

# CUSTOMER CARE

NEAR YOU, WHEREVER YOU ARE, WITH MORE THAN  
200 CONTACTS CONVERSANT IN 10 LANGUAGES.



 **STUDER**

## ABOUT US

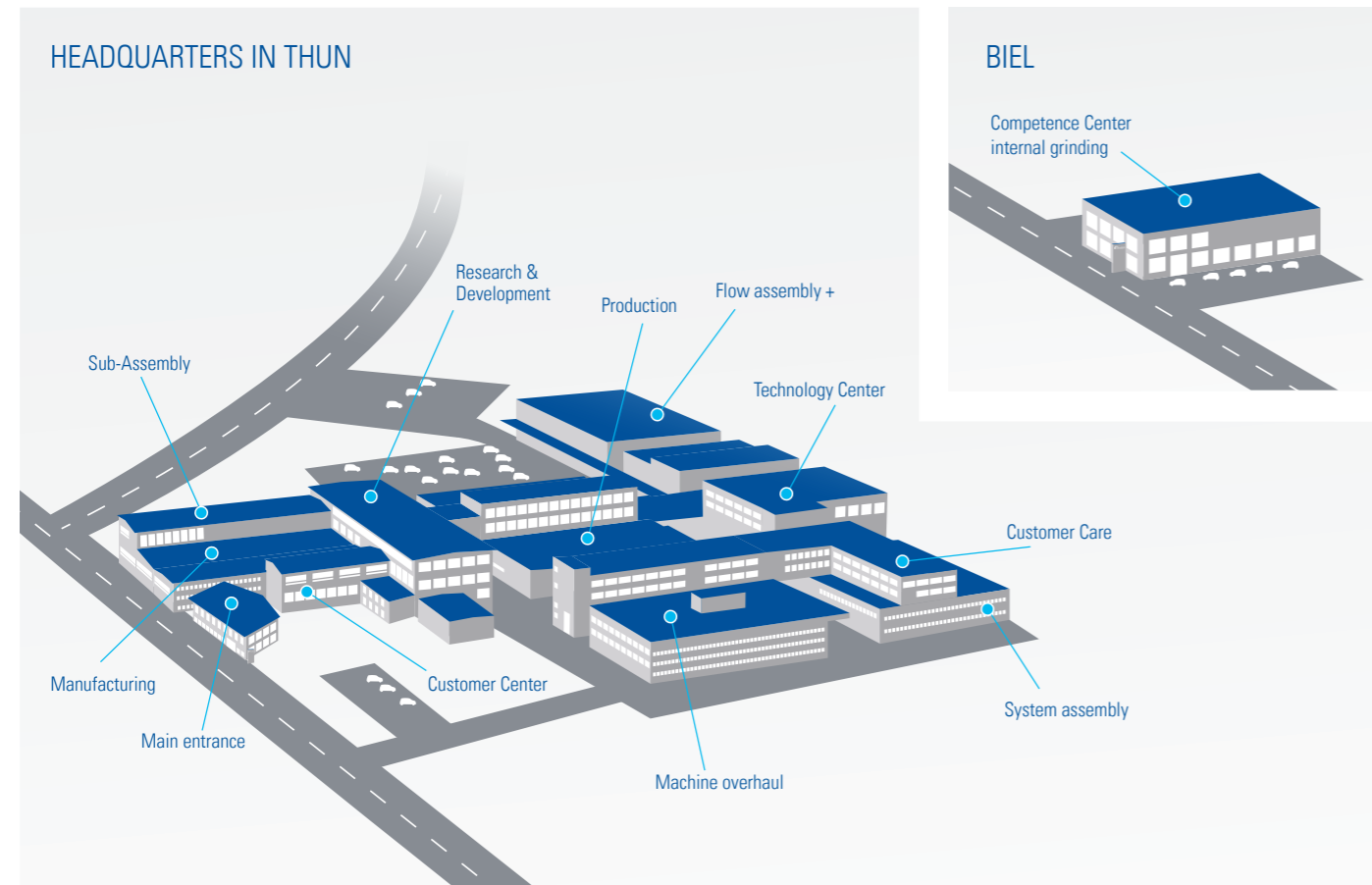


UNITED GRINDING Group is one of the world's leading manufacturers of grinding, eroding, laser, and measuring machines, as well as machine tools for additive manufacturing. With roughly 2.300 employees at more than 20 manufacturing, service, and sales locations, the group is organized in a customer-oriented and efficient way. Through its MÄGERLE, BLOHM, JUNG, STUDER, SCHAUDT, MIKROSA, WALTER, EWAG, and IRPD brands, as well as competence centers in America and Asia, UNITED GRINDING offers broad application expertise, a large product portfolio, and a full range of services for the production of high-precision components.



Fritz Studer AG, founded in 1912, produces standard machines and individual system solutions for high precision cylindrical grinding of small to medium-sized work pieces. The customers belong mostly to the Machine Tool, Tool-and-Die, Automotive, Aerospace, Pneumatic/Hydraulics, Electronics, Medical and Watch Industries. As a market and technology leader with approximately 25'000 machines delivered worldwide for universal, external, internal as well as form grinding applications, STUDER stands for quality and precision over the past decades. In addition, STUDER also provides Software and Hardware solutions as well as a wide range of pre- and after sales services.

## FRITZ STUDER AG IN THUN AND BIEL



## OUR MACHINERY RANGE

OUR PORTFOLIO CONTAINS THE RIGHT MACHINE FOR ANY GRINDING TASK

**Conventional cylindrical grinding machines:** the electrically and hydraulically controlled universal cylindrical grinding machines remain highly popular for a wide range of grinding tasks.

**Universal external cylindrical grinding machines:** universal cylindrical grinding machines for medium-sized workpieces. The modular system offers everything from a simple machine to a complex grinding system.

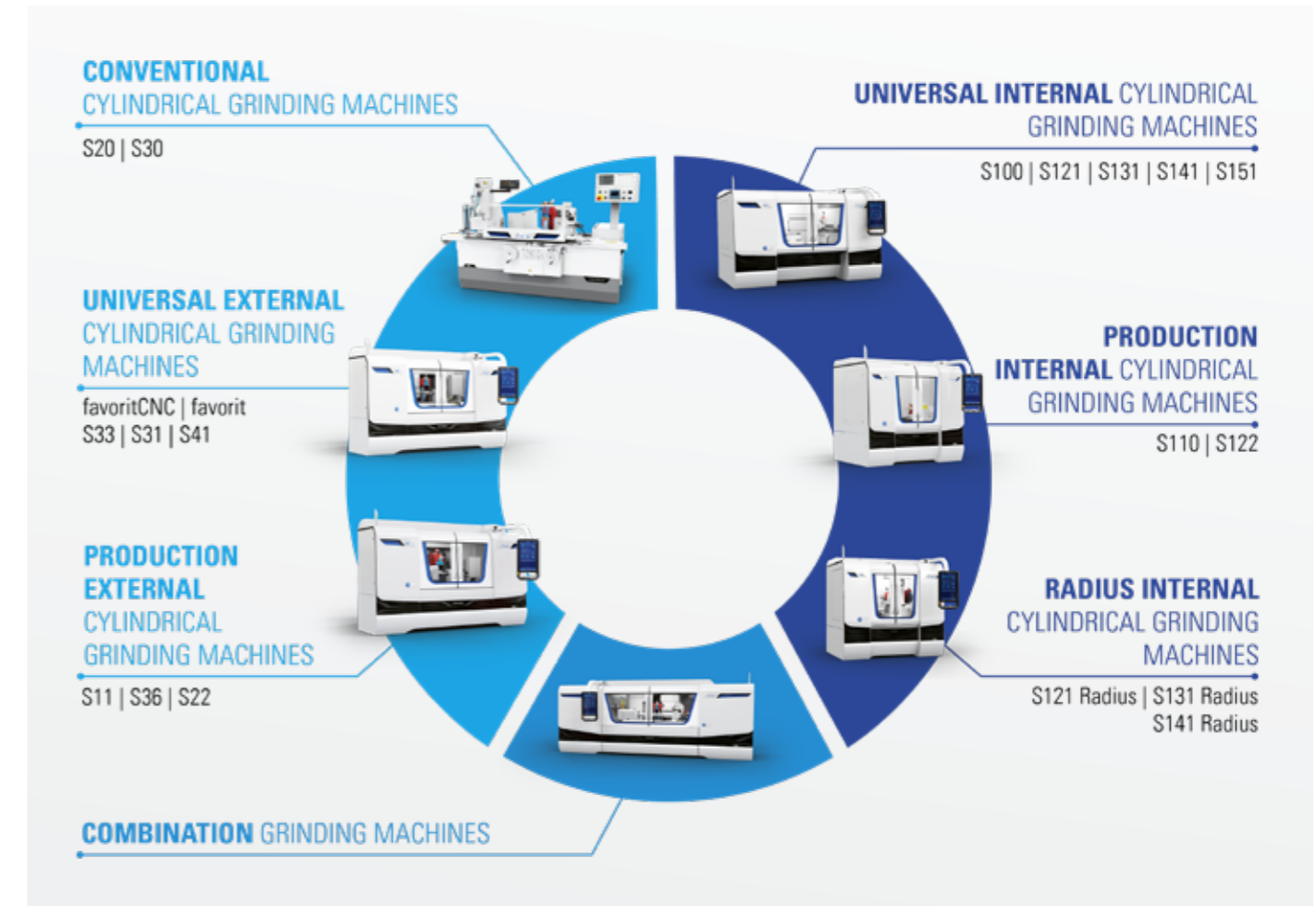
**Production external cylindrical grinding machines:** for largescale production, we supply single-purpose machines with optimized grinding cycles and maximum availability.

**Combination grinding machines:** STUDER grinding machines, can be configured as flexible hard fine machining centers. As a result, multiple tasks (such as hard turning, milling, measuring, grinding, and several others) can be completed in a single clamping.

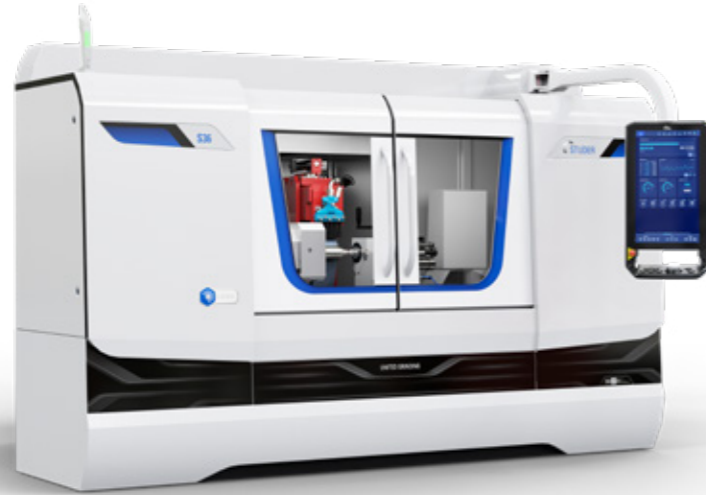
**Universal internal cylindrical grinding machines:** the correct machine for any application. For single-part or series production and small or large workpieces. Up to four spindles on the turret are a match for any task.

**Production internal cylindrical grinding machines:** We set standards in internal, face, and external grinding of chucked parts. The modular, flexible spindle arrangement enables an optimum machine configuration for everything from custom to large-scale production.

**Radius internal cylindrical grinding machines:** Machines with automatic B axis for internal, face, external, taper, and radius grinding, for extremely flexible machining of chucked parts.



## OVERVIEW OF OUR SERVICES



### AUTOMATION

Faster, more accurate, and more cost-efficient machining is only one of the advantages of automating grinding processes. We develop standard loading systems such as *easyLoad*, *ecoLoad*, *smartLoad*, *roboLoad*, *uniLoad*, and *insertLoad*.

### SOFTWARE

Produce more economically thanks to STUDER software. Our software reduces your production costs through shorter set-up, programming, and grinding times and ensures maximum machine availability.

### APPLICATIONS

We conduct more than 400 customer-specific grinding tests each year to establish all kinds of grinding applications that make our customers even more successful.

### DOCUMENTATION

Precise and systematic documentation is important to us. That is why we maintain more than 3000 documents in 21 languages, including programming instructions, user manuals, technical documentation, etc.

### SWISS PRODUCTION

Core expertise in cylindrical grinding, fine milling, surface grinding, and fine machining. All production on the unique flow assembly+.

### DIGITIZATION

With the C.O.R.E. OS, you are ready for the digital future. This uniform software architecture enables the smooth exchange of data between UNITED GRINDING machines, and with the built-in umati interface that is possible with third-party systems as well.

### CUSTOMER CARE

Support throughout the entire service life of the machine. Help lines and over 130 service technicians are available to you worldwide at your disposal.

### BLUEPLUS

Development and application of technologies and processes to save energy and costs. Energy-efficient manufacturing and production concepts.

### RESEARCH AND DEVELOPMENT

Numerous qualified technical personnel work daily on research and development of existing and new technologies. That is how STUDER developed the proven mineral casting Granitan® for the machine base.

### QUALITY

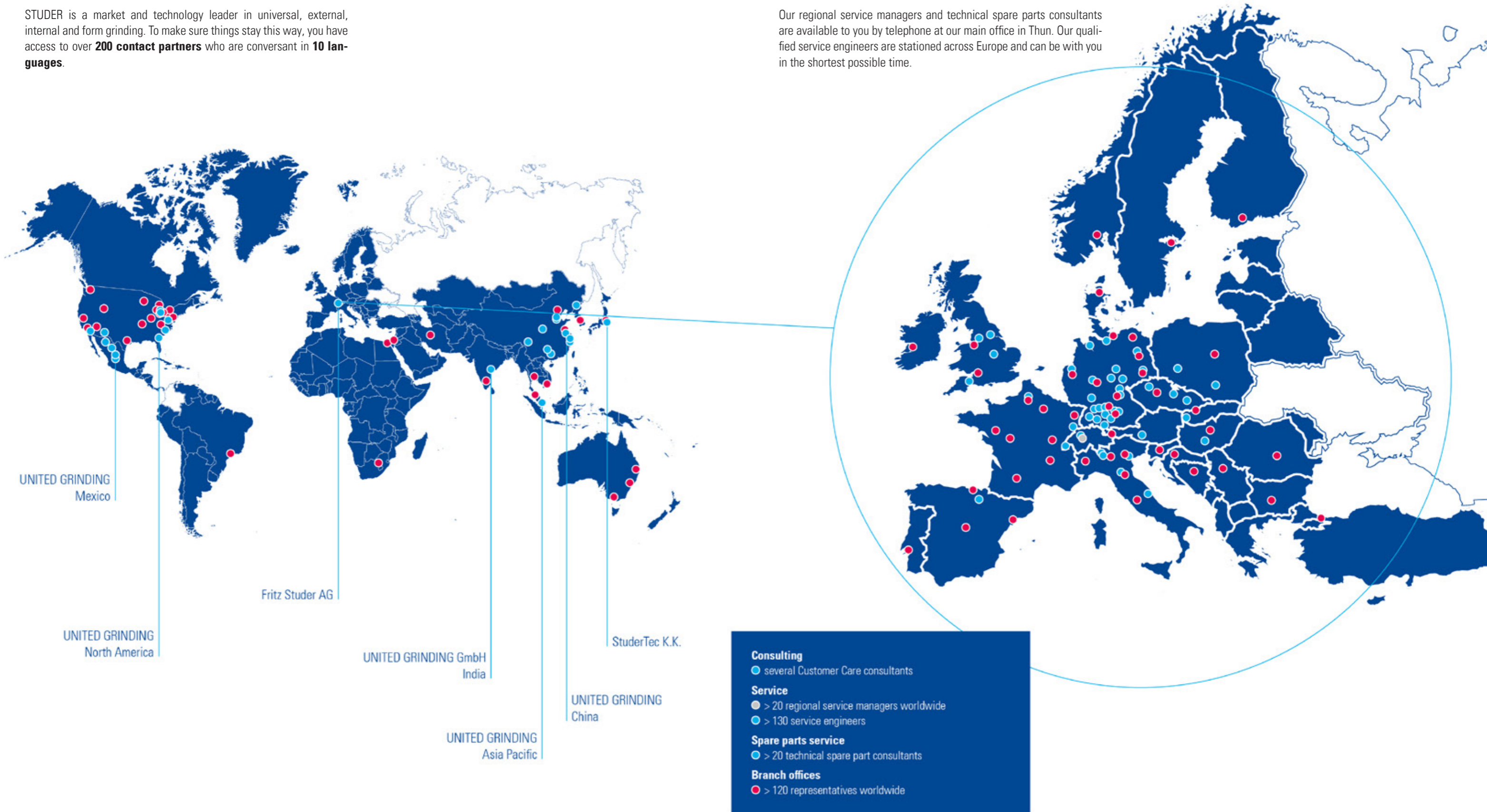
Extensive knowledge of technology and processes acquired over many decades. Certification to ISO 9001, ISO 14001, and VDA 6.4.



# CUSTOMER CARE – NEAR YOU, WHEREVER YOU ARE

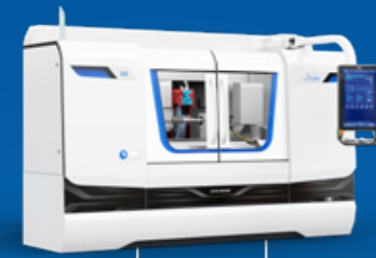
STUDER is a market and technology leader in universal, external, internal and form grinding. To make sure things stay this way, you have access to over **200 contact partners** who are conversant in **10 languages**.

Our regional service managers and technical spare parts consultants are available to you by telephone at our main office in Thun. Our qualified service engineers are stationed across Europe and can be with you in the shortest possible time.



## OUR CUSTOMER CARE PORTFOLIO

With a STUDER machine, you have a product of the highest quality. In order to ensure that your STUDER machine operates flawlessly for a long time and delivers highly accurate grinding results, we have developed our Customer Care concept. Following commissioning of the machine, a wide range of product and services are available to fulfill any and all of your needs.



SALE / NEW MACHINE

### COMMISSIONING

#### Ensure the jointly defined performance

- Ensure specifications after transport
- Function check acc. to checklist
- Acceptance with protocol

### PREVENTION

#### Prevent downtimes

- Maintenance contract
- Service Monitor
- Service Academy

## STUDER Customer Care



### EMERGENCIES

#### End downtimes

- Remote Service
- Global engineer network
- Global spare parts availability

### ADDITIONAL SERVICES

#### Counter utilization fluctuations

- Production Monitor
- Process engineering
- Upgrades/retrofits
- Automation

### OUTPUT

#### Ensure consistent output

- Overhaul
- Warranty extension

## OUR CUSTOMER CARE SERVICES

TOP MACHINE AVAILABILITY WITH CUSTOM SUPPORT

### COMMISSIONING

We commission your new machine and train your operating personnel. Experience of several hundred commissioning procedures a year ensures a smooth start of production.

#### ■ Ensure specifications after transport

If requested, we organize the ideal transportation and deal with all formalities. As an option, a shock sensor can be mounted on the machine to determine whether damage has occurred during transport prior to commissioning.

#### ■ Function check acc. to checklist

During commissioning of your machine, we check all functions according to a machine-specific checklist.

#### ■ Acceptance with protocol

The commissioning is based on a detailed acceptance protocol.

### PREVENTION

Good preventive measures help you to prevent unplanned machine failures and thus reduce operating costs over the machine's entire lifetime.

#### ■ Maintenance contract

During maintenance, any defects and potential faults are identified and wear parts are replaced. This ensures regular documentation of the current condition of the machine.

#### ■ Service Monitor

The digital Service Monitor knows when the recommended maintenance work recommended in the operating manual is due and informs you reliably and on time. The Service Monitor displays the maintenance due date of all connected machines.

#### ■ Service Academy

The Service Academy runs regular training and further education courses for our service engineers. Customers benefit from efficient, high-quality service calls.

## EMERGENCIES

Should the machine stop working, despite good prevention, we can support you in the shortest possible time thanks to our services.

### ■ Remote Service

Our digital Remote Service is an integrated solution for language-independent, quick, and system-specific support for your machine. Request STUDER expert support at a click – completely without any need for travel.

### ■ Global engineer network

Over 70 of our qualified service engineers are stationed across Europe and can be with you in the shortest possible time. Worldwide there are additionally another 110 service technicians available through our representatives too.

### ■ Global spare parts availability

At our high-bay warehouse at STUDER with 2'000 storage slots, we stock over 30'000 original spare parts. We supply over 15'000 spare parts to 52 countries every year.

## ADDITIONAL SERVICES

Respond quickly and flexibly to changing market needs, whether it be process consulting, reconfiguration or automation. We can re-configure your machine to meet any needs.

### ■ Production Monitor

The digital Production Monitor gives you immediate insights into the efficiency of your production process – at any time and from anywhere. It supports you in its role as a reliable 24/7 monitoring service.

### ■ Process engineering

With a complete custom solution for any grinding task, you automatically receive our full knowledge of grinding processes. Our software also helps you to reduce production costs.

### ■ Upgrades/retrofits

STUDER machines can always be upgraded with the latest functions, ensuring they remain the state of the art. Examples include high speed machining, in-process measurement, or rotary dressing.

### ■ Automation

Boost your machine's productivity by retrofitting loading/unloading systems that, thanks to their modular design, can be precisely matched to your machine use and machining processes.

## OUTPUT

Thanks to our services, your machine will work as reliably as on day one after many years.

### ■ Machine and assembly overhaul

After many years of intensive use of your STUDER machine, we offer the option to restore your machine or assembly to a good-as-new condition.

### ■ Warranty extension

You can extend the warranty by 12 or 24 months on favorable terms.



Find your personal contact  
on our website.

➔ [studer.com/servicecontact](https://studer.com/servicecontact)



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**ISO 9001**  
**VDA6.4**  
certified

