The HEIDENHAIN Service – You may count on us!

+ **Control diagnosis tools**
    + **Network communication**
    + **TeleService v2.x**
    + **TNCremo v2.8**
    + **TNCremoPlus**

+ **Warranty and guarantee**

+ **Service contracts**

+ **ID numbers at HEIDENHAIN**

+ **Your contact to the Service**

www.heidenhain.de

Control diagnosis tools
Network communication / telemaintenance with TeleService

Network communication

For an improved communication in the control networks new software versions were introduced for the iTNC530 and TNC640 controls.

With these software updates
- the user interface for the network settings and
- the connection to a PC or server
was simplified considerably.

What will be the advantages of these updates?

- The user-friendliness is increased.

- The network settings are made
  in an optimum user interface.

- A mount assistant will guide you through the steps necessary for a connection to a PC or server.
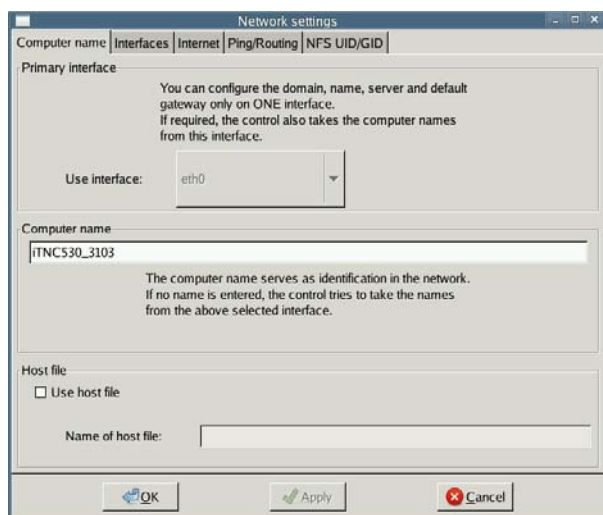
Revised mask - Network Settings

Do you need a detailed description of the network settings?

Refer to the appropriate User's Manual as PDF document on our homepage.
The download is free of charge.

www.heidenhain.de
→ Documentation / Information
→ Documentation
→ Manuals

Telemaintenance with TeleService v2.x

With the TeleService v2.xsoftware you can establish a connection to a HEIDENHAIN control from any place and carry out remote diagnosis and/or remote maintenance.

If service becomes necessary, the service provider (e.g. the machine tool builder) establishes a direct connection to a PC in the local control network of the end user. Thus several settings can be made immediately and without expensive on-site service.

User interface TeleService

Following control types are supported by TeleService 2.x:

TNC 426M TNC 430M	As of hardware ID xxxxxx-3x
TNC 426 CB/PB TNC 430 CA/PA	As of hardware ID xxxxxx-4x
TNC 426 TNC 430	Equipped with an Ethernet card
TNC 426 TNC 430	With NC software 280476-xx
iTNC 530	As of NC software 340420-06 / 340422-01 / 340480-02 / 34049x-xx
TNC 320	As of NC software 340551-03
MillPlusIT V600	As of NC software 538954-03
GrindPlusIT	As of NC software 510060-05
TNC 620	
ManualPlus 620	

Control diagnosis tools
TNCremo v2.8 / TNCremoPlus

TNCremo

To be able to read out data from you control, HEIDENHAIN offers the diagnosis tool TNCremo as a free download.

What functions does the new version TNCremo v2.8 offer?

The new version 2.8 offers a revised user interface as well as small, very useful functions.

In addition to the normal data transfer in both directions via network or RS232, you can e.g.

- create a backup of the NC programs,
- read out the log or
- store a screenshot.

TNCremo - Main window

For connections to older TNC controls, such as the TNC155, the **TNCserver** has been integrated.
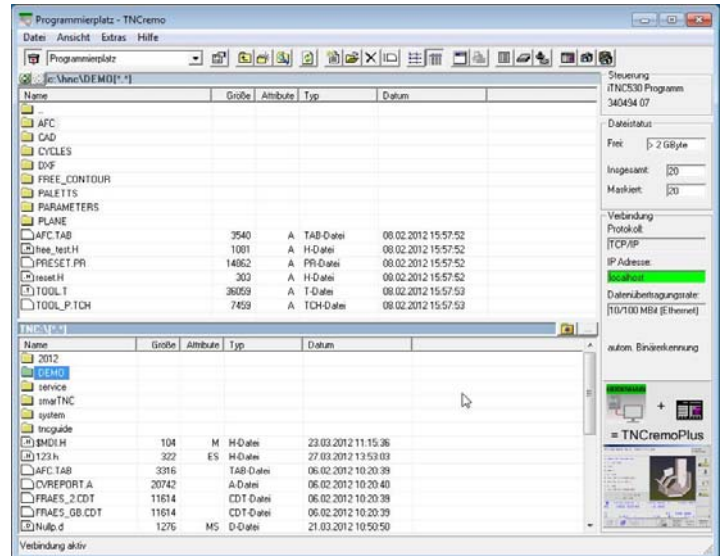
TNCremoPlus

With the TNCremoPlus, which is available for a fee, you can view your control's screen from you desk in real time

Where can you find further information?

The revised **Service Manual "Data interfaces"** is now available on our homepage.

You can download the TNCremo v2.8 from our homepage free of charge:

www.heidenhain.de
→ Documentation and information
→ Documentation
→ Software
→ Software Download
→ PC software
→ TNCremo
→ TNCremo v2.8

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www.heidenhain.de
→ Documentation and information
→ Documentation
→ Software
→ Software downloads
→ NC service Handbooks
→ SHB (= service manual) data interfaces
   for HEIDENHAIN controls

Warranty and guarantee
Directives and time periods at HEIDENHAIN

What does warranty and guarantee mean in general?

Warranty specifies statutory rights which the buyer of a contract enjoys if the contractual performance was fulfilled by the supplier only inadequately (e.g., rectification or new delivery).

A right to **guarantee** does only exist if agreed by contract. The rights resulting from a guarantee are defined by the contractual partners and does not have to correspond to the warranty rights. For individual guarantee agreements refer to the General Terms and Conditions.

What warranty and guarantee periods apply at HEIDENHAIN?

The legal warranty period valid for all new products is 12 months.

In addition to the legal period, HEIDENHAIN offers "guarantee of function" for another 12 months on new series products (according to our General Terms and Conditions).

The total guarantee period for
new series products is **24 months.**

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

Exchange / replacement parts or units?
The **12-month guarantee** of function is also valid for exchange units and spare parts.

Overview of warranty / guarantee periods:

New units / series units	24 months
Repaired customer units	12 months
Replacement units	12 months
Exchange units (new/as good as new)	12 months
Spare parts	12 months

Please note:
The guarantee and warranty period always starts **from the date of invoice.**

Do you want to find out if your device is still under warranty or guarantee?

Just contact our colleagues on the helpline or at one of our world-wide service partners!

When calling, please keep the serial number of your device ready.

**The HEIDENHAIN helpline for
Repairs, spare parts, exchange units**

Domestic Team
+49 (8669) 31-3121

Foreign team
+49 (8669) 31-3123

Service contracts at HEIDENHAIN
Warranty extension/personnel deployment/local stocking of material

HEIDENHAIN offers **three different types of service contracts** for HEIDENHAIN products. Machine manufacturers, dealers and users can use this service.

- Extension of the voluntarily granted guarantee

Here you have the possibility to extend the granted guarantee for HEIDENHAIN components in a machine tool by 12 or 24 months.

The components have thus a
guarantee period of 36 or 48 months.

Service commitments on the part of HEIDENHAIN:
In case the components defined by you malfunction, HEIDENHAIN will choose whether to

- deliver a functional replacement part or
- repair the affected JH component.

Please note:
This obligation does not apply if the malfunction is caused by an expendable part or by the customer.

Data required for conclusion of a contract:
Machine number
Data of the components (ID number, serial number)
Desired duration of contract (12 or 24 months)

- Local stocking of materials

After entering into this contract, the HEIDENHAIN components you have defined are stored in a separate, local stock. This feature allows a rapid supply when servicing.

Service commitments on the part of HEIDENHAIN:
Availability of HEIDENHAIN components

Data required for conclusion of a contract:
Data of the components (ID number, serial number)
Desired duration of contract

A contract duration of 1, 2 or 3 years can be chosen.

- Personnel deployment to a machine

Based on this service contract, HEIDENHAIN will render the repair of malfunctions of HEIDENHAIN components installed on the machine tool defined by the contract partner.

Service commitments on the part of HEIDENHAIN:
Exchange of defective components

Please note:
Components are not repaired at the machine on-site.

Data required for conclusion of a contract:
Data of the components (ID number, serial number)

This contract shall run for one year from the date that all contract parties have signed the contract.

Do you want to know about our three service contract packages?

Please contact our free HEIDENHAIN Helpline:

Coordination
+49 (8669) 31-3135

Here you can learn more about the details and the costs of our service contracts.

Identification numbers at HEIDENHAIN
Model designation / ID number / serial number

Every HEIDEHNHAIN product features an ID label.

On this label you can find data identifying the unit.

Example:

Please note:
Model designation, ID number and serial number are also indicated on the packaging label.

Which ID numbers are important?

Model designation
The model designation is the name of the device.

ID number
The ID number (also referred to as part number) is an identifying number consisting of the basic ID number (6 or 7 digits) and the variant (2 digits after the hyphen). If you intend to order a replacement unit from HEIDENHAIN, the ID number is absolutely necessary, as it allows for an exact statement on the product's specifications. The ID number may be abbreviated ID or Id.No.

Serial number
Every device has its own serial number. The serial number is a consecutive number for unique identification of products with the same ID number. It serves to ensure traceability of a product after it has reached the market. For example, from the serial number you can see the date of invoice from which the warranty and guarantee periods can be derived.
The term serial number is mostly abbreviated to SN or S/N.

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:

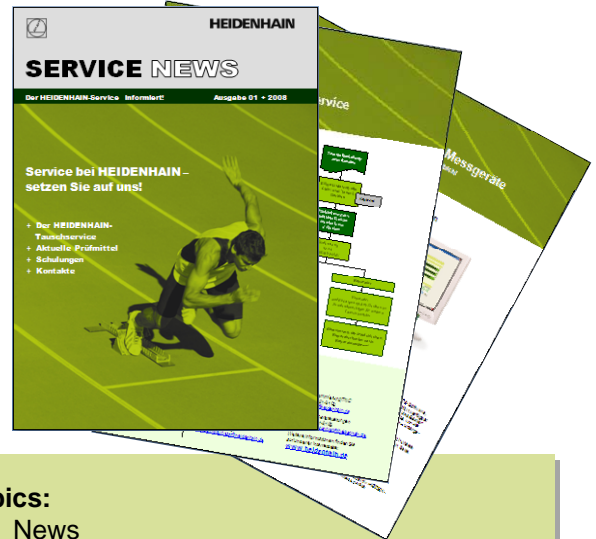**When calling us, please have the device model and HEIDENHAIN ID number at hand.**

HEIDENHAIN

Focus on the Customer

Do you want to know more about our HEIDENHAIN service?

HEIDENHAIN service Brochure
"Focus on the Customer"

HEIDENHAIN Service News
Semi-annual newsletter

Topics:
- Our services
- Your contact to the HEIDENHAIN service
- Service contracts
- Warranty extensions
- Machine calibration
- Training courses

Topics:
- News
- Service successors
- Service strategies
- Inspection equipment
- Service procedures at HEIDENHAIN
- Your contact to the HEIDENHAIN service

→ **Just tick off, fill in and return by fax: +49 (0) 8669 32 9899**

☐ **Service Brochure by mail**
☐ **Service News by e-mail, semi-annually**

Your customer number_____

Name: _____

Company: _____

Address: _____

E-mail address: _____

We assure you that the stated information will be used exclusively for the internal handling of the dispatch of the semi-annual service information and will not be passed on to third parties.