



**VOLLMER
SERVICES**



MORE FLEXIBILITY.
MORE PRODUCTIVITY.
USING MODERN TECHNOLOGY
MORE SUCCESSFUL:
WITH VOLLMER SERVICES

Maximum sharpness for cutting tools and saw blades. Having this goal in mind, Heinrich Vollmer started his career as an entrepreneur in 1909. Breathing life into his vision, continuously redefining and interpreting it – this is still our motivation even after more than 100 years.

We're giving you backup, so that you can fully concentrate on your success.

This is the reason why VOLLMER today offers you not just a unique portfolio of advanced technologies and machines but also a sophisticated catalogue of services which are tailored to your requirements and which allow you optimum potential with the support of VOLLMER. From initial consultancy and target-oriented user training to professional maintenance and current updates.



All in all, VOLLMER services make sure that you can focus on your most important task: the success of your company.



THE RIGHT SERVICE AT THE RIGHT TIME: WE HAVE COME FULL CIRCLE

VOLLMER IS THERE FOR YOU: PRIOR TO PURCHASE

// Which VOLLMER machine is the right one for me? How can I ensure the optimal integration of "the new one" in my existing processes? And avoid problems right from the beginning? Which kind of financial plan is the best for our company?

Whatever worries you have before buying your new VOLLMER machine, whatever you want to know – we are ready!

VOLLMER IS AT YOUR SIDE: EVERY DAY

// What can I do to ensure that "my VOLLMER" maintains its original performance even after several applications? What should I consider for demanding continuous operation? What can I do in the event of problems?

We assist you to make sure that you can use your VOLLMER machines successfully without problems and malfunctions. In an economical and effective way.

YOU CAN COUNT ON VOLLMER – ALSO IN THE FUTURE

// The only constant nowadays is change. How can I ensure that the software of my VOLLMER machine is always up-to-date? How can I adjust it to new requirements? And what if I want to expand my machine population at short notice?

We make sure that your investment in the future of your company will pay off today and tomorrow.

EXACTLY WHAT YOU EXPECT: YOUR CAREFREE PACKAGE

Precise services are based on know-how. Sure: if you want to provide effective support, you must know how to do it. Our close communication with you – our customer and partner – and above all our intensive studies of your branch have taught us what is important for you. Which kind of support you are expecting from us. And when.

Based on this knowledge and with all of our experience, we developed compact service modules tailored to your practices that perfectly complement each other. And therefore provide broad support for you. In each phase of our cooperation. On the next pages, we would like to present our services to you.





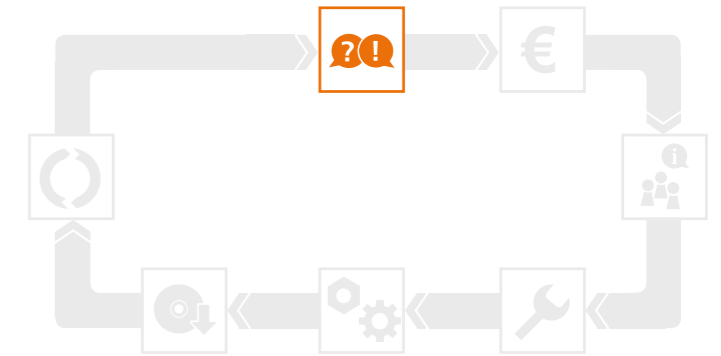
/// COMPREHENSIVE CONSULTING AND PROJECT PLANNING

No company is exactly like another. Different challenges require individual approaches. Therefore, personal consultation has top priority for us – and not only at the beginning of our relationship.

We give you advice on all of your processes and applications. If you wish, we will come to your company, but we would prefer for you to visit our Technology and Service Centre at

the VOLLMER head office in Biberach. Here we can show you in practice what VOLLMER can do for you.

Through intensive communication with VOLLMER experts, you will obtain precious know-how on state-of-the-art application processes for the production and maintenance of tools.



PRODUCT OVERVIEW

///// TRIAL PROCESSING

A lot of companies promise a lot. Trial processing provides clarity. Convince yourself of the amazing surface quality that can be achieved with state-of-the-art VOLLMER technologies. Find out for yourself what precision and sharpness made by VOLLMER means. But please be careful.

///// PROCESS OPTIMISATION

With the integration of your new VOLLMER machine, you can take the opportunity to check your complete tool processing and to optimise it, if necessary. We will support you. In the end, it is not only the result that counts but also the way it is achieved.

///// PROGRAMMING

Programmed for success right from the start: we show you how. The VOLLMER control concept allows for the easy and exact setting of "your VOLLMER" to meet the required processing steps and sizes.



/// FINANCING AND ASSURANCE

Today's global competition requires utmost efficiency in all business units of your company – and this means permanent investment. It is good that VOLLMER not only has the appropriate technical solution for you but also a financial plan which is the optimal match for your company. A financial plan that allows you to actively organise the future of your company and makes you flexible for your daily challenges at the same time.

Without onerous capital commitment or the exploitation of existing credit lines, without any impacts on the balance sheet, and with a reduction in taxes. For you this means: safe investment at fixed calculable costs.



PRODUCT OVERVIEW

///// LEASING

Start your new investment with low lease instalments, and decide after the expiration of the leasing term whether you want to keep, buy or return the machine. You will profit from variable terms, flexible purchase and extension opportunities as well as a liquidity-oriented instalment plan. In other words: safe investment at fixed calculable costs.

///// HIRE PURCHASE

You become the owner of the machine with immediate effect and can activate your investment in the new VOLLMER machine in your capitalize assets. Thus, depreciation and inclusion of existing subsidies are possible right from the start. Moreover, you profit from variable terms and a liquidity-oriented instalment plan.

///// EXPORT FINANCING

We offer worldwide financial solutions in cooperation with credit insurance firms and international banks. Thus it is possible to implement projects even in areas that are subject to economical and political risks.



/// TRAINING AND COMMISSIONING

With VOLLMER you not only profit from state-of-the-art sharpening machines but also from tried and tested training courses and consultancy right from the beginning.

Do you wish to get an idea of the opportunities that VOLLMER machinery offers? Then come and visit our modern Technology and Service Centre in Biberach. It's worth it. Our position is that advanced technology can only develop its full potential

if it is used efficiently. Therefore, VOLLMER offers you comprehensive basic and advanced training measures.

In addition to this vast training programme, we offer presentations, complete training packages and individual concepts for your personal training courses – and that of your employees.



PRODUCT OVERVIEW

////// TRAINING

VOLLMER's tailored training and education kit is as versatile as requirements and skills are (see RH table). Be it technology training for beginners or modular machine training for operators and service staff – you will always profit from a high level of practical experience, state-of-the-art training equipment and, of course, the know-how of our trainers who are highly qualified both in terms of expertise and teaching skills.

////// COMMISSIONING

You want to use the full potential of your new VOLLMER machine without initial difficulties. Right from the beginning. No problem. We allow for a perfect start. Simply leave the installation and commissioning of the machine as well as the training of your employees to our competent service staff. They ensure a perfect start. And they ensure that your investment pays off from the very first day.

////// MACHINE DEMONSTRATION

Become familiar with VOLLMER products and their applications live and from a very close distance. Discover the optimal solution for your challenges regarding the care and treatment of sharp tools.

MODULAR TRAINING CONCEPT

	Technology training	Machine training Basic	Machine training Advanced	Machine training Service
Band saw	✓	✓	✓	✓
Circular saw	✓	✓	✓	✓
PCD rotary tools	✓	✓	✓	✓
Carbide rotary tools	✓	✓	✓	✓





/// MAINTENANCE AND SERVICING

VOLLMER machines are regarded as very rugged, durable and reliable. With frequent maintenance by VOLLMER technicians, they are even more reliable. Possible wear is detected at an early stage, long before minor effects of ageing may cause major problems. To ensure service costs that are calculable right from the beginning, VOLLMER always offers the appropriate service contract to meet your requirements. Optimally tailored to your machine.

In the unlikely event of a fault, or if you require modifications, our service technicians will always be there for you – also for on-site work.



PRODUCT OVERVIEW

///// TELEPHONE CONSULTATION AND ON-SITE DEPLOYMENTS

Reliable availability from 7am until 6pm, short response times and competent support are important basics for a high level of availability and efficiency.

And in any case, you can always rely on the quick and straightforward support of our perfectly trained and well prepared service technicians. Of course also on-site at your premises. For more information, please contact your local VOLLMER branch.

///// SERVICE CONTRACTS

At VOLLMER you define the scope of service depending on the type of contract. For the sake of simplicity we have put together three packages for you. Depending on how much scope you want to agree from the outset. On request you can also extend these packages, with additional elements to suit your individual needs. Simply contact us.

///// REMOTE DIAGNOSIS

In addition to our telephone consultation, we can establish internet connection between your machine and our VOLLMER service for the latest machine types. This allows for remote failure diagnosis and programming support.



/// CHECK	/// PLUS	/// MAX
<ul style="list-style-type: none"> // Inspection of machine // Labour, journey time and travel expenses // Software updates // Special discount on spare parts* 	<ul style="list-style-type: none"> // Inspection of machine // Labour, journey time and travel expenses // Software updates // Special discount on spare parts* <p>+</p> <ul style="list-style-type: none"> // Annual replacement of defined wearing parts 	<ul style="list-style-type: none"> // Inspection of machine // Labour, journey time and travel expenses // Software updates // Special discount on spare parts* <p>+</p> <ul style="list-style-type: none"> // Annual replacement of defined wearing parts <p>+</p> <ul style="list-style-type: none"> // Replacement of other parts at defined intervals

* 10% special discount on all spare parts resulting from the inspection.

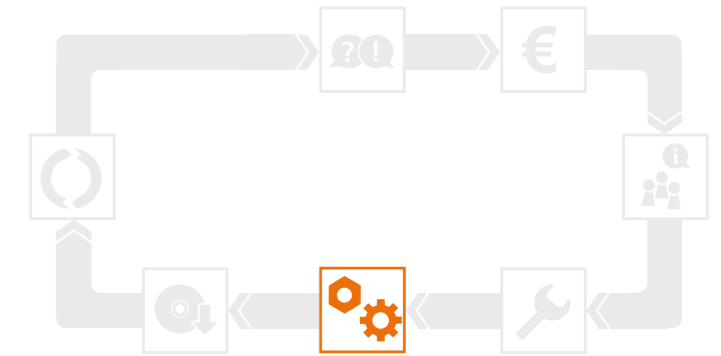
All service contracts including optional maintenance of fire-extinguishing systems and dielectric fluid cleaning.



/// ORIGINAL SPARE PARTS

If you expect VOLLMER standards, you should not make any compromises with regard to spare parts but rely on the renowned original quality of VOLLMER spare and consumable parts which are exactly adjusted to each machine and fully meet the high VOLLMER quality requirements. Your machine will reward you with a long and reliable service life!

We guarantee the quick and easy supply of VOLLMER original spare and consumable parts! On request by Express shipment to ensure that you will receive the parts on the desired date.



PRODUCT OVERVIEW

///// SPARE PARTS

We guarantee quick and easy supply with VOLLMER original spare parts and are there for you from 7am until 6pm (may vary from country to country). Upon request we can send orders received by 16.30 on the same day by express delivery.

///// CONSUMABLES

At VOLLMER, you will not only get sharpening and eroding machines perfectly tailored to your requirements, but also all the important auxiliary, maintenance and consumable materials – optimally tuned to the machine – for smooth and efficient deployment. Improve the availability and service life of your original VOLLMER machine. With original VOLLMER quality.



/// UPGRADE AND SOFTWARE

VOLLMER technicians are constantly developing new applications and solutions which are made ready for series production in the research department. This includes the detailed optimisation and further development of mechanical components as well as the adjustment of software to new tasks and special requirements. Thus, the performance range of the machines is continuously expanded.

Machines that are already deployed at the customer can be further developed with regard to performance and application by retrofitting. These specific modernisations ensure that you can keep your production process at the top level for years.



PRODUCT OVERVIEW

///// SOFTWARE UPDATES

Do not worry about the latest software developments and trends. On request, we will develop software tasks for you. We will regularly inform you about the latest progress, new developments and optimisations.

///// UPGRADES

By the specific optimisation of your machines, you will be in a position to maintain your production processes at the top level and improve the performance of existing machines. VOLLMER technicians always use VOLLMER original parts and VOLLMER software for the accomplishment of jobs.

///// MODERNISATIONS/ALTERATIONS

Machines that are already deployed at the customer for a while can be further developed with regard to performance and application by intelligent retrofitting – without much effort. By means of these specific modernisations, you can keep “your VOLLMER” up to date for many years. The same applies for your production processes.



PURCHASE AND SALE OF SECOND-HAND MACHINES

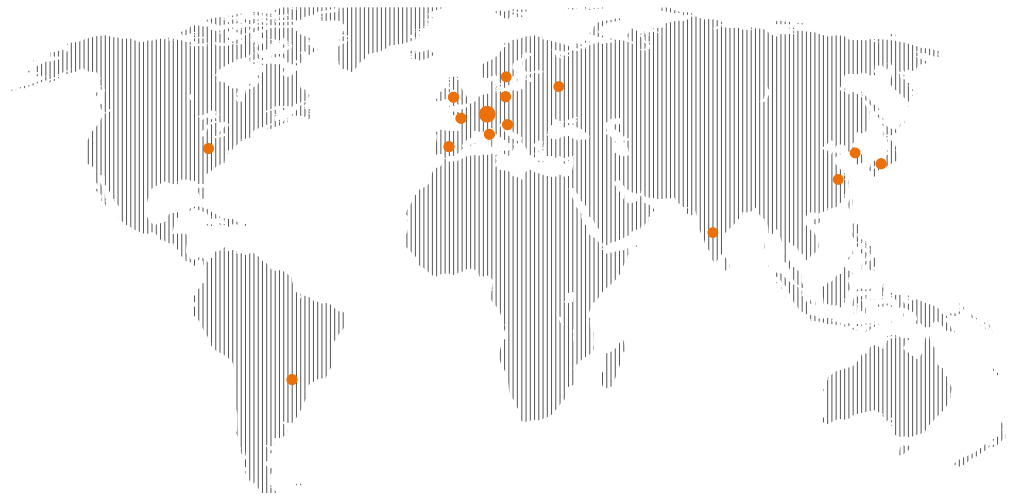
You want to expand your capacities at short notice and are looking for a very cost-effective alternative? Then, VOLLMER second-hand machines are surely an interesting option for you.

Thoroughly checked by our technicians and technically in an absolutely impeccable condition due to VOLLMER spare and consumable parts. Just what you may expect from a real VOLLMER machine.



Have we sparked your interest? Your VOLLMER contact people are glad to provide you with information at any time. Please contact your VOLLMER branch office (see reverse side).

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