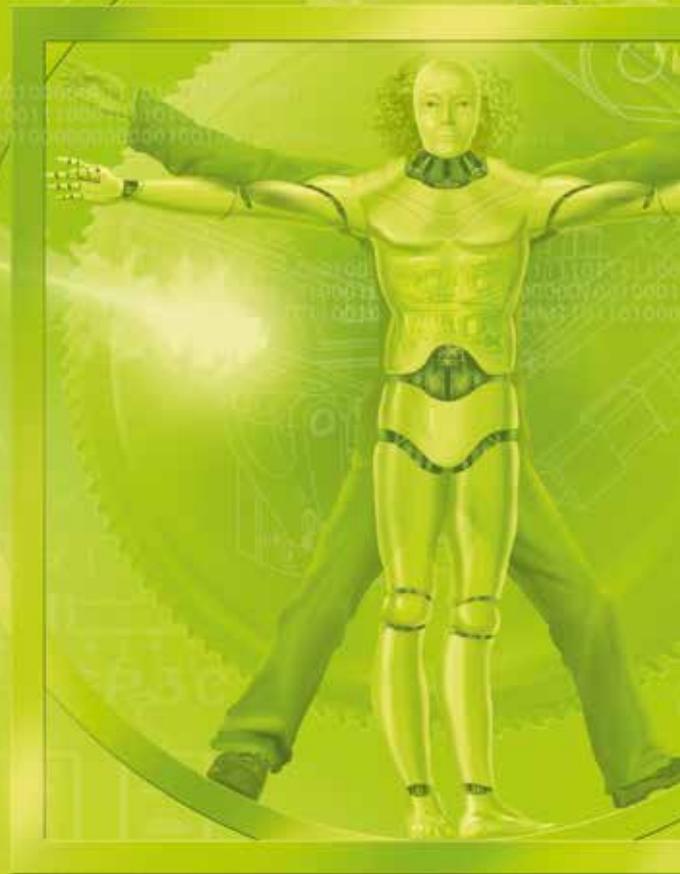


Intelligent solutions for tube cutting

CUSTOMER
SERVICE

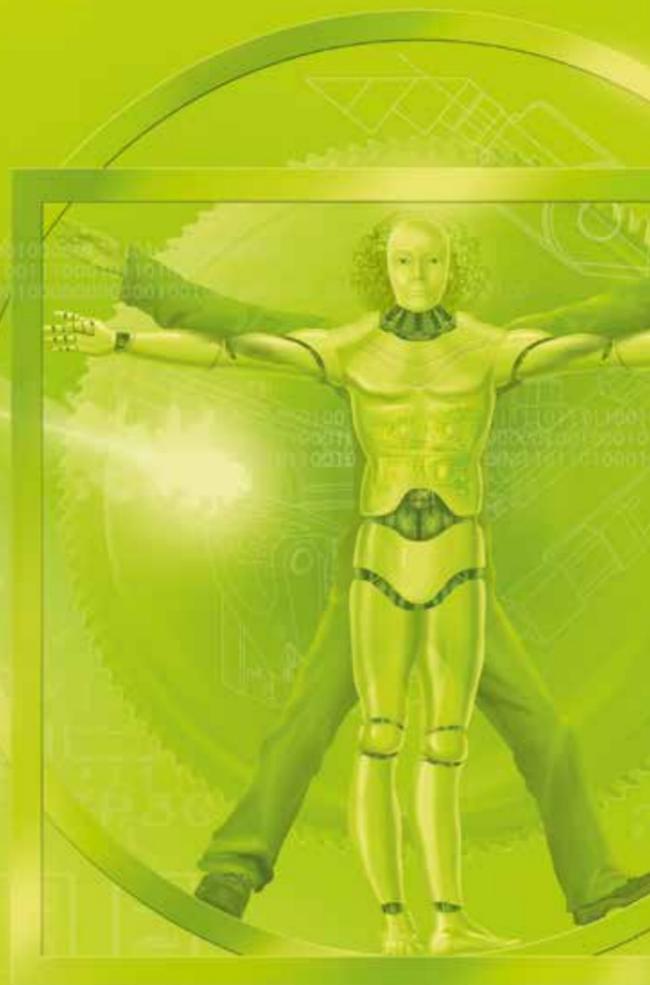


BEWO[®] 

Intelligent solutions for tube cutting

For more than 75 years, Bewo Cutting Systems B.V. has been concentrating on improving the tube cutting process. What originally started out with simple manually operated cutting machines has grown into a company that has a unique knowledge base and development centre for automatic cutting lines.

Today, Bewo stands out more than ever thanks to its innovative, customer-oriented approach to the market. We invent, develop and implement intelligent solutions for the tube cutting market, resulting in the lowest costs per cut. Our intelligent solutions create the perfect blend between man and machine. This is symbolised by our version of Leonardo da Vinci's famous drawing.



"If you need help on site, we are able to deploy our specialised service engineers, anywhere in the world at very short notice."



Dedicated service; anytime, anywhere

Any questions you may have about maintenance, service and parts will be dealt with by the Bewo customer service department, which is staffed by experienced engineers.

Each enquiry is automatically assigned a unique reference number and all related communication is tracked with it. Our customers can log-in to our online Customer Centre and view their request history, ask questions and search the knowledge base 24/7.

If you need help on site, Bewo is able to deploy specialised multilingual service engineers, anywhere in the world at very short notice. This is in collaboration with our global network of agents and distributors who have service organisations in their part of the world.

All new Bewo cutting lines are equipped with a VPN Ethernet connection, our engineers can carry out remote trouble-shooting and software updates.

The Bewo service department carries a comprehensive stock of parts for new and old machines. This enables us to get replacement components to you quickly. In addition, there are service kits available for all standard machines. In other words, whatever your requirement is, Bewo will respond promptly and provide you with the appropriate assistance.

Remote support

Solving issues remotely all over the world at very short notice. Today, remote maintenance is at a very high level. Obviously, the high level Bewo machines meet up with these modern standards.

Our service team is on standby to offer you instruction, maintenance, repairs and fault finding analysis. The helpdesk will help solve machine breakdowns, if necessary with the help of a programmer who can conduct the fault analysis remotely by modem, anywhere in the world. You will receive a response shortly after your call.

There have been major advancements in remote support. These new developments deliver low costs and shorter machine downtimes. New Bewo machines are equipped with advanced electrical parts which can be accessed online by our highly experienced software engineers. They can monitor the production and search for fault messages. Up to 80% of all issues can be solved by remote support. If the helpdesk cannot solve the problem, you can immediately schedule an appointment for a visit from a service engineer.

Older machines can in many cases be upgraded to a modern standard. This will give the option of accessing these machines remotely as well. This

will definitely add value to the machine and your production. We will be pleased to provide you with information about the options available.

Remote support packages

In order to provide you with the best possible service, Bewo has put together service agreement packages which include remote support. You can choose between the Premium, All-inclusive and Visual packages. For further information, prices and conditions, please contact the Bewo customer service department.



“Professional maintenance is the most important factor to ensure the long life usage of your production machines.”

Maintenance

Preventive maintenance

Through preventive maintenance you can significantly increase the availability and life of your machine and considerably reduce the number of unexpected breakdowns. The intervals and visiting dates for these maintenance sessions are planned in consultation with you. If desired, the visit can be extended to include a machine inspection.

Machine inspection

A machine inspection carried out by a Bewo service engineer gives a picture of the exact status of your machine. It will warn you of repairs or maintenance at an early stage and significantly increase your

machine's availability. All checks and measurements are carried out according to a previously established inspection protocol. After the session you will receive a report on the exact condition of your machine including a technical recommendation for any future action to be taken.

Training

Effective training for new employees or a refresher course for your experienced employees will significantly increase the output and reliability of your machine. Customized training is available for operators and maintenance staff. After the training your employees will be licensed and certified by Bewo.



Preventive maintenance



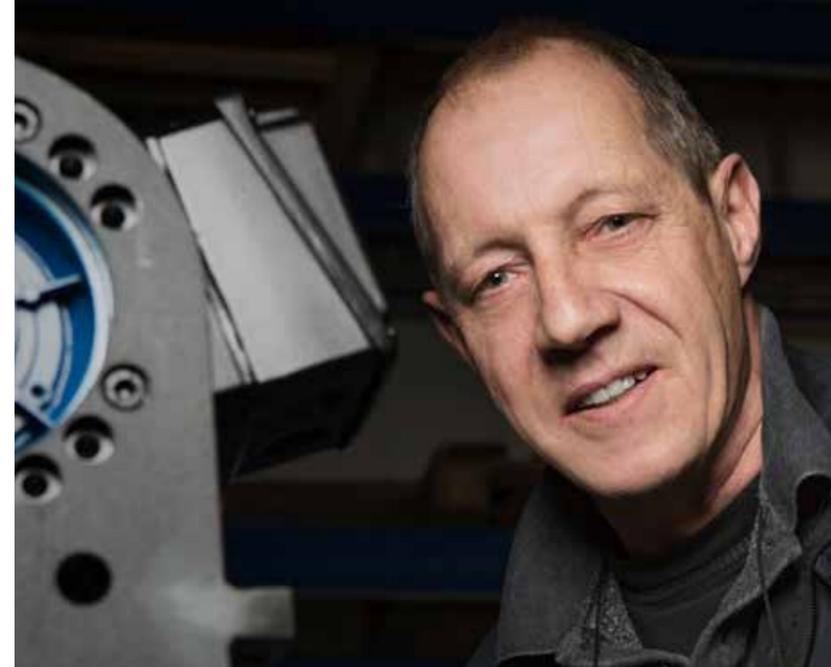
Machine inspection



Training for new employees

Service agreement

Keep control over maintenance costs with our complete All-inclusive package which includes parts and labour or save money with one of our packages with unlimited remote support.



“Upon request, we take over the complete maintenance of your machines and systems, including spare parts supply.”

Service agreement

A service agreement offers you the peace of mind of knowing that your machine will stay in good condition, which directly translates to high availability and a longer life for your machine. Optimum condition can be achieved through a good harmony between preventive maintenance, inspections and targeted training for your employees. The flexible packages are put together to meet your requirements, to ensure you achieve maximum yield from your machine and your employees.

We have created five packages for you to choose from. Even our most basic package quickly pays off, it includes a yearly machine inspection which helps prevent unexpected downtime. The best way to cover all eventualities is our All-inclusive package which includes two yearly visits for inspection and maintenance, discount on spare parts, on-site repairs without additional costs and unlimited telephone and modem support. Additionally, we offer a visual package which makes it easier for you to communicate with our technicians.

Packages

	BASIC	STANDARD	PREMIUM	ALL-INCLUSIVE	VISUAL
Yearly machine inspection	■	■	■	■	□
Yearly preventive maintenance	□	■	■	■	□
Spare parts discount	□	■	■	■	□
Unlimited telephone support *	□	□	■	■	□
Unlimited modem support *	□	□	□	■	□
On site repair service without additional costs *	□	□	□	■	□
Visual Online Support (camera) **	□	□	□	□	■

* Fair use policy, see general terms and conditions
 ** Only in combination with the all-inclusive package. Required hardware sold separately, not available for all machines



Conversion and upgrades

The high quality Bewo machines are known for their long-lasting productivity. Upgrades and modifications can give a second life to your machine. Bewo also manages relocations and output optimisations.

Machine upgrades

Various parts in your machine, particularly electrical components, are susceptible to becoming obsolete. In the case of a component failure of this kind, replacement or technical support may no longer be possible. The resulting machine downtime can have major consequences for your production. Through a risk analysis, your system will be examined for components for which support can no longer be provided.

Machine improvements

New developments are regularly offered as improvement packages for older machines. In this way you benefit from the modern techniques for your existing machine, resulting in higher output or reliability. Leaflets with the possibilities regularly appear on our website.

Product modifications

A new product or a modification to an existing product? That's no problem for Bewo. With you, we will determine which adjustments need to be made to your machine, using the product specifications.

Machine relocation

Bewo is also at your disposal for machine removals or relocations. The complex work will be carried out by experienced specialists, according to a detailed step-by-step plan.

Output

Bewo can investigate ways to increase your production output, please enquire about the possibilities.

Warranty extension

The machines provided by Bewo and their components meet the highest possible quality standards. Unfortunately this does not mean that these components will never let you down. To prevent unpleasant surprises in the future, we offer an additional warranty extension on top of your manufacturer's warranty. In consultation with the Bewo Customer Service department, we can establish whether your machine is eligible for this extension. Timely and properly conducted maintenance is the most important condition for this.



Spare parts

Whether you need parts because they have been worn by prolonged use or because there has been a breakdown, in either case you can rely on the best possible service from Bewo. We understand only too well that your machine is indispensable to your production process.

Many parts are stored in our central warehouse or at one of our local partners, other parts can usually be delivered quickly by our reliable suppliers. If an old part has been discontinued, Bewo will seek a suitable solution, to have your machine operating again as soon as possible.

Maintenance kits

Bewo offers maintenance kits for all of its machines. These contain the parts that need to be exchanged on a regular basis, like belts, oil and filters. We offer these kits for fixed prices, if needed complete with a service visit. The kit is also included in

the service level agreement, then you will be updated automatically when your machine needs maintenance.

Recommended spare parts

To ensure the technical machine availability, each new machine is delivered with a recommended spare parts list. By having critical parts in stock, the production output can continue to be preserved. This is especially true for critical parts with a long delivery time or for parts that cannot be repaired easily. We can offer spare parts lists for older machines as well, please contact us.

Each new machine is supplied with 3 dimensional e-drawings and hydraulic- pneumatic- and electrical plans. This will help you get the right parts at short notice.

Local service partners

You can rely on support from Bewo anywhere in the world. Bewo has a network of local service partners. These partners can provide technical assistance to keep your machine in top condition.

Bewo has professional service partners all over the world. These partners are supported from Holland by our own specialists. Please see our website for the actual list of partners and their contact details.



*Need help? Contact our
service coordinator directly:*

Tel.: +31 13 3040 085

 : +31 62 7836 051

E-mail: service@bewo.nl



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