

# Our Service Offerings

Služba

服务

서비스

Servis

Servizio

Service

सेवा

Servicio

Usługa

Serviço

サービス

# Partnership through service!

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With a wide range of services and individualized solutions, we support you in using TOX® products as economically and efficiently as possible...around the globe.

Our service specialists will be happy to advise you.  
Ask us!



# Commissioning

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## Commissioning

Once our production systems have been delivered and installed at the production site, we will arrive to commission your system. We will ensure that the system is operating to your satisfaction.

## Setting up components

TOX® components requiring installation or replacement on a system: We take care of the installation, commissioning and make all of the adjustments ensuring everything runs as it should.

## Production support

Upon request, we can accompany the equipment during start up. Whether immediately after commissioning or at a later date: we come to be on site and available to answer all of your questions.



# Maintenance

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## Regular maintenance

Regular inspections (machine audits) are the basis for planning maintenance and repair measures in advance.

## Safety check

In order to comply with applicable safety requirements, regular safety checks must be carried out on production machines.

## Comparative measurements

In order to ensure consistent production quality, we recommend that you regularly check components such as process monitoring and sensors.

## Remote maintenance

Based on to the motto „Remote diagnosis instead of long-distance travel“, remote maintenance offers fast support. Remote access to controllers and computers allows cost-effective and responsive remote diagnostics to be carried out. If a fault is found, it can be corrected immediately.

# Repair

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## On site repair

Large machines typically get serviced on site – in your facility. For these repairs, we will get someone scheduled to travel to your facility as soon as possible.

## Repair (Returned)

Easily dismantled components (i.e. drives or tools) can be sent to us for repair. After inspection these will be repaired if necessary and sent back to you. We also have a channel for urgent repairs.

## Spare parts

We have most common spare parts in stock to be able to quickly assist you. With a spare and wear part plan, you can carry out maintenance measures yourself.

# Optimization

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## Updates

New software, security updates and the like ensure optimal functionality of your system.

## Re-tooling and conversion

Older machines can often be used for further technologies by installing new tools. We can take care of the installation of retrofits along with the disassembly of parts or entire machines.

# Training

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Due to the rapid progress, we are happy to pass on our latest knowledge to you. Our training courses are particularly relevant for operators, maintenance staff and machine builders who install products from our company.

## User training

We train operators on new machines, as well as new personnel using existing equipment.

## Technology training

Whether clinching, insertion of functional elements or rivets – we offer training on all common procedures.

## Product training

We conduct product training courses at regular intervals, but also on request. Functionality and assembly of our products are taught and application tips are given.

Further information and our current training offers can be found at [us.tox-pressotechnik.com](https://us.tox-pressotechnik.com).

# Our Service Offerings

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- maintenance and preventive maintenance of TOX® Powerpackages, TOX® presses and all other TOX® products
- support for safe operation of pneumatic, hydraulic or electromechanically driven systems
- comparative measurements on TOX®- Process monitoring
- factory calibrations and testing of force and displacement sensors
- Safety retrofitting of TOX® systems of all kinds to the current standard
- relocations and removals of TOX® presses and TOX® systems.

## Service Information

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### **Safety check on TOX® presses - Personal safety and accident prevention**

Do you check your presses regularly? As a press manufacturer, we offer you the opportunity to carry out the tests of your TOX® presses with the specialized know-how of our service technicians to ensure safe operation. Ask us!

### **Verification of process monitoring and sensor technology on all TOX® systems**

Your certification is important to us!

If your company is certified according to DIN ISO 9001, you are required to check the process monitoring, including the associated sensors, at regular intervals. The guidelines and standards QS 9000, GMP/GAMP or ISO 10012 and 13485 and VDA 6.1 also require regular tests.

We offer to perform the testing of your TOX® press-fit monitoring and sensors with the expertise of our service technicians.

Ask us!

# Customer Service



We are ready to help! We are available for technical questions during business hours of 7:30am - 5:00pm central time:

## Service-Helpline

Tel. + 1 (630) 447 - 4647

Or send an E-Mail to:

[service@tox-us.com](mailto:service@tox-us.com)

**TOX®  PRESSOTECHNIK**

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