
/ BACKGROUND TO THE SERVICES //

Integrated services for sharpening machines

VOLLMER has systematically and extensively incorporated its service concept for sharpening machines into the VOLLMER range of machines. From consultation and financing to start-up and training, all the way through to maintenance and services, as well as upgrades and software, VOLLMER's services cover every phase of the machine life cycle.

"Services are playing an ever greater part in the efficient and productive use of sharpening machines," explains Wolfgang Miller, Director of Services at VOLLMER. "We incorporate our services as an essential part of the VOLLMER portfolio in line with specific business requirements, so we can be there for our customers every step of the way throughout a sharpening machine's lifespan to allow them to get even more out of their investment."

Consultation and training

VOLLMER's grinding and erosion machines and machine tools for rotary tools, circular saws and metal-cutting band saws are high-tech machines with various functions and modular software and hardware expansion options to meet a wide range of different requirements. Even before purchasing a sharpening machine, VOLLMER offers extensive consultation and analysis, allowing customers to benefit from factory and reference visits at the same time as sample machining processes. Before starting up a VOLLMER sharpening machine, it is important that the machine operators know how to use it efficiently. From simple operation to complex programming, VOLLMER's modular training concept offers the ideal basic, continued or advanced training package for any requirement. The training sessions can take place at VOLLMER's Technology and Training Centre in Biberach or on-site at the customer's premises.

Maintenance and service

VOLLMER's integrated service concept also includes inspection, maintenance, technical service and spare parts service. As part of this concept, specialists are constantly developing new applications and solutions, which are brought into series production in the Test department, for the wide range of machines for producing and resharpening precision tools. These include both the optimisation of details and

further development of mechanical components as well as adapting software to new tasks and specific requirements.

Preventive or targeted maintenance is the crucial basis to ensure a high level of availability and efficiency on every single machine. With the modular service contract concept, VOLLMER offers tailored solutions that ensure a high level of availability and short downtimes. Another benefit of the service: Fast and hassle-free delivery of spare parts – whether these are original, spare or wear parts.

Flexible financing

VOLLMER's flexible financing programme forms the basis for reliable and sound financing of company investments. Offers for leasing, hire purchase or credit financing help to secure liquidity and credit lines. In combination with other service packages, e.g. machine insurance or a service contract, VOLLMER financing models guarantee sustainable profitability of the machine and high investment security.

(Approx. 3300 characters)

About the VOLLMER Group

With its comprehensive range of machinery, the VOLLMER Group – which has sites in Germany, Austria, Great Britain, France, Italy, Poland, Spain, Sweden, the USA, Brazil, Japan, China, South Korea, India and Russia – enjoys global success as a tool machining specialist in terms of both production and service. The technological leader's range of products contains the most advanced grinding, erosion and machine tools for rotary tool and circular saws in the woodworking and metalworking industries as well as for metal-cutting band saws. In offering this, VOLLMER relies heavily on the company's tradition and its strengths: Local contacts for efficient communication channels, quick decisions and rapid action by a family-run company. The VOLLMER Group currently employs approximately 800 workers worldwide, with around 580 of these at the main headquarters in Biberach alone, including more than 75 trainees. The company invests around eight to ten per cent of its turnover in the research and development of new technologies and products. As a provider of technology and services, the VOLLMER Group is a reliable partner to its customers.

Further information and relevant images are available at:

<https://www.vollmer-group.com/en/company/press/press-releases>

Link to VOLLMER's Facebook fan page:

<https://www.facebook.com/vollmergroup>

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