



**HEIDENHAIN**

# **SERVICE NEWS**

**The HEIDENHAIN Service keeps you informed!**

**Edition 14 / 2014**

**The HEIDENHAIN Service –  
You may count on us!**

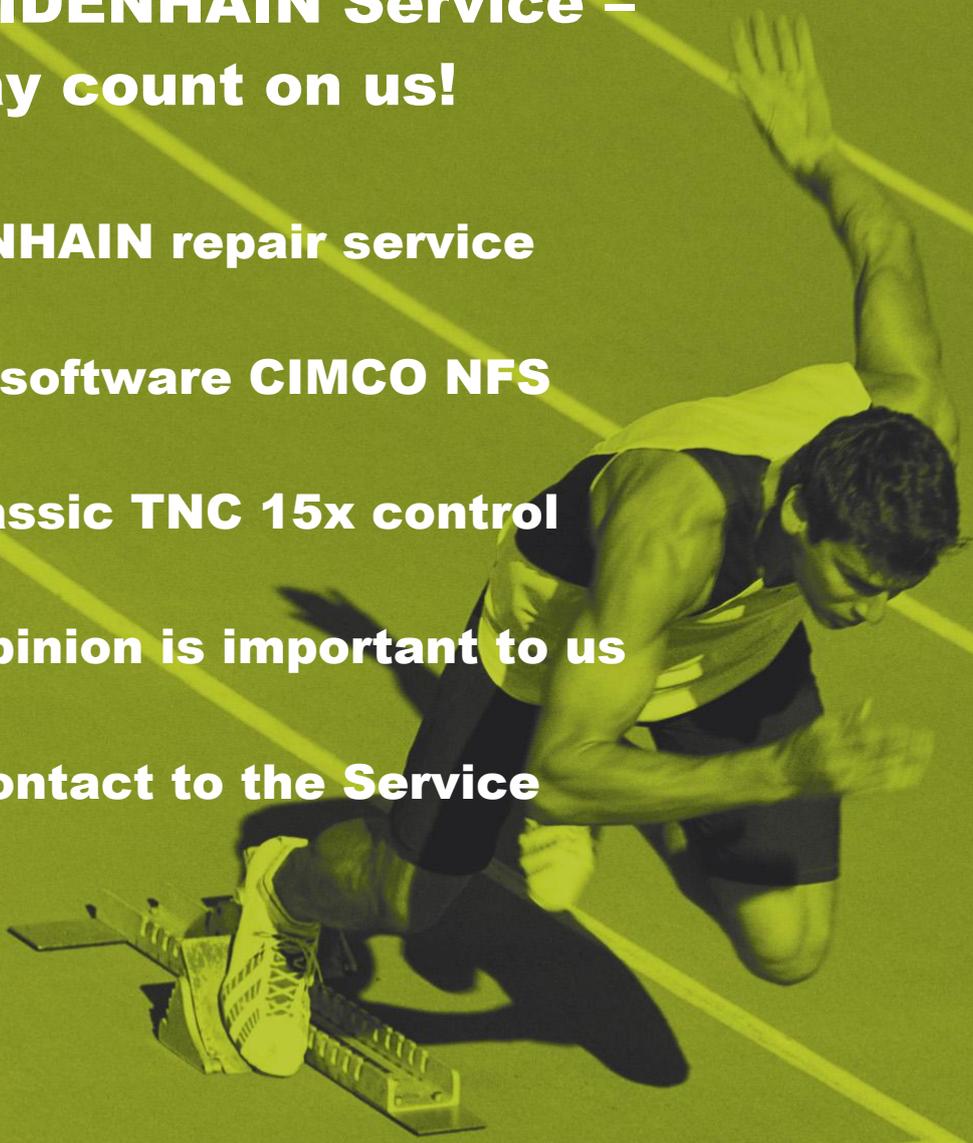
**+ HEIDENHAIN repair service**

**+ Server software CIMCO NFS**

**+ The classic TNC 15x control**

**+ Your opinion is important to us**

**+ Your contact to the Service**



**[service.heidenhain.de](http://service.heidenhain.de)**

**Link to the HEIDENHAIN Service**

# HEIDENHAIN repair service

## Place your bets on quality and reliability

Even after the sale, it is important for us to offer assistance as a competent and reliable partner with an extensive and solution-oriented range of services.

In addition to a free helpline with competent contact partners, a rapid availability of original spare parts and units and our unbureaucratic service exchange, we offer a repair concept ideally suited for your requirements.

### World-wide repair service

HEIDENHAIN is represented in over 50 countries—mainly through its own subsidiaries. Together they form a competent, high-performance service network.

Service engineers with extensive product knowledge repair your defective units professionally with original spare parts and thus increase the availability of your machinery.

### Our scope of services for you

- + **Functional test**
  - Visual inspection
  - Functional test
  - Failure analysis
- + **Functional or premium repair**

Choose between functional and premium repair
- + **Calculation of your repair costs**
  - Information on the maximum repair price
  - Information on the actual repair price
- + **Repair**
  - Testing of functions
  - Failure analysis
  - Device cleaned
  - Updates and changes
  - Corrective action
  - Final functional test
  - 12-month guarantee of function
- + **Inspection/repair report**
  - Preparation on a inspection/repair report on customer's request

### Take advantage of our guarantee of function

When the HEIDENHAIN service repairs a unit, our plain and customer-oriented terms of warranty apply.

After the repair you enjoy a guarantee of function for **12 months** not just on the repaired part, but on the entire unit.

This gives you a one-hundred-percent reliability for the future of your investment.



### Return address for your defective units:

DR. JOHANNES HEIDENHAIN GmbH  
Abt. Service  
Fritjof-Nansen-Straße 17  
83301 Traunreut, Germany

Your contact partners in the HEIDENHAIN Service Dept. will be glad to respond to any questions regarding our repair service.

### **Order processing**

☎ +49 8669 31 3121

# HEIDENHAIN repair service

## Place your bets on quality and reliability

### Function or premium? The choice is yours!

For some time now, HEIDENHAIN has offered the possibility to choose between the two service options **functional repair and premium repair**.

- + The functional repair restores the complete and fault-free function of the product. Traces of usage and wear that detract from appearance but do not reduce functionality are left as is.
- + A premium repair includes the benefits of a functional repair. Additionally, it removes all traces of usage and wear that do not reduce functionality but do detract from the product's appearance.



After premium repair



After functional repair

The **functional repair option is of interest for shop-floor operation** because it is perfectly tailored to the core requirements of such repairs: The practical and rapid restoration of production equipment at low cost in order to continue operation.

With the **premium repair** option, HEIDENHAIN mainly addresses machine tool builders and machine dealers, who frequently offer such units as exchange parts and therefore desire a condition that is as good as new.

Of course, the choice between a functional and premium repair is only advisable for products that can be seen when mounted or installed.

The repair packages and prices have already been adapted for the following product groups:

- + Control keyboard units
- + Monitors
- + Synchronous motors
- + Asynchronous motors
- + Compact controls
- + Position display units

It is planned to adapt the next product groups to the new repair concept, taking effect from 1st January 2015.

### HEIDENHAIN service exchange



In case express exchange is needed, use our HEIDENHAIN service exchange. For the duration of the repair we can immediately send you a free exchange unit in premium quality.

After return and repair of your defective unit, you will only be charged the actual repair costs.

We provide a functional guarantee of one year on the supplied exchange unit.

# Server software CIMCO NFS

## Connecting older TNC controls to current Windows networks

TNC controls from HEIDENHAIN are upward and downward compatible, easy to operate, sturdy, and reliable. Along with the more modern contouring controls, many earlier TNC models, which have proven themselves over many years, continue to be in use in various companies due to their popularity among users.

In the workshop, it has become increasingly important to network the individual CNC controls for a more convenient exchange of data. The NC programs are managed centrally on a server by Production Planning. The operators at the individual machines access them directly.

To connect the TNC to the Windows network, the so-called **SMB protocol** is required. As of its 2008 version, the Microsoft Windows Server operating system requires signed access via "SMB signing" for incoming network connections.

"SMB signing" is supported by older TNCs with the HEIDENHAIN operating system HEROS 5, but not by HEROS 4.

The table below shows the TNC controls with which it is not possible to connect to the current Windows servers by SMB signing.

TNC contouring control	NC software
TNC 426 CB/PB, TNC 430	28047x-xx
iTNC 530	34042x-xx 340490-xx 340491-xx
TNC 320	340551-xx
TNC 620	34056x-xx

HEIDENHAIN offers the CIMCO NFS server software in order to make it possible to integrate the above-listed TNC contouring controls into modern Windows networks.



### What is CIMCO NFS?

CIMCO NFS is a simple and reliable software solution that makes it possible to connect older TNC contouring controls to current Windows networks, as well. With CIMCO NFS you configure an NFS connection between TNC and Windows server. Furthermore, folders for the data exchange between TNC and a central server are released.

### Your advantages when using CIMCO NFS in combination with older TNC controls:

- + Simple and stable transfer even of large NC programs
- + Greater distances are possible than with RS232 or RS422 interface connections
- + Support of standard network technology, software and hardware

More information about HEIDENHAIN TNC control networking is provided at [www.heidenhain.de](http://www.heidenhain.de):

- > Documentation and information
- > User documentation
- > HEIDENHAIN data interfaces

Your contact partners in the HEIDENHAIN Service Dept. will be glad to respond to any questions.

#### NC programming

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# The classic TNC 15x control

## Retrofitting to current HEIDENHAIN controls

### The classic TNC 15x control

For more than 30 years, HEIDENHAIN controls of the TNC 15x series have been used reliably on milling machines worldwide.

But now the technical process becomes noticeable. As required parts are not available, it is not possible any more to repair these controls or to supply exchange controls. Nowadays, the required parts cannot be produced any more. Due to the blatant developments, especially the production of electronic components has been discontinued.

HEIDENHAIN will cease to provide service for the TNC 15x by **31st December 2014**.

### Retrofit your controls!

If servicing becomes necessary, TNC 15x users can still rely on HEIDENHAIN to find a solution.

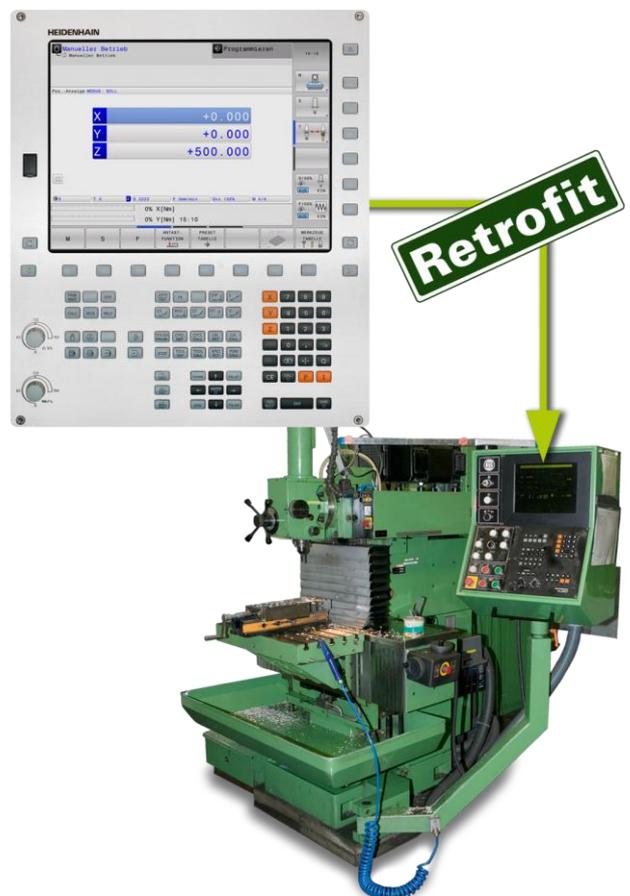
**You can change over your machines with classic controls to current controls.**

Such a modernization is highly useful especially for machines with a large traverse range and a very sturdy design.

For the realization of these retrofit projects HEIDENHAIN can recommend qualified service providers specialized in the installation of current HEIDENHAIN controls.

Depending on the machine and required scope of modernization, you can decide to which current control model you wish to retrofit.

- + If the existing power electronics is still to be used, the HEIDENHAIN TNC 320 with analog axis control is an option. Machines with a central drive can be retrofitted to the TNC 320 or, as an alternative, to the HEIDENHAIN straight-cut control TNC 128.
- + For more complex machines, HEIDENHAIN recommends a complete retrofit. The straight-cut control TNC 620 or TNC 640 is used for this modification. In this case the analog power modules are replaced. For this purpose, HEIDENHAIN offers up-to-date drive technology (motors and inverters).



# The classic TNC 15x control

## Retrofitting to current HEIDENHAIN controls

The retrofitting ensures a sustainable modernization of the machine and the production processes resulting in a more precise and efficient production.

The new HEIDENHAIN controls offer:

- + Modern hardware with faster processors
- + Larger memory for NC programs
- + Modern, faster simulation graphics
- + Simple importing of NC programs by USB stick
- + Ethernet connection to the company network
- + Simple opening of 2D drawings and clicking of contours or positions for drilling operations directly on the control by means of the DXF import option.

The upward-compatibility of the TNC controls is essential for many customers. The operator can thus continue to use the old NC programs of a TNC 15x on most of the modern controls. The consistent operating concept allows a rapid familiarization for the operator with the new control. Only the new cycles need to be learned if they are to be used.



As a special bonus during the introductory period 2015, every modernization customer returning a TNC 15x control to HEIDENHAIN will receive a

### Voucher for an NC programming training

at HEIDENHAIN, Traunreut.



Participants rapidly get to know the new control functions and options, enabling them to put these to good use for everyday production processes.

Work on the upgraded machines becomes more efficient and more productive.

You can find detailed information on our extensive training program at:  
[www.training.heidenhain.de](http://www.training.heidenhain.de)

Your contact partners in the HEIDENHAIN Service Dept. will be glad to respond to any questions.

#### Order processing

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## Your opinion is important to us

As our customer, your requests and demands are at the center of our attention. As we do our best to adapt our processes and services to your requirements, your feedback is very important for us.

**Andreas Habbel**  
AHM Maschinenbau GmbH, Balve

"We have received and integrated the new handwheel and the charging station. The FPT runs trouble-free again. We are very pleased. Many thanks for the super service."

Express shipment for machine failure:  
"Thanks a lot for your really good support!"

**Dirk Dettling**  
Siemens AG, Tübingen

**Wolfgang Krammer**  
ALZMETALL, Altenmarkt

"The contact is excellent.  
It is always possible to reach someone on the hotline. Everything's perfect!"

## Your contact to the HEIDENHAIN Service

Free of charge for our customers!  
Contact our commercial and technical specialists.

### HEIDENHAIN commercial helpline:

Repairs, spare parts,  
exchange units and complaints

German Team  
+49 (8669) 31-3121

Outside Germany  
+49 (8669) 31-3123

Complaint  
management  
+49 (8669) 31-3135

[service.order@heidenhain.de](mailto:service.order@heidenhain.de)

### HEIDENHAIN technical helpline:

NC support  
+49 (8669) 31-3101  
[service.nc-support@heidenhain.de](mailto:service.nc-support@heidenhain.de)

PLC programming TNC  
+49 8669 31 -3102  
[service.plc@heidenhain.de](mailto:service.plc@heidenhain.de)

NC programming  
+49 (8669) 31-3103  
[service.nc-pgm@heidenhain.de](mailto:service.nc-pgm@heidenhain.de)



Encoders / machine calibration  
+49 (8669) 31-3104  
[service.ms-support@heidenhain.de](mailto:service.ms-support@heidenhain.de)

Further information can be found  
on our Internet site:  
[service.heidenhain.de](http://service.heidenhain.de)

When calling us, please have the device model and HEIDENHAIN ID number at hand.