



**HEIDENHAIN**

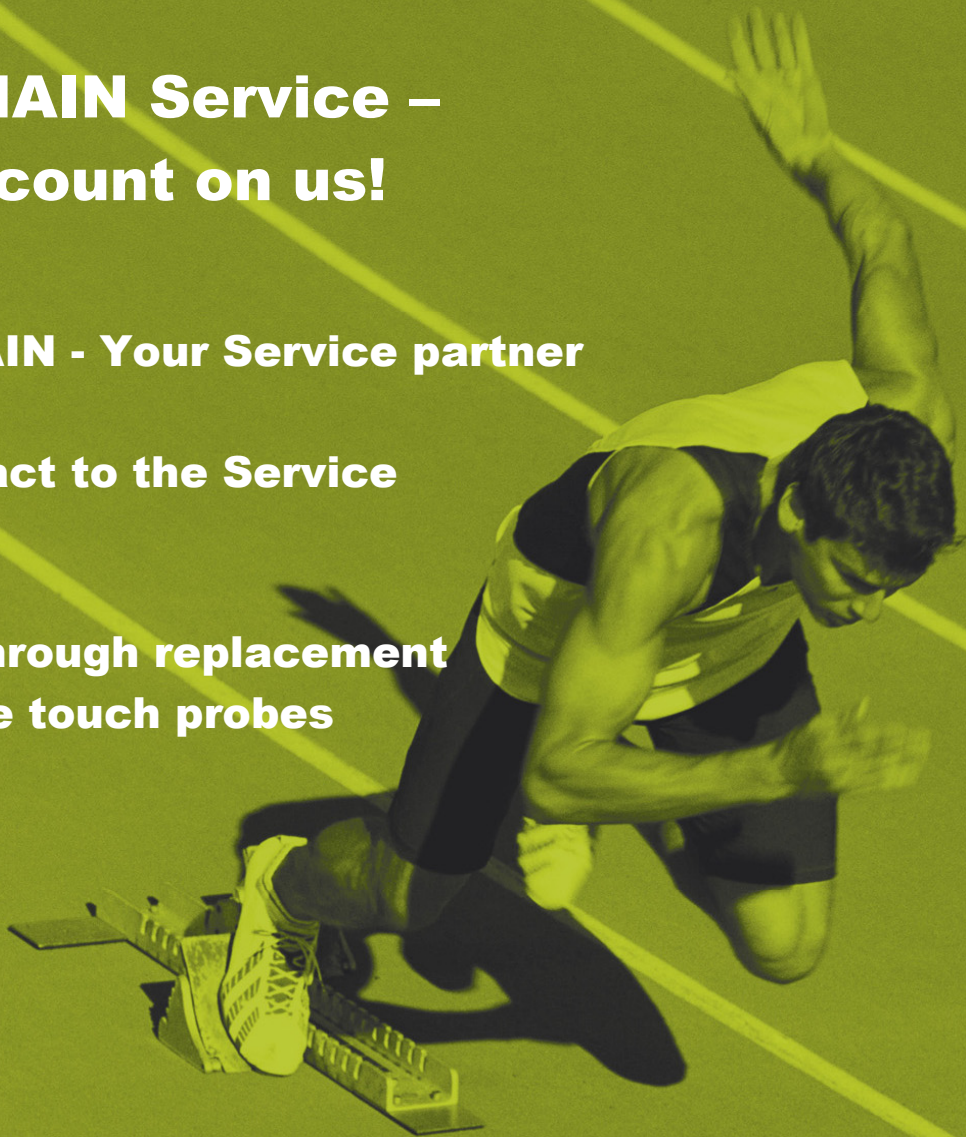
# **SERVICE NEWS**

**The HEIDENHAIN Service keeps you informed!**

**Issue 05 – 2010**

**HEIDENHAIN Service –  
You can count on us!**

- + HEIDENHAIN - Your Service partner**
- + Your contact to the Service**
- + TS 642 -  
Solution through replacement  
of obsolete touch probes**



[www.heidenhain.de](http://www.heidenhain.de)

# HEIDENHAIN - Your Service partner

**Also in the case of service,  
HEIDENHAIN is the right partner for you!**

As our customer, your requests and demands are at the center of our attention. Of course we are there for you after delivery of our products or after completion of a service.



## Overview of your service advantages:

- Fast availability of replacement units
- Original HEIDENHAIN replacement units
- Proven quality
- Interference resistance
- Compatible original parts
  
- Repairs performed by experts
- 12 months guarantee for repaired units

## Availability of service

Even outside of usual business hours we provide an expanded helpline service and a rapid provision of goods.

## Service business hours:

Monday – Friday 8:00 – 16:30

## On-call service:

Monday – Friday until 20:00

Saturday 8:00 – 18:00



## HEIDENHAIN replacement units

The central HEIDENHAIN service stock in Traunreut carries more than 20,000 replacement parts and units.

Current serial products as well as products that have been used on machines for 20 years are immediately available for replacement deliveries.

## HEIDENHAIN repairs

With up to 3000 repairs per month our service engineers are absolutely professional when it comes to the repair of your units.

The complete unit is under warranty for 12 months after repair, and not only the replaced component.

# HEIDENHAIN - Your Service partner

## HEIDENHAIN exchange procedure

Due to the flexible service procedures at HEIDENHAIN, the exchange of control components, drives and high-end measuring systems is also possible.

### Without surcharge!

We will immediately send you the required device at no charge, so that production can resume if the machine has come to a standstill. Once the defective device has been returned, we will only charge you for the repair costs incurred.



## 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](mailto: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](mailto:service.nc-support@heidenhain.de)

PLC Programming for 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)

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

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

This TNCguide information is also available on our website  
[www.heidenhain.de](http://www.heidenhain.de)

# TS 642 – Replacement for obsolete touch probes

The TS 642 can replace many HEIDENHAIN 3-D touch probes that are already in the field.

**Universal combination of successors for all TS 6xx:**

## TS 642 and SE 640



The TS 642 shares the essential electrical and mechanical properties of the TS 640. These include:

- High probe repeatability of  $2\sigma \leq 1 \mu\text{m}$
- Large infrared range of up to 7 m
- Long operating periods up to 800 h
- Use of any standard size-C batteries, rechargeable or not
- Workpiece cleaning air blower/coolant flusher

## Overview of your service advantages:

- One model replaces all TS 6xx.
- The purchase of a TS 642 is more economical.
- Original HEIDENHAIN product with highest quality.
- Lean stock-keeping - only one model must be stored as replacement.
- Transmitter/receiver units do not need to be replaced.
- All cables can continue to be used.
- The styli are compatible.
- Configuration of the transmission protocol via rotary switch.

The only difference between TS 640 and TS 642 is the type of activation:

The **TS 640** is activated via a switch-on command – the start signal R – from the SPS.

The **TS 642** features a microswitch integrated in the taper shank that assumes this task: When inserting the touch probe into the machine spindle, the TS 642 is switched on automatically. It immediately reports its readiness to the control via the known readiness signal B.

As the switch is integrated in the taper shank, the TS 642 is always delivered with mounted taper shank.

## Do you have any questions?

We would be glad to advise you at:  
+49 8669 31 3135 or  
[service.order@heidenhain.de](mailto:service.order@heidenhain.de)



# **SERVICE NEWS**

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

**Our Service News inform you two times 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 per 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.**