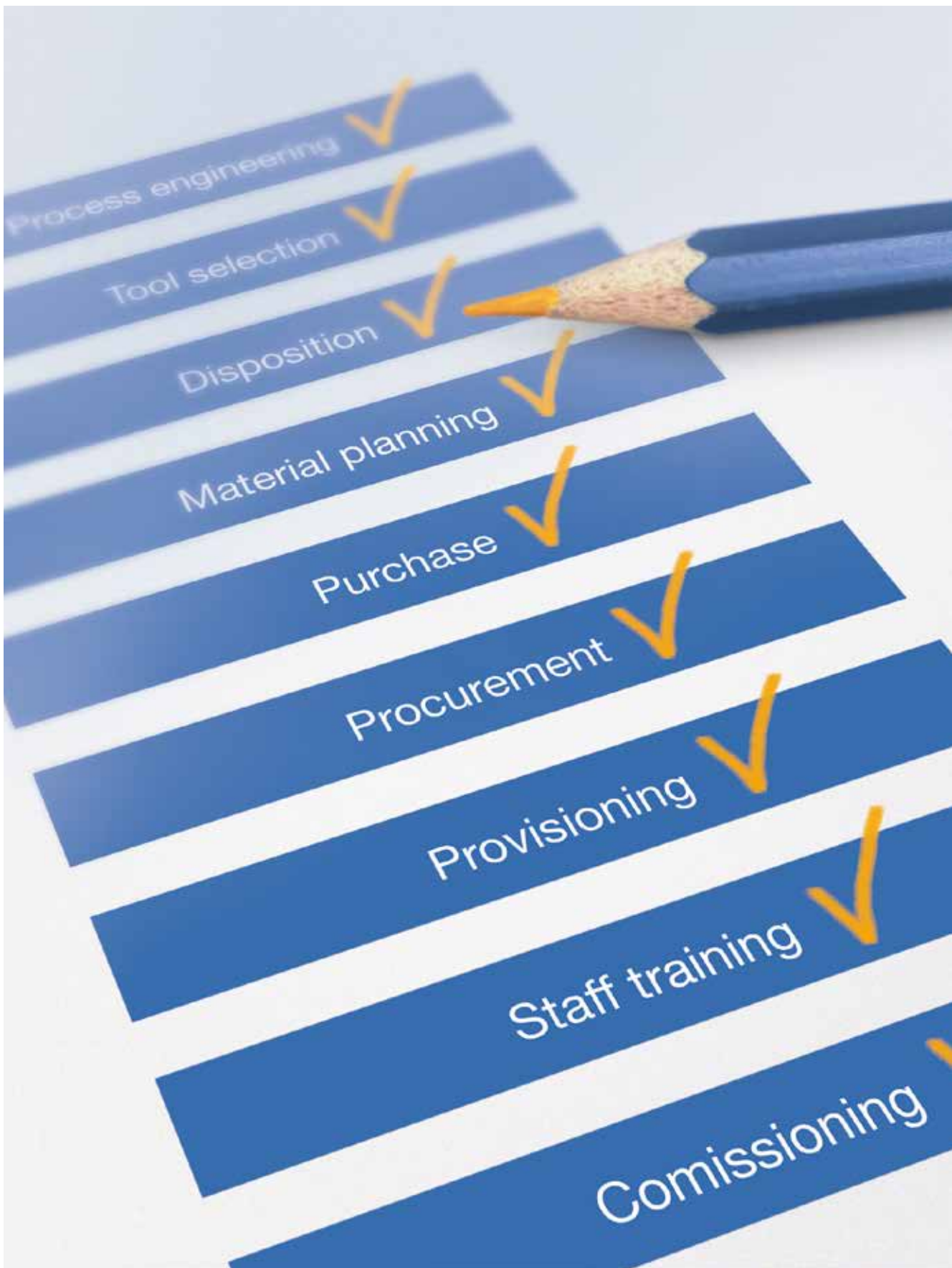


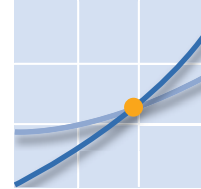


# Services

Leitz Lexicon Edition 7







## 9. Services



9.1 Sharpening of tools

2



9.2 Tools with data chips

5



9.3 Leitz Tool Management

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9.4 Technology and process consultancy

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9.5 Training

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9.6 Mounting and commissioning tools

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Service in maximum precision



Tools as new – this is based on the philosophy of maximum performance and near perfect processing quality during the total life cycle of our products. Thereby, our tool service plays a decisive role. In compliance with the optimum quality standards, we have brought Leitz Service to achieve absolute precision.

Professional maintenance



Used tooling quite often means uneven wear. This sometimes causes damaged or even knife breakage. In this case we repair your tooling exclusively with the original spare parts and original production techniques – result being for tools as good as on the very first day!



#### Uniform quality standards



No matter where in the world you make use of our service, you can rely on our total quality standards. We develop these standards on the basis of intensive research and development in our company headquarters. Therefore we can ensure that all Leitz sites worldwide provide optimal service quality at all times.

#### Tools as new



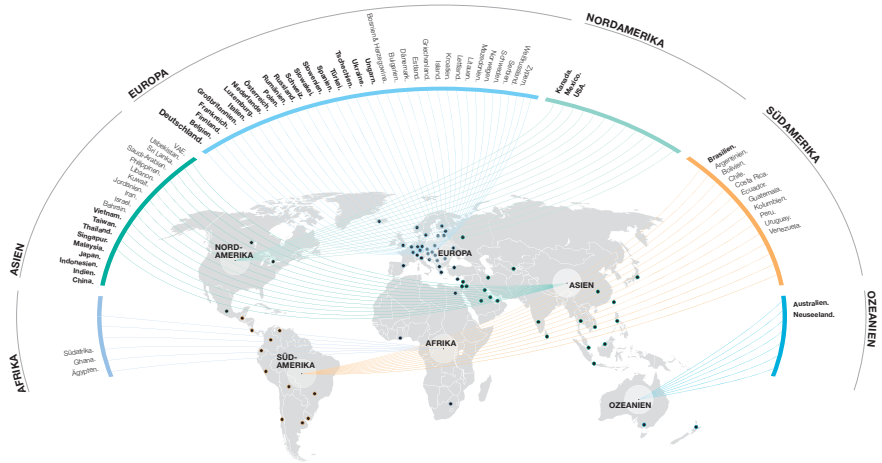
In our service stations we use the same machinery and programs as in our tool production. Therefore our tools provide consistent top quality and efficiency – whether they are brand new directly from our production plant or resharpened from the service station.

Service for all types of tools



Stacking all of the circular saws which we sharpen every year, we would have a tower nearly ten kilometres high. Our service stations not only accept circular saw blades, collectively more than tens of millions of further tools are serviced per year. With that, globally, we are by far the biggest service provider for tools in the wood and plastic processing sectors.

Extensive network



Globally we are represented in 36 countries with our own company sites. There are hardly any areas on the planet where we are not close to our customers. In all these countries, we have our own service stations also. Today, more than 100.000 customers trust in Leitz Service – become one of them.

Chip coding



A microchip in the tool or clamping interface is coded with all the relevant tool geometry and safety data. The microchip is identified and read by the machine without contact. Besides reducing set-up time, this technology also improves operating safety.

Chip-coding-hardware

Chip-coding-software and a PC work station are necessary for operation.

Description	ID
Data-transmission-package for Balluff Data chip, consisting of: Read-/write head, power pack and PC-connecting cable	081305 <input type="checkbox"/>
Balluff writing and reading head casing for HSK 63 F interfaces	081324 <input type="checkbox"/>

**Chip-coding-software**

For coding and decoding data chips

Description	ID
Chip-coding-software	081351 <input type="checkbox"/>

**Data-chip-conversion**

Description	ID
SK 40 draw bolt with data chip Balluff	081601 <input type="checkbox"/>
Chip-mounting-unit Balluff for bores Ø 12 x 6 for HSK interfaces, 511 Bytes	081309 <input type="checkbox"/>
for HSK interfaces, 2047 Bytes	081330 <input type="checkbox"/>

Data chips mounted by Leitz.

The right tool, the right quantity, the correct quality on time and on site – tasks to be monitored to keep your production running. These non-value-adding activities absorb time and resources, both would be better used on other activities.

When it comes to supplying tools, Leitz has international experience and can give you a customised tool management system. Demand for tools and the money spend on tools are reduced as the tools are easy to locate and replacement tools ordered on time through the automated systems. Controlling the tool life and run time aids tool cost control and process cost calculations.

Use Leitz Tool Management, according to requirements and complexity in different stages.

#### Leitz Tool Management Logistics



Logistics includes IT supported tool management process with Kanban- or consignment store. One of the special features is the access via internet for the customer and Leitz to a common data base. Invoicing is based on either a stock receipt or stock requisition.

**Your advantages:**

- Increased production reliability
- Detailed stock information
- Simple ordering process
- Cost optimisation



### Leitz Tool Management Life



Life includes invoicing per service cycle and corresponding tool usage. This means a direct link between production quantities and tooling costs.

**Your advantages:**

- No capital commitment for tools
- Very low indirect tool procurement costs
- Tool costs correlate with the production quantity
- High machine availability
- History for each tool

### Leitz Tool Management CompleteCare



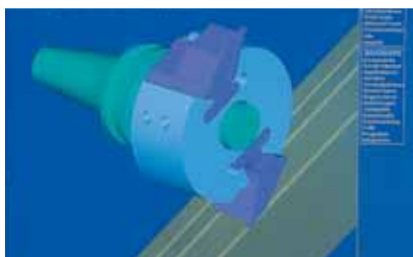
CompleteCare includes the complete package for the whole tool supply from one source. Standardised requirements in high-volume production and invoicing based on per unit produced.

CompleteCare – a package with precise costs so you can concentrate on your core business. Leitz would like to show you our skill in optimising your processes. It's a fact, tooling costs account for less than 1 % of your total costs, but not having the tools available can have a dramatic impact on costs, and these costs are much higher than those of the tools.

**Your advantages:**

- Continuous cost per invoicing period
- Fixed tool costing for the produced product
- Variable tooling costs based on production volume
- Process optimization and continuous technological improvement

CompleteCare is not a short term project but a long-term partnership offering mutual benefits. Many customers worldwide already have positive experience with CompleteCare and benefit from a partnership with us.



Every day our engineers and technicians are faced with varying production challenges. To help you meet these and be competitive in the future, we can show you how to optimise and achieve economic processing solutions. We offer you this service either on projects, specific applications or complete production processes. Of course at all times confidentiality is guaranteed, and the solutions are designed to meet your needs and requirements.

Leitz has the know-how and our engineers make for you proposals for cost and quality improvements.

We will also help raise your employees level of knowledge. Training and training workshops give you and your employees information on the latest developments in woodworking technology. Ask us for our support!



Introduction of innovative methods and tools.

Description	ID
Product workshop – window manufacturing	082200
Product workshop – parquet manufacturing	082201
Product workshop – furniture manufacturing	082202
Product workshop – woodworking	082203
Process workshop – window manufacturing	082204
Process workshop – parquet manufacturing	082205
Process workshop – furniture manufacturing	082206
Process workshop – woodworking	082207
Process optimisation – window manufacturing	082208
Process optimisation – parquet manufacturing	082209
Process optimisation – furniture manufacturing	082210
Extraction systems optimisation	082211

Charges exclude travelling and consultancy costs.



Products and technologies are becoming ever more alike because of the nature of work. Developing competitive advantages today depends more and more on knowledge and motivated employees.

Even so high-tech tools will only perform at their best if used and set up correctly. Part of the Leitz Service program is educating and training customers and their employees in tooling and tooling applications. Training can either be at Leitz or in-house.

In addition to basic information on the technical, design and metallurgical characteristics of tools, advice is given on their suitability for specific applications. Information is also given on expected performance, comparison with other types of tools and cutting materials plus instruction on how to handle and maintain tools.

Many benefits come from the operator training program. It helps them control and monitor the process conditions and parameters, identify factors detrimental to performance and faults that may arise in the process.

Description	ID
Tool application – windows	082100
Tool application – parquet flooring	082101
Tool application – furniture	082102
Tool application – woodworking	082103
Tool handling – window	082104
Tool handling – parquet flooring	082105
Tool handling – furniture	082106
Tool handling – woodworking	082107

Charges exclude travelling and consultancy costs.



There's much work in commissioning a new production line – the investment has been made and you want the return on that investment as quickly as possible.

Tools play a significant part in the success of the project.

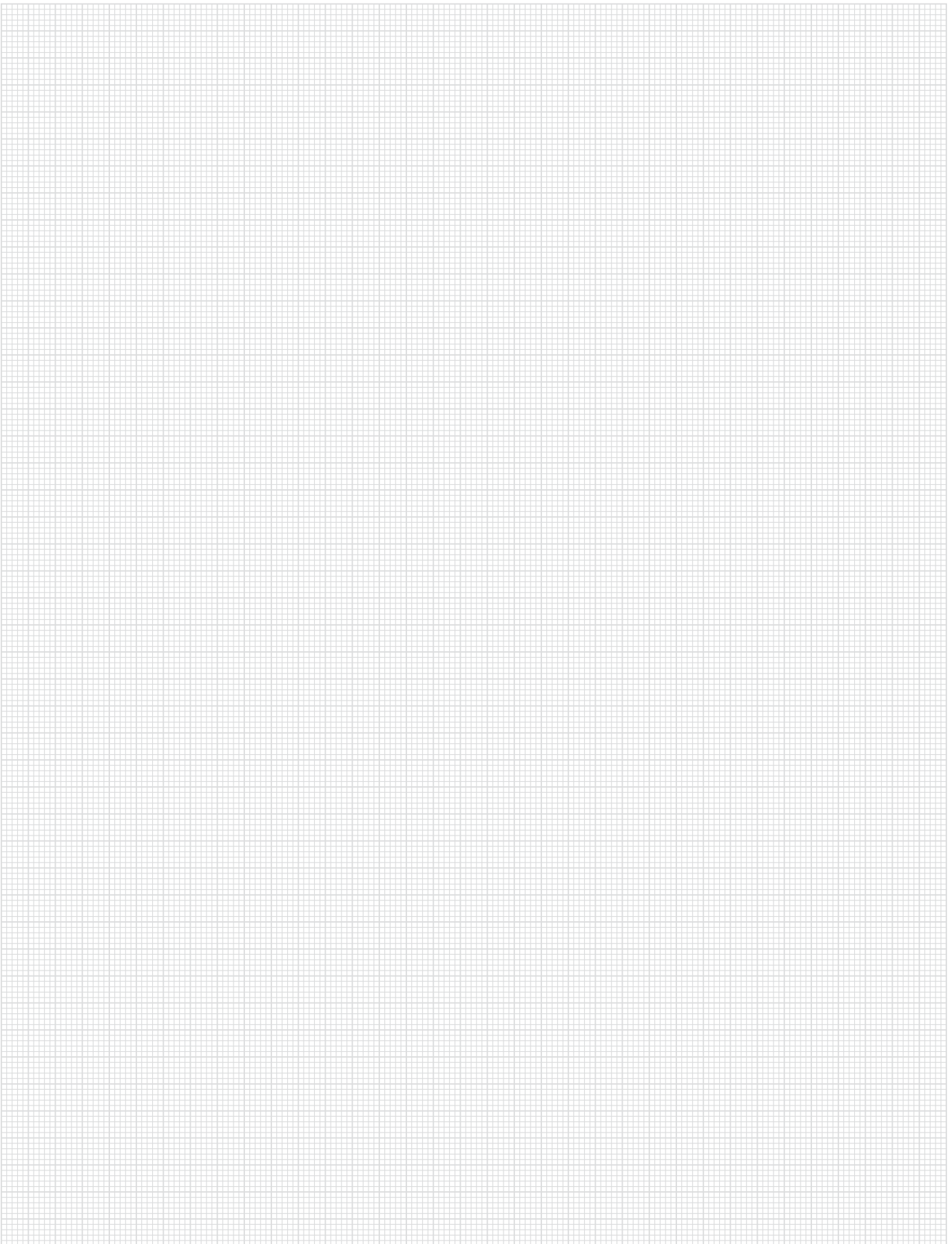
Here Leitz Service can play its part. We will have already supported you when we designed the tools and when the product or production line was run for the first time. This way we ensure you achieve your performance expectations.

You deserve only the best.

Name	ID
Mounting and putting into operation	082400

Excluding travel expenses and charges.

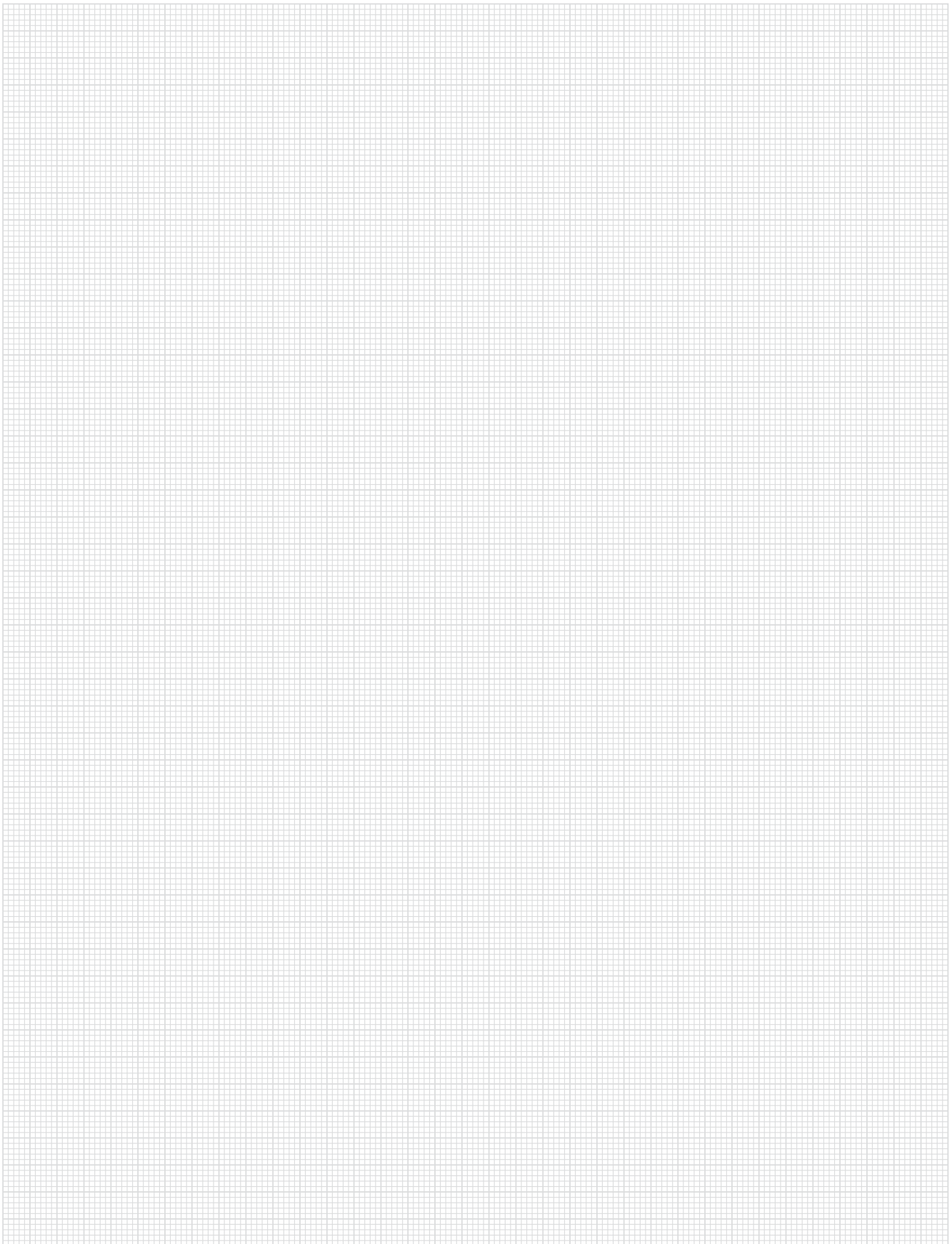
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