

From old to new.



You can also completely rely on us in the event of an emergency. We make extensive preparations for the event of potential problems. If anything unexpected occurs, we will make sure that your systems are backed up and running again quickly, and we also perform an in-depth error analysis. With us, your projects are in safe hands.

Our quick repair of your drives helps you minimise costly standstill periods in cases of emergency and makes the provision of large spare parts inventories unnecessary. Furthermore we support the high availability of your system by an upstream inventory. This detailed overview provides the basis for deriving cost-optimised stocking and repair concepts.

Features

- Repair of all electromechanics and electronics products in manufacturer quality, thus providing for value as new
- Repair using original spare parts
- Rated load and continuous load test
- 24-month warranty applicable to the repair
- Short-term and flexible replacement procurement by emergency repair and emergency production

Repair/emergency repair

Service module emergency service

We offer you:

Repair

- Repair in manufacturer quality, providing for value as new and with a 24-month warranty applicable to the repair
 - Full product overhaul
 - Replacement of the wearing parts
 - Full product system scan
- Only original spare parts are mounted
- Products are updated to the latest technical status (hardware and software)
- Repair of old Lenze products with original spare parts (disco, simplabelt, DC motors, DC speed controllers)
- High voltage test in compliance with VDE
- Backup of the customer parameters and, where applicable, transfer to new device
- Final testing of the products under rated load and continuous load
- Professional results report and analysis of the damage found, including consultation
- Transport in dust-proof or transport-safe packaging, incl. the technical description and original mounting accessories
- Preventive circular swapping for the purpose of maintenance or repair of electromechanical drives
- If repairs are carried out, providing for value as new, electromechanical drives are always painted in the Lenze service paint shop

Emergency aid in the event of a machine standstill with different options:

Emergency repair/emergency production

- 24-hour shop on-call service or emergency service
- Quick and reliable repairs of all electromechanics and electronics products
- Quick, uncomplicated processing of emergency repairs in less than three days
- Repair in manufacturer quality, providing for value as new and with a 24-month warranty applicable to the repair
- Quick implementation of customised products
- Collection and delivery service or scheduled delivery by courier service
- Immediate acceptance of repairs (registration by telephone required)

Beyond the actual repair work we support you by providing you with professional product advice or with full engineering to new product generations.

Repairs processing:

Would you like to have a product repaired?

Phone: +49 5154 82-3366

E-mail: 3366.de@Lenze.com

Products/replacement parts:

Do you need replacement parts or express deliveries?

Phone: +49 5154 82-3000

E-mail: 3000.de@Lenze.com

Lenze emergency service

Phone: 24-hour helpline

008000 24 46877

E-mail: Service.de@Lenze.com

Address for returned goods and immediate repairs

Lenze Service GmbH

Breslauer Straße 3

32699 Extertal, Germany