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Maximize Productivity - Extend the LifeCycle

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WENZEL LIFECYCLE SERVICE
Maximize Productivity - Extend the LifeCycle

WENZEL offers a variety of solutions to increase productivity. You will always receive the right service from WENZEL, no matter which measuring machine is in use. We are there for you!

We offer you start-up support, measurement services, maintenance, repairs, upgrades and retrofits. You can rely on us. Our service engineers keep your measuring machine state of the art.

We also offer product training and seminars. In our training center, we have a holistic training concept, which combines theoretical and practical aspects of coordinate measuring machines and gear metrology. Our trainers are AUKOM-certified, of course.
Our service specialists are available all around the world. No matter where your measuring machine is, we will come and help you. You can call our hotline any time. Even if you have not concluded a maintenance contract, or your products were not purchased from us, our service team will do everything possible to help and to advise you.

**Features and Benefits**
- First point of contact for all support issues
- Direct and personal contact
- Telephone consultation
- Error analysis and initiation of further measures
- Technical support and assistance
- Agreement on deadlines
For our Technical Service, it doesn’t matter whether your machine is in Sindelfingen, Sydney or Singapore. If it doesn’t work, you can call our service specialists worldwide. Often it is sufficient to repair relevant components and modules. Our service technicians repair your measuring machine quickly, so you can continue your quality control smoothly.

Field Service
Do you need maintenance or a repair? – We have short response times. WENZEL has a worldwide network of experienced service specialists, who will help you quickly and professionally!

Inspections
We inspect your machine, for example after a long period of downtime or if you are unsure of the condition of your machine and we will determine what’s needed to make your coordinate or gear measuring more efficient.

Maintenance
Operators of measuring systems must always be able to rely on the reliability and accuracy of their systems. Through regular maintenance and exchange of defined wear parts, you can prolong the life of your measuring machine.

Repairs
It is not always necessary to replace parts. Especially for high quality systems, an economic repair is often possible. We use original spare parts to ensure that your machine will be repaired quickly. We provide our manufacturer’s warranty on the repaired and the used parts.

Approvals
In the case that your measuring device is rarely used, we offer approvals without maintenance. These include the alignment, adjustments and calibration. It ensures that you always meet the needs of your quality assurance system.

Removals
Moving your measuring machine involves a variety of logistical challenges. You will need practical and economical solutions. We can assist you with the disassembly of your machine and the reconstruction at the new location. We ensure the approval and the required measurement accuracy.
WENZEL ONLINE SERVICE (WOS)
Quick Help for You

Many questions can readily be solved by phone. For this purpose, we have the WENZEL Online Service (WOS). The WOS is WENZEL’s 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 reduces the reaction times and downtimes in case of failure significantly and it saves high travel costs.

Features and Benefits

- Fast and direct access to your machine
- Online error analysis
- Adjustments and troubleshooting via WOS
- Avoidance of downtime
- Maintenance, such as updating firmware and software

- Optional remote control of your computer by our support engineer
- Accurate representation of what our technician sees on your system
- Avoidance of long and costly journeys
PARTS SUPPLY
High Quality and Reliability

We at WENZEL have high standards of quality in our products. If your machine shows signs of defects we are there for you, worldwide! WENZEL has a large central warehouse with a high availability of parts. Thus we assure you at any time a fast delivery of spare parts, probes and accessories with our manufacturer’s warranty. With our low cost ‘repair by replacement service’ your parts will be repaired by us and then reinstalled.

Features and Benefits
- Large central warehouse for optimal availability
- 24 hour express delivery
- New spare parts with our manufacturer’s warranty
- RBE replacement parts with our manufacturer’s warranty
Good staff are an invaluable resource. Qualified employees use the potential of machine and software perfectly and give you a direct advantage over the competition. Benefit from our comprehensive know-how in 3D coordinate and gear metrology which we provide to our customers worldwide.

Software Training
WENZEL offers both seminars and individual training courses. The seminars teach the basics of successful measurement with WENZEL Metrosoft CM and Metrosoft QUARTIS measuring software. The individual training sessions are held specifically for your company. The content of the training is tailored to your specific needs and work pieces. The training can take place at WENZEL or at your site.

Service Training
WENZEL Service Training enables your employees to get help with machinery faults by themselves. This is enhanced due to the modular design of our machines. Often only a few simple steps are required to bring the system back to work. If the operator is unable to repair the fault, he will at least be able to analyze the exact cause to support our service technicians. Thus, downtime is reduced and working time and costs saved.

AUKOM
WENZEL is a member of ‘Ausbildung Koordinatenmesstechnik e. V. (AUKOM)’. The association promotes basic training in the field of industrial production metrology, in particular coordinate metrology. AUKOM ensures the standards and comparability of the courses offered by the members in the context of coordinate metrology training.
MEASUREMENT SERVICES
Our Know-How and Equipment to Meet Your Requirements

Do you need meaningful test results, but do not have sufficient capacity to solve complex tasks in coordinate measuring technology?

**We Offer**
- Measurement services
- Defect detection
- Digitizing
- Initial sample inspection
- Reverse Engineering
- Sub contract measurement and Prototype measurement

**Sub Contract Measurement**
There are state-of-the-art measuring machines of all sizes in our application technology center to provide you with sub contract measurement. The measuring systems are equipped with the latest sensor technology. Our experienced measurement engineers solve your measurement tasks quickly and easily.

**Contract Programming and Start-Up Support**
Our experienced measurement engineers assist you in creating your CNC programs for your measuring machine. The basis of measurement programs are technical drawings, CAD models, test plans or individual specifications.
SOFTWARE
Always Up-to-Date

You can increase the performance of your machine through regular software updates. 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.

Features and Benefits
- 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 backup concept
- Adaptation to new hardware and operating systems
- User support for optimization of measuring programs
- Advising on accessories, consumables and third-party products
- Predictable, minimized total cost of ownership
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.

**Hardware Maintenance**
- 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
- Defined and comprehensive maintenance services

**Software Maintenance**
- State-of-the-art measuring software
- Predictable total cost of ownership
- More performance and value for less money
- Defined and comprehensive maintenance services

**Combined contracts**
- Optimal combination of hardware and software maintenance
- Discount on hardware and software maintenance as well as on parts and accessories for the contracted machine
RETROFIT
Increase Productivity

With WENZEL upgrades and retrofits you make sure that your systems are always on the cutting edge of technology. Our portfolio includes a pre-consultation session and the upgrade of software and hardware, including from devices of other manufacturers. So you can optimize the performance of your measuring machine at a fair price and increase the longevity. Trust in our experience!

Features and Benefits

- Increase the productivity of your machine
- Performing of safety audits and accuracy acceptance
- Increase the efficiency and accuracy
- Reduced downtime
- Savings compared to an investment in new machinery
- Retrofit of WENZEL measuring machines and other brands with manufacturer’s warranty
- Everything from one source – upgrades, retrofits and consultation
- Get the latest software
- Long-term reliability and support
Are you looking for a low cost used or demo machine or do you want to sell your product? The WENZEL Metrology Scout is a search platform for used measuring machines as well as for demonstration machines and accessories. With years of experience as a manufacturer of 3D metrology, we want to help you to find a suitable used machine for your needs. In addition, we are happy to assist you in the sale of your used device.

Features and Benefits
- Checked and refurbished measuring machines and accessories with warranty from WENZEL
- Highest quality through sophisticated check-ups
- Professional installation and commissioning of the used machine by our service team at your site
- Acceptance and calibration as with new machines
- Proper handling and short-term availability
- Effective introduction in the Coordinate Metrology
WENZEL Group GmbH & Co. KG is one of the leading manufacturers of industrial metrology solutions. The wide range of WENZEL products includes solutions in the fields of coordinate measuring machines, gear metrology, computed tomography and optical high speed scanning. Founded in 1968 as a family business, WENZEL Group combines tradition with innovation, and relies on values such as reliability, trust and respect for the environment. Subsidiaries as well as sales and service partners worldwide represent the company in more than 50 countries. The WENZEL Group employs more than 630 people worldwide.