



# SERVICE & SUPPORT

Safe successful production

**BIHLER**

**INCREASE  
YOUR  
ADDED VALUE**



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Place your production in the hands of a competent partner that you can rely on at all times. Working together, we can ensure your economic success. You can count on the practical and effective support from our experienced Service & Support team. Our experts provide you with support throughout the entire life cycle of your components and your Bihler systems.

Customized service and support ensures highly efficient and productive day-to-day production. Our services also ensure that your employees are able to utilize the high-quality Bihler equipment in the best possible way allowing you to be flexible and adapt your production to new tasks at any time. Increase your added value. We are here to help you do just that.

Fascinating transfer of knowledge

# TRAINING CONSULTATIONS

Innovative products and manufacturing solutions from Bihler will ensure your economic success. We offer a wide range of basic seminars, individual training courses and system-specific consultations to give your employees the opportunity to feel at home in the Bihler world and to operate Bihler products safely and efficiently. Our specialists pass on their wealth of knowledge to your employees in a practical, exciting and easy-to-understand manner - either at our training center in Halblech, directly at your facility or online.

- First-hand expert knowledge
- Highly trained employees
- Safe operation of your Bihler systems
- Flexible adaptations to satisfy customer requirements



*„When we transferred our production of surge protection components to a new BIMERIC, we received comprehensive support from the consulting department. The experts supported us in customized consultations in the areas of design, programming and welding. The consolidation of individual work steps into an integrated manufacturing solution resulted in shorter scheduling chains, shorter changeover times and an increase in output.“*

*Dr. Jens Heidenreich, Managing Director Phoenix Feinbau GmbH & Co. KG*

## A perfect introduction to Bihler technology

A wide range of basic seminars is available for newcomers to Bihler technology. Our experts combine theory with practice on modern training machines. This will make your employees more confident in handling the machine and promote independent, targeted work. There are two basic seminars that are particularly recommended for new employees.

During the seminar entitled „Mechanical Stamping and Forming Machines and Machining Centers“, production, toolmaking and maintenance staff receive basic knowledge as well as tips and tricks on how they can best work with Bihler's mechanical machines. In the „Tool Design“ seminar, experts provide planning and design staff with basic knowledge of the efficient design structure of punching and forming tools as well as machine and tool planning.





## Customized consulting

You need to design a production concept for a Bihler system and develop tools based on this concept? This is the exact core competence of our experts. Over the years, we have developed and implemented optimized production processes for hundreds of different parts. We provide you with this know-how during our consultation and develop specific solutions together with you as well as assist you during their implementation.

Your benefit is that we can find an efficient production concept and ensure optimum tool design for your application using our Bihler Technology Software. In addition, you learn from our know-how and can profit from this expertise for future tasks.

## Virtual system training

Virtual system training on the digital customer machine enables your employees to expand their skills in all aspects of the VariControl VC 1 machine and process control system. Using an actual VC 1 control panel, all functions and features can be simulated throughout the entire production process - without any interference with ongoing production.

This individual training has a modular structure and follows different learning and training steps. It starts with basic training on the machine and the VC 1 control system. After starting the digital twin, employees can test, simulate and try out all process and function changes via the VC 1 control panel directly in the running process according to the trial-and-error principle - with everything taking place in the relaxed atmosphere of the training center.

Save time and money

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# TECHNICAL CUSTOMER SERVICE

Bihler machines are noted for their proverbial reliability. If a problem should arise, however, the highly qualified specialists from Technical Customer Support will be there to help - as quickly as possible, anywhere in the world! Our experts will find the solution and perform the necessary work on your Bihler system so that you can continue production immediately.

A combination of classic Remote Services and AR Remote Services means you benefit from even greater production reliability. Our experts are able to analyze and rectify minor faults, adjustments and repairs immediately with your machine operator. This saves you considerable time and money. If more complex work is required, the error analysis that has been carried out ensures that the service technician is optimally prepared and able to complete the work quickly and efficiently.

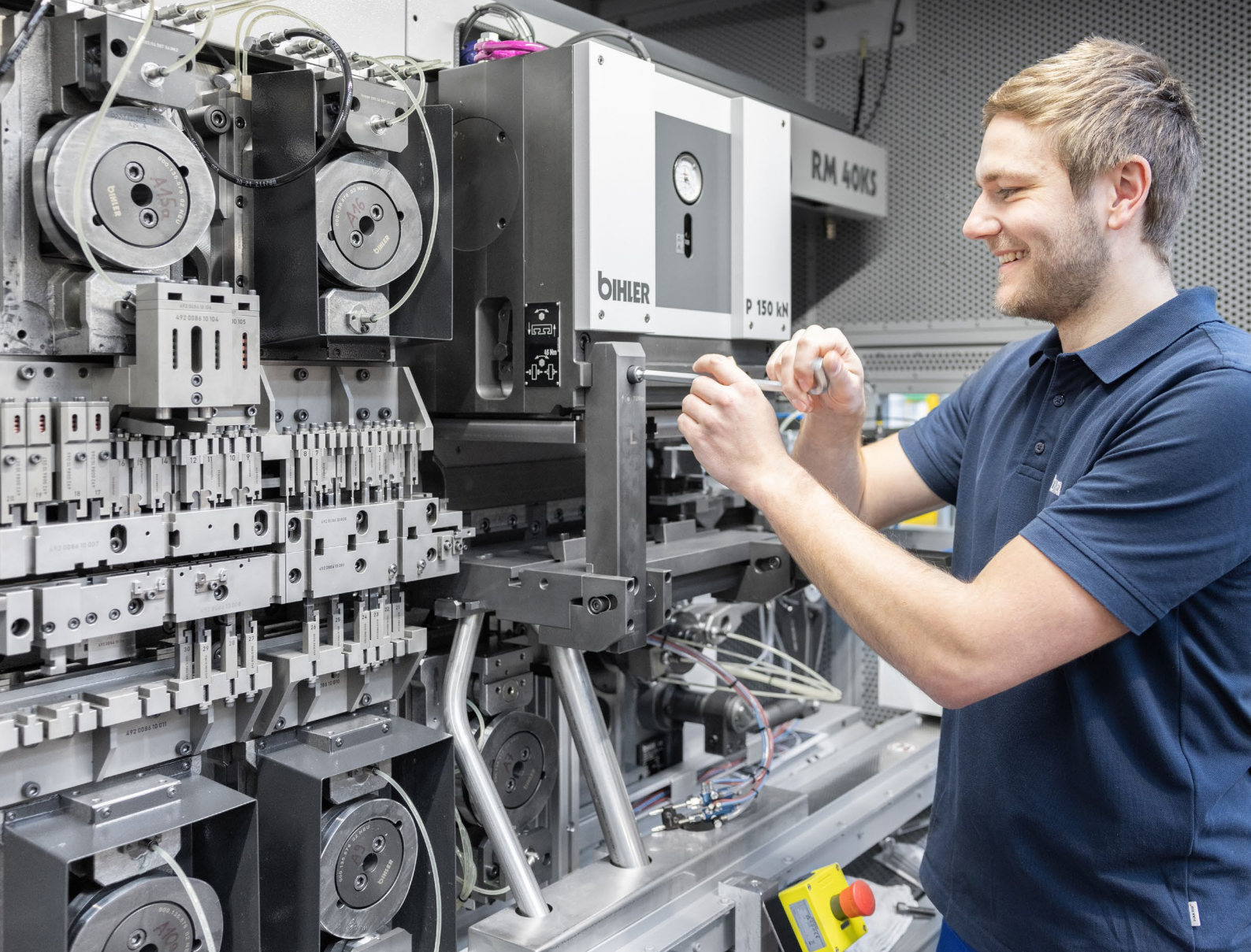
- Precise remote diagnostics
- Quickest possible troubleshooting
- Extremely short machine downtimes
- High system availability
- Smooth commissioning of new machines
- Reliable production start-up
- Planned, short maintenance



*„Due to the quick support of the Technical Customer Support, we were able to successfully continue our stay in Mexico and resume work with our GRM-NC. Bihler achieves an extremely high level of customer satisfaction with such service and, as everyone knows, satisfied customers will always be happy to come back!“*

*Steffen Schieszl, Head of Industrial Engineering  
Department, KS Gleitlager GmbH*





## Preventive maintenance

Preventive maintenance ensures that your system is always up to date with state-of-the-art technology. As a result, long machine run times and maximum production reliability will be guaranteed. Our experts first inspect your system in detail and prepare an inspection report. They then list the parts that need to be replaced and prepare a quotation at the same time. These parts can then be ordered and installed by yourself or by our experienced service technicians.

## Production support

Are you experiencing staff shortages or other circumstances that prevent you from fulfilling your current orders? Our experienced service technicians will support you directly on site for up to four weeks - from tool setup through to production. They will also train your employees on the machines and provide them with information regarding the latest innovations. In this way, you benefit from several weeks of first-hand advice and many tips on how to optimize your production and further increase productivity and quality.

## Repair service

Do you need to have modules of your system repaired? Our specialists will repair your process modules and electronic components to the highest quality standards and at attractive conditions.

The building blocks to your success

# SPARE PARTS SUPPLY

Original spare parts from Bihler are crucial building blocks in your added value chain. We always hold more than 30,000 original spare and wear parts in stock for all machines in the current portfolio. With the purchase of these standardized components, you benefit from high quality and safety. Our experienced spare parts team and excellent logistics and delivery organization ensure the shortest delivery times and guarantee the best prices.

- Original Bihler quality
- Shortest delivery times
- Quick access to spare parts
- High machine availability
- Individual spare parts supply
- High quality loan equipment



*„Bihler's loan equipment service is excellent and a highly recommended alternative to cost-intensive spare parts inventory. The service has quickly and reliably spared us from lengthy production downtimes on a number of occasions. The contact persons are extremely good, can be reached at any time and address our concerns. Using a cab or courier, we had the loan device on site within a few hours and were able to continue production immediately.“*

*Elke Graf, Support Amberg, Siemens AG*







## Individual spare parts management

We offer individual solutions for even greater reliability in your production - such as a tool storage contract. This ensures that spare parts are immediately available for all tool wear parts. We manufacture the tool wear parts jointly specified with you and keep them in stock at a minimum level. We handle the capital commitment for inventory management. In addition, we offer you individually customized spare and wear part packages for failure-critical machine components as well as customer-specific consignment stock contracts..

## Loan equipment

During the time your process modules and electronic components are being repaired, we will provide you with high-quality loan units such as NC presses, NC units, RZV, GSE and MSE modules. As a result, there is very little production downtime and you can continue reliable production.

Exploiting optimization potential

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# DIGITAL SERVICES

Transformation to fully networked, automated manufacturing solutions is progressing rapidly. Emphasis is being placed on the end-to-end networking of processes, machines, people and products. Set the course for the future with Bihler's digital services. The objective is to manufacture more productively, more cost-efficiently and with reproduced top quality. Our intelligent production equipment with its complete data availability provides the foundation to achieve this.

- Access to technology info
- Continuous networking
- Efficient monitoring via OPC UA interface
- 100% transparency of machine data
- Increased productivity and cost-effectiveness

## Optimize production

Use the „Bihler Analysis Tool“ to visualize your Bihler production, evaluate your production and machine data quickly and easily and fully exploit optimization potential. This digital tool provides clearly structured features for production analyses. It is also the interface for off line operations such as programming, training, and updates. As a result, you benefit from increased productivity, time and cost savings, and greater efficiency in your production.



## WebApp „Bihlerplanning“

How do you bend this component? The free „Bihlerplanning“ WebApp provides quick answers to this and many other questions. The WebApp is the ideal tool for planners and designers. It provides valuable support for component planning and quotation preparation as well as for the design of LEANTOOL radial and linear tools. The WebApp also contains an example database with a considerable amount of Bihler knowledge and tool designs in STEP format.

## Bihler technology software

The modular design software provides optimal support for the virtual modeling of products and the development and design of Bihler stamping and bending tools. Using the world-wide unrivaled solution for system and tool design, you benefit from the shortest development times, significantly lower development costs, optimized products with higher quality as well as functionally reliable tools with maximum output.



Fit for new tasks

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# MODERNIZATION

Whatever the case, whether you want to have your existing Bihler system overhauled or decide to purchase a completely modernized machine - overhauled machines from Bihler are always a particularly economical and sustainable alternative. They are equipped with state-of-the-art machine and control technology and offer the same high quality standards as new machines - with a factory warranty.

We always have a number of older machine types in stock at our plant in Füssen. We can modernize and overhaul them on request - also on-site at your facility. Our experts will design the entire process specifically for your system and ensure rapid installation and commissioning at your facility.

- Increased machine availability
- Full spare parts availability
- Significant increase in efficiency and productivity
- Excellent, fast execution of the modernization
- Value retention and factory warranty
- High quality standards



*„The modernization of our two GRM 80 machines has been absolutely worthwhile, and machine availability has been decisively increased. With the new BC R control system, the two machines can now be set up and programmed far more easily and in the shortest possible time.“*

*Michael Vitz, Managing Director  
Johann Vitz GmbH & Co. KG*



## Machine and control system modernization

Upgrade your Bihler systems to be fit for new tasks - quickly and easily in just three steps: We deliver the required machine components to your site. Bihler service technicians then convert your machine and install the new controller on the system. The final step is commissioning and approval.

You benefit from the shortest possible downtimes. Your machine is then technically up-to-date, fully spare parts capable and as an option network-capable for the digital age (OPC UA, Remote Service). Additional features such as easy operation of the control system, monitoring functions, and manual operations, now make your machine even more productive.

## System expansion

Would you like to implement new tasks on your existing Bihler system and expand your product portfolio? For this purpose, mechanical and electronic assemblies must be added to the system, for example an NC drive. Complex conversions or extensions of complete tools may also be part of your project. Our experts are here to help you. They will project the complete expansion of your Bihler system and then implement it at your facility in the shortest possible time.



## Development Planning

- Manufacturing process development
- Software bNX
- Material tests
- Welding tests
- Prototyping
- WebApp Bihlerplanning



## Setup

- Basic seminars
- Individual training
- Plant specific consulting
- Commissioning
- Start-up support
- Spare parts packages initial supply



## Optimization

- Digital machine analysis
- Optimization cutting tool
- System expansion
- Controller modernization
- Machine modernization



## Production

- Technical customer support
- Production support
- Hotline with remote service
- Maintenance and servicing
- Original spare parts
- Individual spare parts management
- Repair service and loan equipment



## Contact persons at Bihler



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