

# Peak performance in operation.

# 1

## **Developing ideas**

Are you looking to build the best machine possible and already have some initial ideas? Then get these down on paper together with us, starting with small innovative details and stretching all the way to completely new machines. Working together, we will develop an intelligent and sustainable concept that is perfectly aligned with your specific requirements.

# 2

## **Drafting concepts**

We see welcome challenges in your machine tasks, supporting you with our comprehensive expertise and providing valuable impetus for your innovations. We take a holistic view of the individual motion and control functions here and draw up consistent, end-to-end drive and automation solutions for you – keeping everything as easy as possible and as extensive as necessary.

# Lenze makes many things easy for you.

With our motivated and committed approach, we work together with you to create the best possible solution and set your ideas in motion – regardless of whether you are looking to optimise an existing machine or develop a new one. We always strive to make things easy and seek perfection therein. This is anchored in our thinking, in our services and in every detail of our products. It's as easy as that!

3

## Implementing solutions

Our easy formula for satisfied customers is to establish an active partnership with fast decision making processes and an individually tailored offer. We have been using this easy principle to meet the ever more specialised customer requirements in the field of machine building for many years.

4

## Manufacturing machines

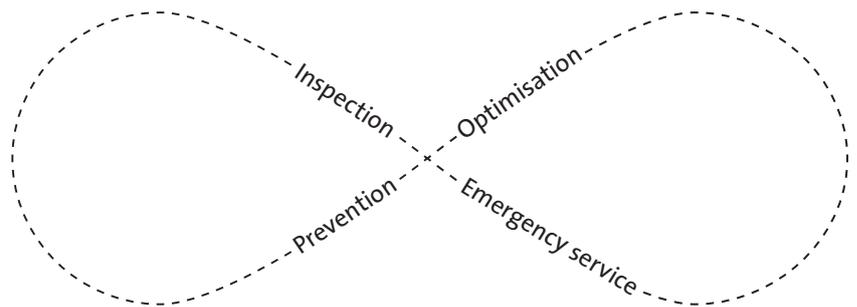
Functional diversity in perfect harmony: as one of the few full-range providers in the market, we can provide you with precisely those products that you actually need for any machine task – no more and no less. Our L-force product portfolio, a consistent platform for implementing drive and automation tasks, is invaluable in this regard.

5

## Ensuring productivity

Productivity, reliability and new performance peaks on a daily basis – these are our key success factors for your machine. After delivery, we offer you cleverly devised service concepts to ensure continued safe operation. The primary focus here is on technical support, based on the excellent application expertise of our highly-skilled and knowledgeable after-sales team.

A global  
service  
tailored  
to you.



### **Everything synchronised.**

No matter when and where you are implementing your projects, you can always rely on the highest quality standards when choosing us as your partner. This starts with our full range of services and stretches far beyond our extensive product portfolio. You benefit from fast delivery times, exceptional product quality and impeccable on-site service based entirely on your own specific requirements.

This is all made possible by our 60 sales and service locations throughout the world. We also guarantee after-sales support with fast spare parts provision and effective service coordination from our experienced service engineers. Everything we do is synchronised for your machine.

### **We take care of everything.**

We take a holistic view of your machine and offer you intelligent service solutions to help secure your long-term operations. Our service modules have been specifically set up to guarantee the reliability of your machine and increase its performance. And should anything unforeseen ever occur, we will make sure your machine is back up and running again quickly.

From inspections and preventive maintenance, through optimisation, all the way up to our emergency service – you are free to use any of our services individually or as a tailored process chain. Over the next few pages you can learn about our innovative, tailored after-sales service. You can expect more when working with us.



# What is the current status?

Lenze Inspection

You know your machine extremely well. But together we can get to know it even better and pave the way to optimisation. For example, we can detect energy saving potential, weak points or risks and then access valuable reserves of power. Whatever steps you decide to take, your machine is in the best hands when you work with us.

**On our test bench:**

- Inspection of the electronic and electromechanical drive and control elements, taking special account of key components that are critical to functions
- Checking the drive dimensioning and its energy efficiency
- Taking inventory of the existing machine

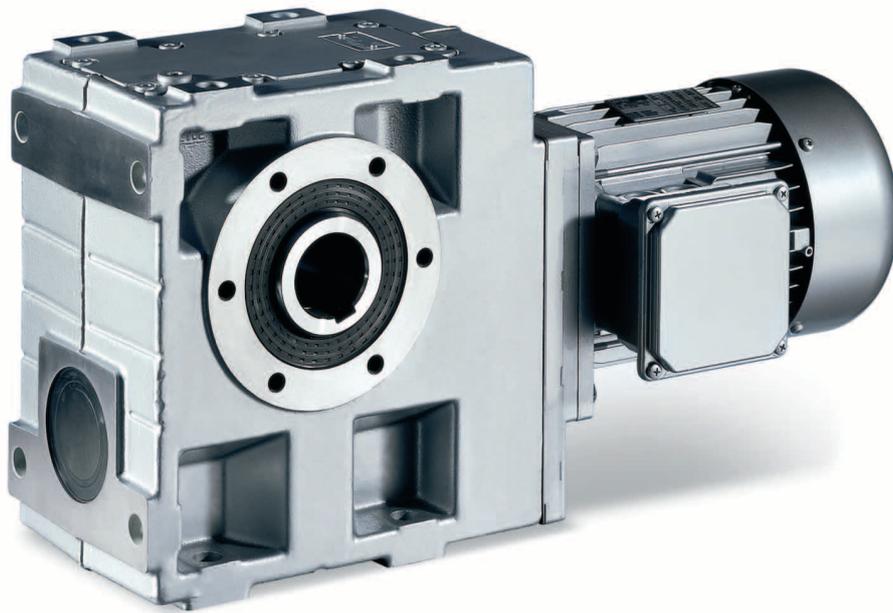
# Prepared for the unexpected.

Lenze Prevention

Our comprehensive preventive service is the ideal way to keep any potential risks to your machine as low as possible. We support you in increasing machine availability and minimising both reaction times and standstill times in the event of faults. This saves you valuable time and is easy on your nerves.

**Foresighted even after the event:**

- Optimisation of spare parts inventories for key components
- Drafting of inspection and maintenance plans
- Development of emergency plans
- Risk analysis on the basis of an FMEA
- Maintenance and preventive replacement of key components



# Making good things even better.

Lenze Optimisation

We ensure that your systems are working perfectly, while also highlighting intelligent optimisation options. This can involve reducing your energy costs, shortening your set-up times for production changeovers or securing improved power utilisation. We take care of everything.

**Key services we provide:**

- Improved open and closed loop control parameters
- Optimisation of the power supply
- Trial operations under test and production conditions
- Integration test in connection with other system components
- Requirements-based on-site training for machine operators



# Perfectly equipped to handle any challenge.

Lenze Emergency service

You can also rely on us in the event of an emergency. We engage in extensive preparations for potential problems. Should something unforeseen ever happen, we will then make sure your systems are back up and running quickly and also perform an in-depth error analysis. When you work with us, it is easy to keep your projects on track.

#### **Always there when you need us:**

- Worldwide expert helpline open 24 hours a day, 365 days a year in over 30 countries
- Team of experts for Germany: 20 service technicians and engineers
- 24-hour delivery service for all Lenze products
- Urgent fitting/repair service – management of logistics and direct courier processing
- Breakdown management and on-site fault analysis: 8D cause analysis
- Identification and elimination of weak points

**Worldwide expert  
helpline:**

008000 24hours (008000 24 46877)

**Expert helpline  
in Germany:**

Tel: +49 5154 82-1111

Fax: +49 5154 82-1112

Service@Lenze.de

The image shows a low-angle shot of a modern building's glass facade. The sky is a clear, vibrant blue with some light clouds. The building's structure consists of a grid of metal beams and glass panels. In the lower right foreground, the word "Lenze" is written in large, bold, blue, three-dimensional letters on a glass panel. The letters are slightly out of focus, suggesting they are in the distance or the camera is moving. The overall composition is dynamic and emphasizes the architectural details and the company's branding.

We are keen to help get your ideas moving forwards! Learn more about our approach, our ways of thinking, our visions and how we can make things easier for you in future. Please feel free to contact us directly or visit us at:

**www.  
Lenze.  
com**



