



HEIDENHAIN

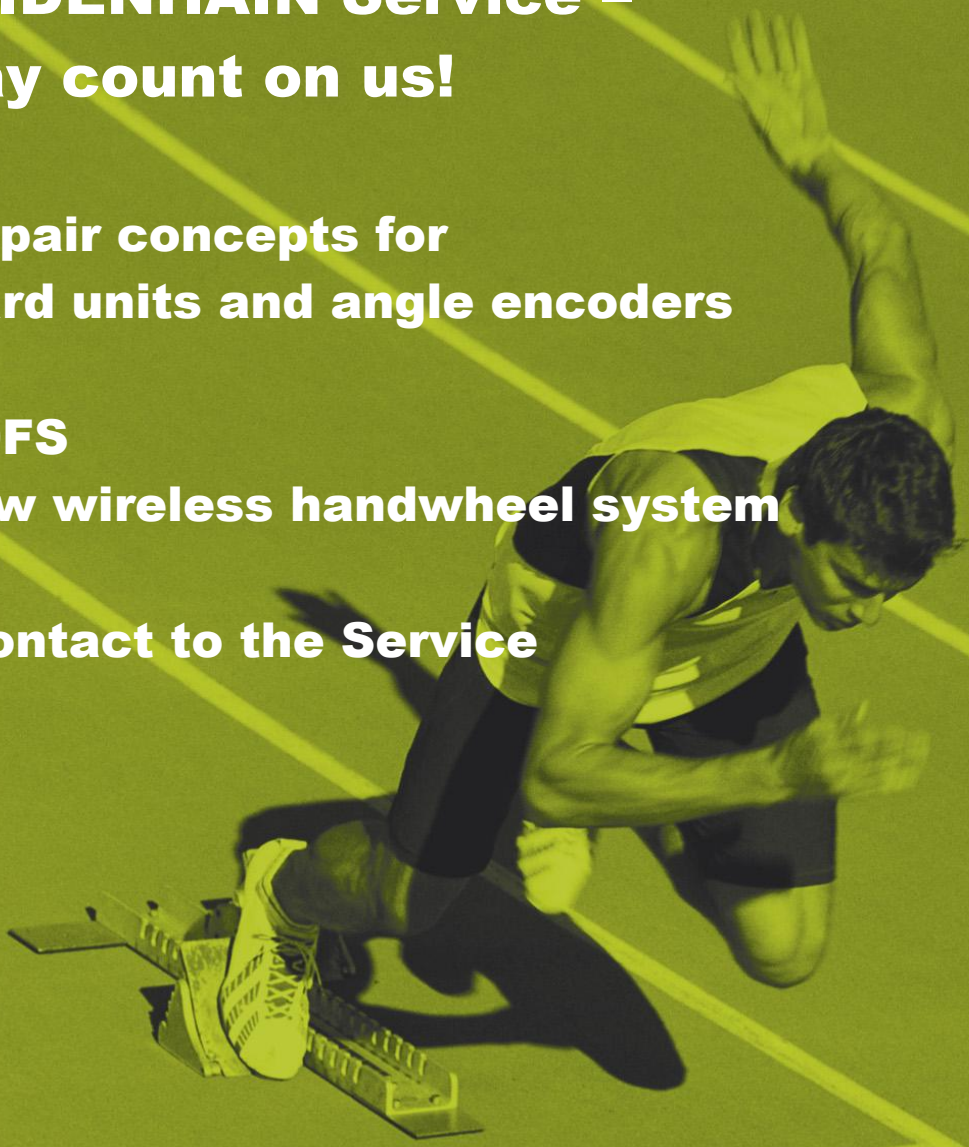
SERVICE NEWS

The HEIDENHAIN Service keeps you informed!

Edition 12 / 2013

The HEIDENHAIN Service – You may count on us!

- + New repair concepts for
keyboard units and angle encoders**
- + HR 550FS
The new wireless handwheel system**
- + Your contact to the Service**



www.heidenhain.de/de_EN

Link to the HEIDENHAIN Service

New repair concept for angle encoders

On **1st October 2013** the HEIDENHAIN repair concept for angle encoders and keyboard units was adapted.

Angle encoders (RCN, ECN, ROD, RON)

The extensive repair of high-quality encoders in particular is indispensable.

Therefore, HEIDENHAIN has extended the repair service for angle encoders. In addition to the replacement of the housing/cable assembly, it is now also possible to exchange the mechanical/electronic assembly (bearing assembly).

Comprehensive repair possibilities

New repair portfolio for angle encoders:

Repair package 1 Housing/cable assembly

Action:

- Cleaning of the device
- Inspection of the device
- *Replacement of the housing/cable assembly*
- Performing the signal adjustment
- Performing the functional test
- Preparation of a manufacturer's inspection certificate

Repair package 2 Housing/cable assembly and bearing assembly

Action:

- Cleaning of the device
- Inspection of the device
- *Replacement of the housing/cable assembly*
- *Replacement of the mechanical/electronic assembly (bearing assembly)*
- Performing the signal adjustment
- Performing the functional test
- Preparation of a manufacturer's inspection certificate

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



NEW

New repair concept for keyboard units

Keyboard units

As the keyboard unit is an optically visible element of a machine tool, different demands are placed on a repair.

- + Do you want a condition of your keyboard unit *optically as good as new* after the repair as you stockpile it in your service stock (e.g. for exchange purposes)?

or

- + Do you solely want a *restoration of the function* of your keyboard unit and not a condition optically as good as new?



You have the choice!

As of October 2013 you have the choice between a **low-cost functional repair** and a **premium repair** including the restoration of the function and an optical condition as good as new.

Repair package 1 Small parts

Action:

- Cleaning of the device
- Inspection of the device
- *Replacement of defective small parts*
- Performing the functional test

Repair package 2 Function

Action:

- Cleaning of the device
- Inspection of the device
- *Replacement of defective small parts*
- *Replacement of defective functional components*
- Performing the functional test

Repair package 3 Premium

Action:

- Cleaning of the device
- Inspection of the device
- *Replacement of defective small parts*
- *Replacement of defective functional components*
- *Replacement of the housing front panel*
- Performing the functional test

You cannot wait until your device is repaired?

Use our **HEIDENHAIN Service Exchange**. We will send you an exchange unit in premium quality immediately and free of charge.



After return and repair of your defective unit, you will only be charged the actual repair costs. For the exchange unit, we grant a one-year guarantee of function.

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

HEIDENHAIN Service

+49 8669 31 3123

service.order@heidenhain.de

HR 550FS – The wireless handwheel system

In 2011 HEIDENHAIN introduced the new HR 550FS wireless handwheel system with the HRA 551FS handwheel holder.

It has long been a standard feature in our living rooms and is now also available in the field of machine tools - the wireless remote control.

With the portable handwheels you are always close to the action, enjoy a close-up view of the setup process, and can control the infeed responsively and precisely.

Increased mobility!



The transmission range is amply dimensioned. If you should nevertheless happen to come near the edge of the transmission area, which is possible with very large machines, the HR 550FS warns you in time with a noticeable vibration alarm.

What does "functional safety" mean?

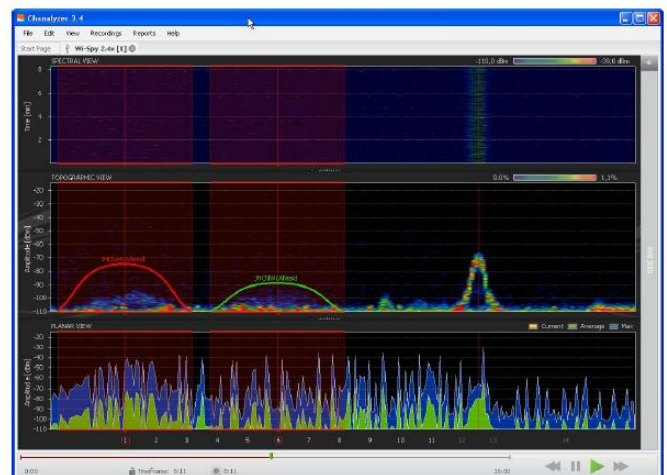
The new handwheel system has the additional specification "FS". It stands for Functional Safety, confirming that the handwheel corresponds to the valid requirements for safety. The standard safety elements include the emergency stop key as well as various permissive buttons.



Check the radio environment at the intended place of use!

Use the Wi-Spy 2.4.x spectrum analyzer to check whether the wireless handwheel system can be used in your radio environment.

With the Wi-Spy 2.4.x spectrum analyzer you can clarify whether the 2.4 GHz ISM band can be used. You can also determine a free channel and avoid local disturbances.



HR 550FS – The wireless handwheel system

Specifications:

| | HR 550FS |
|---------------------------|---|
| Description | Handwheel with wireless transmission |
| Functional safety | For applications up to category 3, PL d according to EN ISO 13849-1: 2008 |
| Display | Monochrome 6-line display (128 x 64 pixels) |
| Handwheel* | HR 550FS without mechanical detent: ID 598515-xx HR 550FS with mechanical detent: ID 606622-xx |
| Operating elements | <ul style="list-style-type: none"> • 6 keys for axis selection (symbols can be exchanged) • 6 keys with permanent NC functions • 6 keys with LEDs for free assignment via the PLC (symbols can be exchanged) • 2 override potentiometers for feed rate and spindle speed • 5 soft keys for menu-guided operation |
| Safety buttons | <ul style="list-style-type: none"> • Emergency stop button (dual-channel) • 2 permissive buttons (dual-channel) |
| Handwheel holder | HRA 551FS: ID 731928-xx <ul style="list-style-type: none"> • For docking the HR 550FS on the machine • Integrated charger for the HR 550FS • Connections to the control and the machine • Integrated transceiver unit |
| Radio transmission | According to EN 300328; EN 301489-1; EN 301489-17; FCC ID: YJKHR550FS |
| Radio link | <ul style="list-style-type: none"> • 16 channels (ISM; 2.4 GHz) • Transmission range up to 20 m (depending on environment) |
| Functions | <ul style="list-style-type: none"> • Display of the field strength • Vibrating alarm upon leaving the transmission area • Battery warning/battery charge indicator |
| Power supply | <i>HR 550FS</i> : via battery pack (included in delivery; replacement ID 623 166-xx) <i>HRA 551FS</i> : by standard connection from the control |
| Operating time | Continuous duty typically 6 h |
| Charging process | Automatic when handwheel is in the HRA docking station, duration approx. 2.5 h |
| Weight | <i>HR 550FS</i> : approx. 1 kg <i>HRA 551FS</i> : approx. 1 kg |

* Please indicate when ordering

HR 550FS – The wireless handwheel system

The wireless transmission has also been improved once more as a part of a modification of the wireless handwheel system. The sensitivity interference of the transmitter/receiver electronics was modified considerably.

Due to this revision the previous versions of the HR 550FS and HRA 551FS and the new versions cannot be exchanged with each other anymore.

Please note the "**Servicing procedure**" at right.



Combination of
HR 550FS and HRA 551FS

Procedure when servicing:

Only the hardware needs to be exchanged.

Failure of HR 550FS ID 598515-02
or HRA 551FS ID 731928-01

Replacement by the combination of:

HR 550FS ID 598515-03
HRA 551FS ID 731928-02

Failure of HR 550FS ID 606622-02
or HRA 551FS ID 731928-01

Replacement by the combination of:

HR 550FS ID 606622-03
HRA 551FS ID 731928-02

HEIDENHAIN recommends an update of the control hardware to the NC software 34049x-07 SP5 or NC software 60642x-02 SP5 due to further improvements in communication with the control.

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

HEIDENHAIN technical helpline:

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

Encoders / 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:
service.heidenhain.de

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