4X G
Wizard 450 2x w		ARC 200S 2x G
Wizard 900 3x		ARC 300Sc 4x G
Wizard 411 2X T		ND 522
Wizard 311 3X G		ND 523
Wizard 211 2X		ND 522

Your Contact to the HEIDENHAIN Service

**The HEIDENHAIN helpline for:
Repairs, spare parts,
exchange units and complaints**

Domestic Team
+49 (8669) 31-3121

Foreign Team
+49 (8669) 31-3123

Complaint Management
+49 (8669) 31-3135

service.order@heidenhain.de

The HEIDENHAIN Technical Helpline:

Measuring Systems/
Machine Calibration
+49 (8669) 31-3104
service.ms-support@heidenhain.de

NC Programming
+49 (8669) 31-3103
service.nc-pgm@heidenhain.de

NC Support
+49 (8669) 31-3101
service.nc-support@heidenhain.de

PLC Programming for TNC
+49 (8669) 31-3102
service-plc@heidenhain.de

Lathe Controls
+49 (8669) 31-3105
service.lathe-support@heidenhain.de

This TNCguide information is also available on our website
www.heidenhain.de

New HEIDENHAIN Subsidiary in India

HEIDENHAIN in India
HEIDENHAIN OPTICS & ELECTRONICS INDIA PVT LTD

DR. JOHANNES HEIDENHAIN GmbH has been on the Indian market for decades. Customers in India were directly supported by HEIDENHAIN in Traunreut.

HEIDENHAIN is represented worldwide by more than 50 subsidiaries and agencies. In August 2008, a HEIDENHAIN subsidiary was founded in India.

Providing a wide product range – high-quality linear and angle encoders, rotary encoders, digital readouts and numerical controls for demanding positioning tasks – HEIDENHAIN has always been a preferred supplier for the Indian machine tool industry.

Indian customers have highly diversified requirements. HEIDENHAIN products are purchased for machine tool manufacture, steel manufacture, elevator construction and production of solar energy, to name only a couple of industries.

On August 21, 2008, **HEIDENHAIN INDIA** was founded in Chennai at the south-east coast of India, employing 6 qualified service engineers and 10 more skilled workers.

A support center was established for technical and commercial support. The staff consists of highly experienced trainers and engineers who have been dealing with precision measurement technology and control electronics for years.
State-of-the-art programming systems as well as equipment for inspection and diagnosis were installed.
Our Indian subsidiary is perfectly prepared to hold training courses, for trouble-shooting and for repairing HEIDENHAIN products.

What is more, the IT infrastructure at HEIDENHAIN INDIA is on a high level.
This means fast communication with customers in India and with the mother company in Traunreut. Orders for replacement units, repair orders and solutions of technical problems can thus be dealt with efficiently and customer-friendly.

Customers in India now have far more reasons to decide for HEIDENHAIN products that are known for their accuracy, reliability and durability.

HEIDENHAIN INDIA is there for you to provide

- **On-site service support** and **competent telephone assistance** for HEIDENHAIN products and applications
- Expertly performed **repairs**
- **Servicing and installation** of HEIDENHAIN products on-site

Training courses on the effective use of the functions of HEIDENHAIN controls