

HIGHEST MACHINE AVAILABILITY
WENZEL SERVICE AGREEMENTS



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HIGHEST MACHINE AVAILABILITY

WENZEL products are extremely robust and reliable. If you want more security, we recommend our WENZEL service agreements. This offers you the most requested services at fixed prices and makes it possible to plan for your maintenance and operating costs.

The WENZEL service agreements include hardware and software maintenance. You also have the option of using them in combination to profit from all the benefits of our service packages.

Whether for your measuring machine, or for your software, whether via remote maintenance or on site, together with you we define the right service package.



MAINTENANCE CONTRACTS FOR MEASURING MACHINES PREDICTABLE SERVICE COSTS

Our maintenance contracts put you on the safe side and make your operating costs predictable. By preventive maintenance you can avoid repairs and protect your machine investment. Whether for a new purchase or a retrofit, WENZEL takes over responsibility for the proper operation of your metrological solution. Together with you we define the individual maintenance services and the response time.

OUR SERVICES

- Maintenance of your measuring machines according to manufacturer specifications
- Functional check of the system components
- Cleaning and servicing
- Exchange of defined wearing parts and defective components
- Implementation of modifications for making technical improvements
- Necessary adjustments including calibration and acceptance test
- Inspection and consulting for changing critical operating conditions
- Assurance of the measuring accuracy through continuous checking in accordance with VDI/VDE 2617 respectively DIN EN ISO 10360-2
- Ensuring the needs of your test equipment and your QA system

YOUR BENEFITS

- Predictable service costs
- Reduced maintenance costs
- Discount on spare parts and accessories for the contract machine
- Free replacement of wearing parts
- WENZEL takes care of the scheduling of the agreed maintenance
- Reduced effort for planning and monitoring

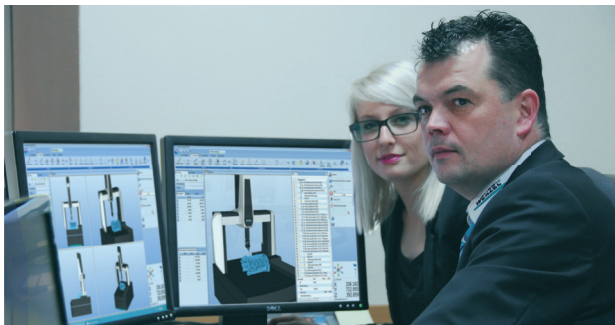
SOFTWARE MAINTENANCE CONTRACTS

ALWAYS UP-TO-DATE

You can increase the performance of your machine through regular software updates. Thus your software is always up-to-date. With our software maintenance contracts every release is immediately available and offers you convenient features and improvements so you are always on the cutting edge of technology and your measurement tasks can be solved even faster. In the long term, the costs for a software maintenance contract are significantly cheaper than buying individual updates.

OUR SERVICES

- Six-monthly Metrosoft QUARTIS updates
- Useful new features and improvements with every release
- Update of data- and device interfaces
- Adaptation to requirements by the legislature
- Checking the back-up concept
- Adaptation to new hardware and operating systems
- User support for optimization of measuring programs
- Advising on accessories, consumables and third-party products



YOUR BENEFITS

- Predictable, minimized total cost of ownership
- More features and benefits for less money
- Measuring tasks can be solved quicker
- User and software are integrated in the continuous improvement process

WENZEL COMBINED CONTRACTS

OPTIMAL BENEFIT

With the WENZEL combined contracts you benefit from the hardware maintenance contracts as well as from the software maintenance contracts so you have your machine operation completely under control. Defined packages make your maintenance and operating costs completely predictable.

With the combined contract you get a discount for hardware and software maintenance and a discount on parts and accessories for the contracted machine.



WENZEL ONLINE SERVICE (WOS)

QUICK HELP FOR YOU

Another interesting option is the WENZEL Online Service (WOS). This is an internet-based remote diagnosis and remote maintenance service. During the warranty period of your CMM, this service is free and includes the online application support and service support. WOS can also be used later. It significantly reduces the reaction time and downtime in case of failure and it saves high travel costs.



WE ARE THERE FOR YOU!

Your first contact is our After Sales Service Team. The employees are continuously trained and are well-informed about every innovation such as software updates.

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