



HEIDENHAIN

SERVICE NEWS

The HEIDENHAIN Service keeps you informed!

Edition 07/2011

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

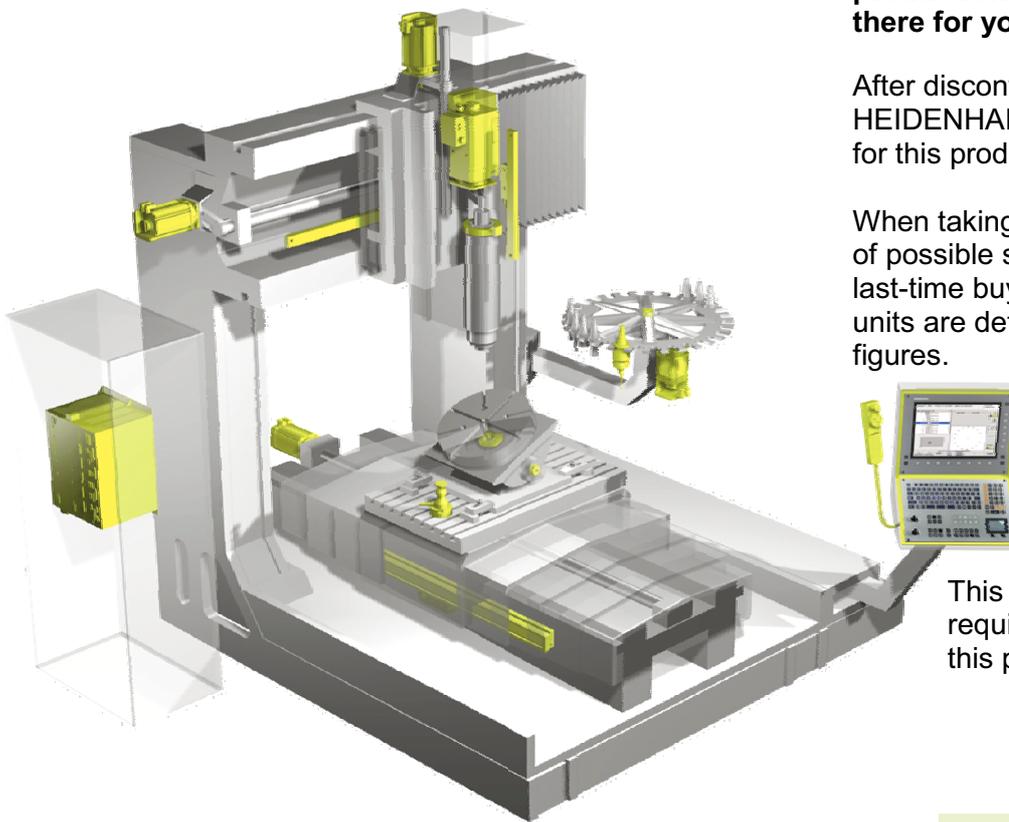
- + Service Strategy for HEIDENHAIN Products**
- + HEIDENHAIN Service Encoders
for 1XP8001 Motor Types**
- + HEIDENHAIN Service Strategy
for LC 181 / LC 182 / LC 481**
- + Your Contact to the Service**



www.heidenhain.de

Service Strategy for HEIDENHAIN Products

As our customer, your requests and demands are at the center of our attention.



Even after discontinuation of series production our service support is still there for you!

After discontinuation of a serial product, the HEIDENHAIN Service takes on responsibility for this product.

When taking over responsibility, the compatibility of possible successor models is checked and the last-time buys of replacement components and units are determined on the basis of the sales figures.

These calculations are based on an expected service period of at **least 10 years** after the discontinuation of the product.

This is to ensure that the spare parts we require for our services are in stock within this period.

Overview of your service benefits:

- Personal contact person
- Fast availability of replacement parts
- Original replacement parts
- HEIDENHAIN exchange service
- Expertly performed repairs
- 12 months guarantee of function for repaired units
- Tested quality
- Operational reliability
- Servicing at the machine

You require repair service or a replacement unit?

We will gladly provide information on our services and compatible successor models:

Domestic Team
+49 (8669) 31-3121

Foreign Team
+49 (8669) 31-3123

service.order@heidenhain.de

HEIDENHAIN Service Encoders for 1XP8001 Motor Types

HEIDENHAIN now offers rotary encoders for repairing the motor models 1XP8001-1 and 1XP8001-2.

ERN 421 and ERN 431 have the same mounting dimensions as the original encoders.

Play it safe!

Controlling systems for servo drives require measuring systems that provide feedback for the position and speed controllers. The properties of encoders have decisive influence on important motor qualities such as:

- Positioning accuracy
- Speed stability
- Bandwidth, which determines drive command-signal response and disturbance rejection capability
- Power loss
- Size
- Quietness

Original HEIDENHAIN servo drive encoders distinguish themselves by their high quality.



ERN 421 / 431

Your benefits:

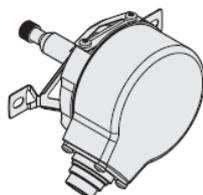
- Price
- Original HEIDENHAIN quality
- Direct deliveries from the manufacturer
- Immediate support in case of machine breakdown

HEIDENHAIN Service Encoders for 1XP8001 Motor Types

| Model | HEIDENHAIN ID numbers | HEIDENHAIN Service successor |
|-----------|--|------------------------------|
| 1XP8001-1 | ID 538725-11 ID 538725-19 ID 538725-21 | ERN 431 ID 538725-02 |
| 1XP8001-2 | ID 538724-03 ID 538724-04 | ERN 421 ID 538724-71 |

Items supplied with ERN 421 and ERN 431:

Rotary encoder



The optional “Binder connectors” are required in the event that the connecting cable is destroyed; they have to be ordered separately.

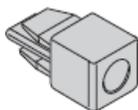
Pin layout



Binder connector,
straight
ID 292275-02



Expanding nuts
4 x



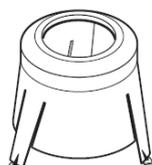
Binder connector,
right-angle
ID 298541-01



Tapping screws
2 x



Protective cap
for encoder
housing



Do you have any further questions?

We will be glad to help you:

+49 8669 31 3104 or

service.ms-support@heidenhain.de

HEIDENHAIN Service Strategy for LC 181 / LC 182 / LC 481

LC 182 and LC 481 linear encoders

With effect from Dec 31, 2010, the linear encoders LC 481 and LC 182 were removed from the spare parts sales program. However, they can still be repaired.

The compatible successors LC 483 and LC 183 are available from the HEIDENHAIN Service.

The 100 nm measuring step ensures electrical compatibility with the predecessor models.

In the event of a machine breakdown we provide immediate help!

LC 181 linear encoder

The LC 181 linear encoder is still available for service purposes and can be repaired.



Your benefits:

You save time, money and energy!

- **No electrical adaptations are required in the control.**
- **The trailing cable can still be used with a cable adapter.**
- **Successor models are mechanically compatible.**

Do you have any further questions?

We will be glad to help you:

+49 8669 31 3104 or

service.ms-support@heidenhain.de

HEIDENHAIN Service Strategy for LC 181 / LC 182 / LC 481

Successors of the linear encoders LC 181, LC 182 and LC 481:

| Encoder | HEIDENHAIN Service successor |
|---------|---|
| LC 181 | Can still be ordered from and repaired by the HEIDENHAIN Service |
| LC 182 | LC 183 ID 557660-XX |
| LC 481 | LC 483 with head mounting blocks ID 557653-XX LC 483 with mounting spar ID 557654-XX |

Cable adapter

The existing trailing cables can still be used with these cable adapters:

LC 193: ID 607720-N2
LC 493: ID 617765-N2



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

Technical HEIDENHAIN Helpline:

Free of charge for our customers!
Contact our technical specialists:

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

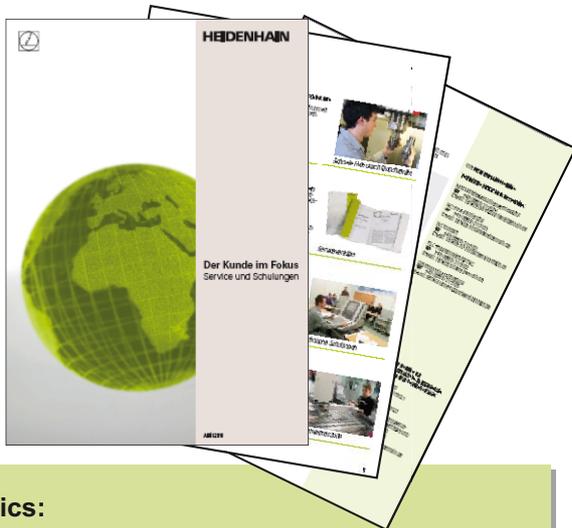
For further information refer to
our website:
www.heidenhain.de



Focus on the Customer

You want to learn more about the HEIDENHAIN Service?

HEIDENHAIN Service Brochure “Focus on the Customer“



Topics:

- Our Services
- Your Contact to the HEIDENHAIN Service
- Service Contracts
- Warranty Extensions
- Machine Calibration
- Training Courses

“HEIDENHAIN Service News” Semi-Annual Newsletter



Topics:

- News
- Service Successors
- Service Strategies
- Inspection Equipment
- Service Procedures at HEIDENHAIN
- Your Contact to the HEIDENHAIN Service

→ Fill in and return by fax to: +49 (0) 8669 32 9899

- Service Brochure by mail
 Service News semi-annually by e-mail

Your customer no. _____

Name: _____

Company: _____

Address: _____

E-mail address: _____

This data will only be used for the internal purpose of mailing the semi-annual Service Information and will not be made available to any third party.