



HEIDENHAIN

SERVICE NEWS

The HEIDENHAIN Service keeps you informed!

Issue 06 – 2010

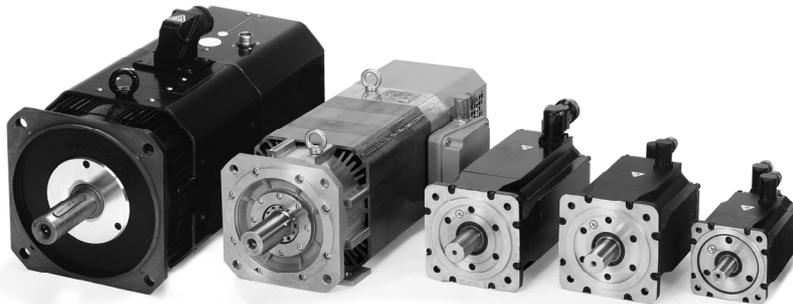
HEIDENHAIN Service – You can count on us!

- + HEIDENHAIN – Your Service Partner for Motors**
- + Successor Models
for HEIDENHAIN Motors**
- + Original Spare Parts
for HEIDENHAIN Motors**
- + Your Contact to the Service**



www.heidenhain.de

HEIDENHAIN – Your Service Partner for Motors



HEIDENHAIN Motors:

Motors from HEIDENHAIN fulfill all requirements of a numerically controlled machine tool.

Some special characteristics:

- Excellent running smoothness
- An appropriate mass moment of inertia
- A very good ratio of rated torque to stall torque
- Low torque ripple

Even if servicing becomes necessary, the HEIDENHAIN service concept for motors provides best support all over the world.

Profit from our repair and exchange services!

Motor repairs:

For each motor you send us you will receive an advance cost estimate stating the costs incurred.

Thus, you can decide, whether or not the repair of a motor is economical.

Exchange service for motors:

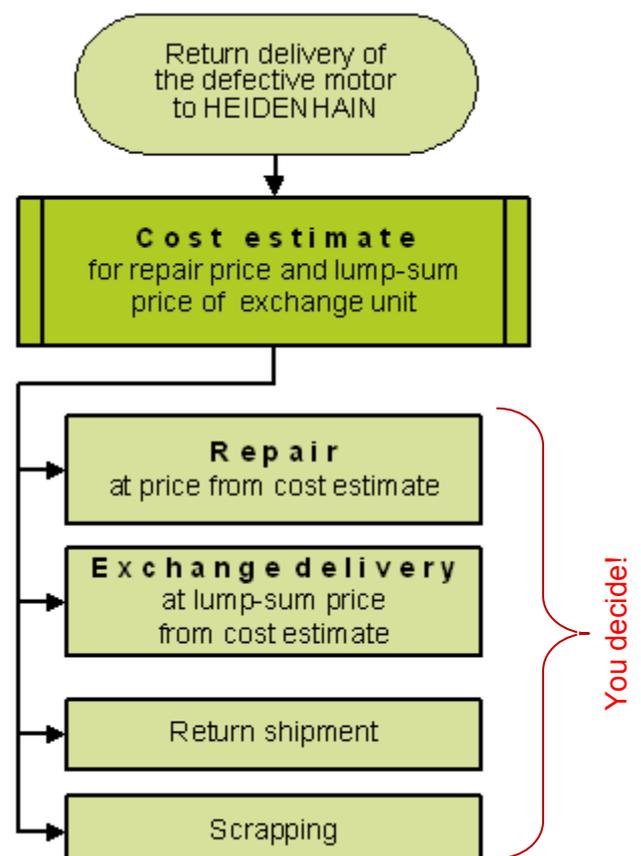
In addition to standard repairs, we offer an exchange service for most of our motor models.

If you require immediate replacement to machine operation, or if the repair takes too long, you can request an exchange motor.

The price invoiced for this exchange is lower than that of a new motor.

Regular maintenance and grease distribution runs ensure perfect functioning of our motors.

We also grant a one-year warranty on every exchange motor.



Successor Models for HEIDENHAIN Motors

We also assist you, when replacements become necessary.
The following original HEIDENHAIN motors are in our stock for you:

	Old motor	Successor	
	QAN 3M ID 316006-01 ID 316006-03 ID 316006-11 ID 316006-31 ID 316006-37 ID 316006-38	QAN 200M ID 374328-61	 <p>All replacement motors are delivered with detailed replacing instructions.</p>
	QAN 3L ID 316007-01 ID 316007-11 ID 316007-31 ID 316007-03 ID 316007-33 ID 316007-38	QAN 3L ID 316007-61 ID 316007-61 ID 316007-61 ID 316007-63 ID 316007-63 ID 316007-63	
	QAN 3U ID 316008-31 ID 316008-33 ID 316008-01 ID 316008-37 ID 316008-03 ID 316008-38 ID 316008-53	QAN 200U ID 374330-61 ID 374330-63 ID 374330-67 ID 374330-67 ID 374330-68 ID 374330-68 ID 374330-73	

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:

**Free of charge for our customers!
You call our technical experts directly.**

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

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

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

Measuring Systems/Machine Calibration
+49 (8669) 31-3104

service.ms-support@heidenhain.de

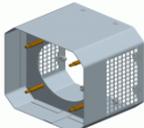
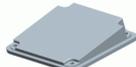
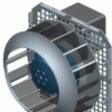
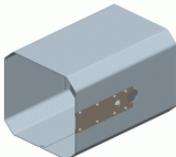
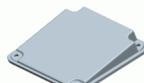
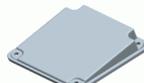
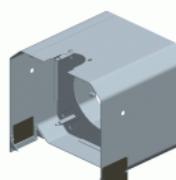
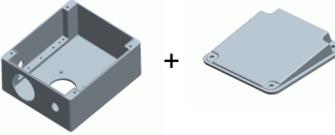
Lathe Controls
+49 (8669) 31-3105

service.lathe-support@heidenhain.de

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

Original Spare Parts for HEIDENHAIN Motors

In addition to complete replacement units and to our loan/exchange service, we also offer the following original HEIDENHAIN spare parts:

Motor	Fan	Housing	Cover for terminal box
QAN 200x	 ID 748995-05	 ID 748980-05	 ID 687525-02
QAN 200xH	 ID 748995-01	 ID 748980-01	 ID 687525-02
QAN 260x	 ID 748995-04	 ID 748980-04	 ID 687525-04
QAN 260xH	 ID 748995-03	 ID 748980-03	 ID 687525-04
QAN 320x	 ID 748995-21	 ID 748980-21	 ID 687526-05 Complete terminal box

Do you have any further questions?

We would be glad to help you:

+49 8669 31 3131 oder

service.nc-support@heidenhain.de



SERVICE NEWS

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

Our Service News inform you twice a year about:

- Service concepts
- Loan and exchange service
- Testing equipment
- Training
- Service agreements
- Extended warranty
- Service processes at HEIDENHAIN
- HEIDENHAIN agencies worldwide
- Your contact to the HEIDENHAIN Service



Would you like to learn more about the HEIDENHAIN Service?

We are looking forward to sending you our Service News by e-mail.

Name: _____

Company: _____

Department: _____

E-mail address: _____

→ Please fill in and fax to: +49 (0)8669 32 9899

Your data will only be used for the purpose of sending the semi-annual Service News and will not be passed on to third parties.