



## Customer Care

We are here to help.



UNITED GRINDING Group

Table of Contents

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**UNITED GRINDING Group**

- 07 UNITED GRINDING Group worldwide
- 08 Brands of the UNITED GRINDING Group
- 09 Our company brands
- 14 Customer Care
- 14 Our range of services
- 15 Service index

**Start Up**

- 19 Commissioning
- 20 Warranty extension

**Qualification**

- 25 Training
- 26 Production support

**Prevention**

- 31 Maintenance
- 32 Inspection

**Service**

- 36 Customer service
- 39 Customer consultation
- 40 HelpLine
- 43 Remote service

**Material**

- 47 Spare parts
- 48 Refurbished parts
- 51 Accessories

**Rebuilt**

- 55 Machine overhaul
- 56 Assembly overhaul

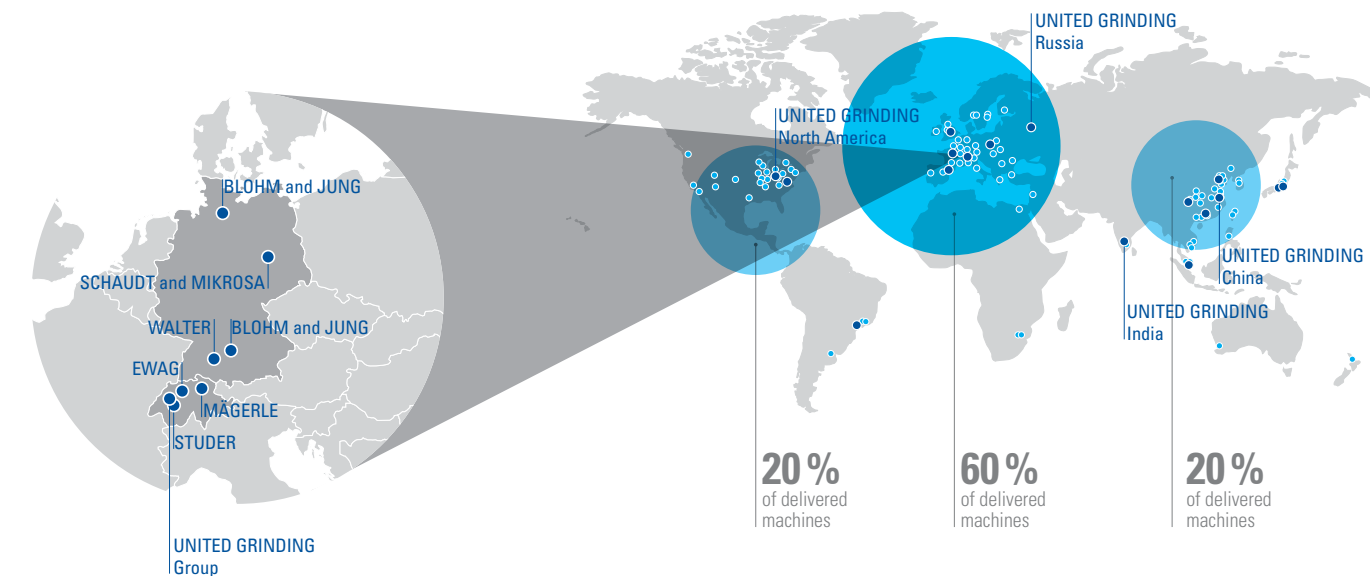
**Retrofit**

- 60 Modifications
  - 63 Retrofits
  - 64 Machine trade-in
-

## Dear Customers of the UNITED GRINDING Group

With its eight company brands, the UNITED GRINDING Group is the world's leading supplier of precision machines for grinding, eroding, lasereng, measuring as well as combination machining. We also offer an extensive range of services – including our efficient, reliable and customer-oriented Customer Care.

### UNITED GRINDING Group worldwide



## The brands of the UNITED GRINDING Group

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The UNITED GRINDING Group is divided into three business divisions. MÄGERLE, BLOHM and JUNG are professionals in surface and profile grinding. STUDER, SCHAUDT und MIKROSA are experts in cylindrical grinding. WALTER and EWAG are specialists in tool grinding.



## Our company brands

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### Surface & profile

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MÄGERLE  
BLOHM  
JUNG

### Cylindrical

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STUDER  
SCHAUDT  
MIKROSA

### Tools

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WALTER  
EWAG

## MÄGERLE

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Mägerle AG Maschinenfabrik, established in 1929, builds high-performance grinding systems for handling simple and complex surface and profile grinding tasks. As a turnkey supplier, MÄGERLE is a technology leader in superproductive special applications. Great emphasis is placed on customer individuality and flexibility.



## BLOHM

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BLOHM produces machines for surface and profile grinding. These are used worldwide, wherever productivity, performance and precision are required. Experience gained from supplying more than 15,000 machines and ongoing collaboration with colleges as well as in European research projects form the basis for the company's grinding expertise in surface and profile grinding.



## JUNG

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JUNG is synonymous with high quality and superior surface finishing in precision machines for surface and profile grinding. Solutions are primarily provided for the tool and die industry, the semiconductor industry and medical technology. With more than 19,000 delivered machines worldwide, JUNG holds a leading position.



## STUDER

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Fritz Studer AG is the market and technology leader in universal, external and internal cylindrical grinding as well as noncircular grinding. With around 22,000 delivered systems, the name STUDER has been synonymous with precision, quality and durability for decades. STUDER produces both standard machines and individual system solutions in high-precision cylindrical grinding for machining small to medium-sized workpieces.



## SCHAUDT

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The name SCHAUDT is synonymous worldwide with cutting-edge technological solutions for cylindrical, noncircular and cam form grinding "Made in Germany". The SCHAUDT brand is a global partner for the automotive industry, focusing on high customer individuality and the supply of fully automatic systems.



## MIKROSA

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The MIKROSA brand is synonymous worldwide with centerless external cylindrical grinding in the premium range with the German seal of quality. For over 130 years, MIKROSA has built machines custom-made for the highest precision and reliability. MIKROSA covers a broad application range, from small needles through to heavy railway axles.



## WALTER

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Walter Maschinenbau GmbH is a world leading manufacturer of grinding, eroding and CNC measuring machines for the production and resharpening of metal, wood and PCD tools as well as rotationally-symmetrical production components. Global presence and customer proximity are the key to success.



## EWAG

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Ewag AG is the leading manufacturer of high-precision machines for grinding, eroding and lasering of flat tools in particular. EWAG products are used worldwide in the watch, dental, electrical, automotive and aviation industries, as well as in the manufacture of precision micro-components.

WALTER and EWAG jointly are the comprehensive system and solution provider for complete tool machining.



## Customer Care – always in your area

With a market share of around 25 %, the UNITED GRINDING Group is the clear number one in the relevant grinding machine market. Many different conditions must be fulfilled, to ensure that it remains so: one of these is an efficient, reliable and customer-oriented Customer Care service.

## Our range of services

Our machines must fulfill your requirements for as long as possible, operate cost-effectively, function reliably and be constantly available. From "Start up" through to "Retrofit" – we at Customer Care are there for you throughout the entire working life of your machine, with more than 450 competent and experienced employees worldwide:

- We will provide you with fast, uncomplicated support.
- We will help to increase your productivity.
- We work professionally, reliably and transparently.
- We will provide a professional solution to your problems.

## Service index\*

Category	Sub-category	MÄGERLE	BLOHM	JUNG	STUDER	SCHAUDT	MIKROSA	WALTER	EWAG
Start up	Commissioning	•	•	•	•	•	•	•	•
	Warranty extension	•	•	•	•	•	•	•	•
Qualification	Training	•	•	•	•	•	•	•	•
	Production support	•	•	•	•	•	•	•	•
Prevention	Maintenance	•	•	•	•	•	•	•	•
	Inspection	•	•	•	•	•	•	•	•
Service	Customer service	•	•	•	•	•	•	•	•
	Customer consultation	•	•	•	•	•	•	•	•
	Helpline	•	•	•	•	•	•	•	•
	Remote service	•	•	•	•	•	•	•	•
Material	Spare parts	•	•	•	•	•	•	•	•
	Refurbished parts	•	•	•	•	•	•	•	•
	Accessories	•	•	•	•	•	•	•	•
Rebuilt	Machine overhaul	•	•	•	•	•	•	•	•
	Assembly overhaul	•	•	•	•	•	•	•	•
Retrofit	Modifications	•	•	•	•	•	•	•	•
	Retrofits	•	•	•	•	•	•	•	•
	Machine trade-in			•				•	

\* Most services are offered by all company brands. If a service is not available from a brand, the brand appears gray instead of blue in the index in the following pages.





# START UP

Start up guarantees the success of your machine's premiere.



## Commissioning

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When commissioning your machine we check all functions in great detail and carry out integration tests for options and accessories, if required. We provide your operating personnel with individual and detailed training, taking account of your specific requirements. If desired, we grind a workpiece defined by you. The experience gained from several hundred start-ups a year ensures a smooth start to production.

### Your advantages

- Smooth start to production
- Optimal basic knowledge
- Trained staff

## Warranty extension

You can depend on the quality of your machine. You can extend the warranty period by 12 or 24 months under favorable terms. All repairs and the necessary original parts are covered, excluding wear parts.

### Your advantages

- Ability to plan
- Financial security at low additional costs







# QUALIFICATION

Qualification ensures that your personnel are optimally trained for efficient handling of the machine.



## Training

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We offer individually designed , which we can carry out at your production facility and on your own machine. Our course categories range from general grinding through operation and programming to special courses.

### Your advantages

- Learning of processes under real conditions
- Trained and motivated staff
- Higher productivity
- Lower risk of machine failure due to incorrect operation

## Production support

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We can support your technical employees and machine operators during the production process on site. We will gladly advise you with regard to process and cycle time optimization or special operational procedures (e.g. integration of in-process gauging, changeover to new workpieces or grinding wheels). You define the focus and duration of the service.

### Your advantages

- Increase in your company's know-how
- Support of your production team by our specialists
- Increased productivity







# PREVENTION

Prevention enables you to prevent machine failures and prolong your machine's working life.



## Maintenance

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We carry out maintenance systematically according to a detailed checklist with more than 200 work steps and 50 inspection points. You can choose between regular maintenance (possible intervals: 4, 6, 12, 18, 24 months) and one-off maintenance. All maintenance activities essentially include:

- Inspection of exposed machine parts
- Inspection of the electrical and control system
- Replacement of wear parts (included in the scope of supply)
- Oil change, if necessary
- Comprehensive functional check
- Backup of current machine data
- Maintenance report with recommendations

### Your advantages

- Increased machine availability thanks to reduced stoppages
- Higher and more constant production quality
- Well-founded statements on the machine condition
- Cost transparency thanks to flat rate



## Inspection

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During an inspection we carry out a visual inspection of your machine. Our service technicians draw up a detailed inspection checklist, which is then analyzed with you. This allows you to gain clear picture of the condition of your machine.

### Your advantages

- Early identification of defects
- Service tasks easier to schedule
- Increased machine availability thanks to reduced stoppages





# SERVICE

Service provides you with local or remote assistance from our competent Customer Care employees.

## Customer service

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Our qualified service technicians are based all over the world and can reach you quickly if required. The service technicians can access technical support from the factory at any time. They identify faults, carry out repairs, measure, assess, restore the machine geometry if required, and draw up inventories.

### Your advantages

- Fast response times thanks to locally based service technicians
- Rapid troubleshooting
- Quick and effective problem solving







## Customer consultation

We will be happy to advise you about our services on site and support you in the implementation of your projects. We will determine your needs and provide you with concrete recommendations.

### Your advantages

- Availability of competent technical customer advisers
- Individual support
- Free consultation at your premises

## HelpLine

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More than 50 HelpLine employees are available to assist you worldwide: they are your first port of call in the event of queries or problems. Your regional service manager then organizes the next steps or helps you personally.

### Your advantages

- Personal contact
- Increased machine availability thanks to fast response times



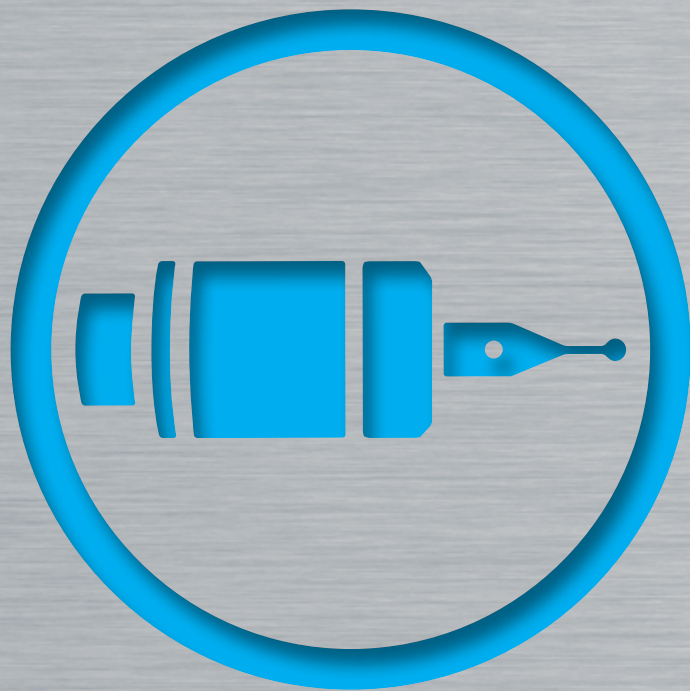
## Remote service

Our remote service supplements the HelpLine and enables a quick and precise remote diagnosis. Important information on the machine control system is instantly available to our experts. This means that a technician's visit to your factory can be avoided in many cases.

### Your advantages

- Quick and precise remote diagnosis based on reliable data
- Avoidance or shortening of a technician's visit





# MATERIAL

Material ensures that your machine has everything it needs.



## Spare parts

We keep a few hundred thousand original spare parts in stock for you. A large and experienced team of part managers deal exclusively with the identification and shipping of the spare parts which you require. These fulfill the high quality standards of the UNITED GRINDING Group. We can also supply original spare parts for older machines.

### Your advantages

- Fast and flexible response to your requirements
- Fitting accuracy and process reliability thanks to original spare parts
- The machine's high precision is maintained



## Refurbished parts

We treat selected spare parts as refurbished parts: they are replaced, expertly conditioned in our overhaul departments and then returned to the sales cycle. Naturally we offer a full warranty on these parts. You can choose between a spare part or a lower cost refurbished part - the same delivery period applies for both.

### Your advantages

- Lower costs when purchasing refurbished parts
- Quick problem solving
- The machine's high precision is maintained
- Perfect fitting accuracy of refurbished parts



## Accessories

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From dressing tools through to measuring probes, we offer a wide selection of accessories: our employees will be pleased to advise you and provide you with information on our extensive range of accessories.

### Your advantages

- Customization of your machine
- Perfect fitting accuracy of accessories



# REBUILT

Rebuilt enables your machine to operate just as reliably as if it were new.





## Machine overhaul

We have an overhaul department with experienced employees at almost every production center. We will gladly provide you with on-site advice regarding the overhaul of your machine and draw up an inventory. A machine overhaul comprises:

- Complete dismantling of the machine
- Renewal of the guideways
- Repainting of the machine and components
- Construction of the machine and the associated geometry
- Recommissioning including functional and geometry inspection

We will provide you with a loan machine during the overhaul, depending on requirement and availability. Naturally you will also benefit from a warranty on all work carried out.

### Your advantages

- Precision and productivity as for a new machine
- Extended service life of your machine
- Retraining of employees on a new machine unnecessary

## Assembly overhaul

We analyze the assembly in detail and prepare an estimate for the overhaul tailored to your requirements. An assembly overhaul comprises:

- Functional and geometry inspection
- Construction of the assembly and geometry
- Repainting of the components

If required, we can undertake conversion and retrofitting of options for you and commission the machine at your premises. Naturally you will also benefit from a warranty on all work carried out.

### Your advantages

- You receive an assembly that's as good as new
- Extended service life of the machine
- Rectification of geometry problems







# RETROFIT

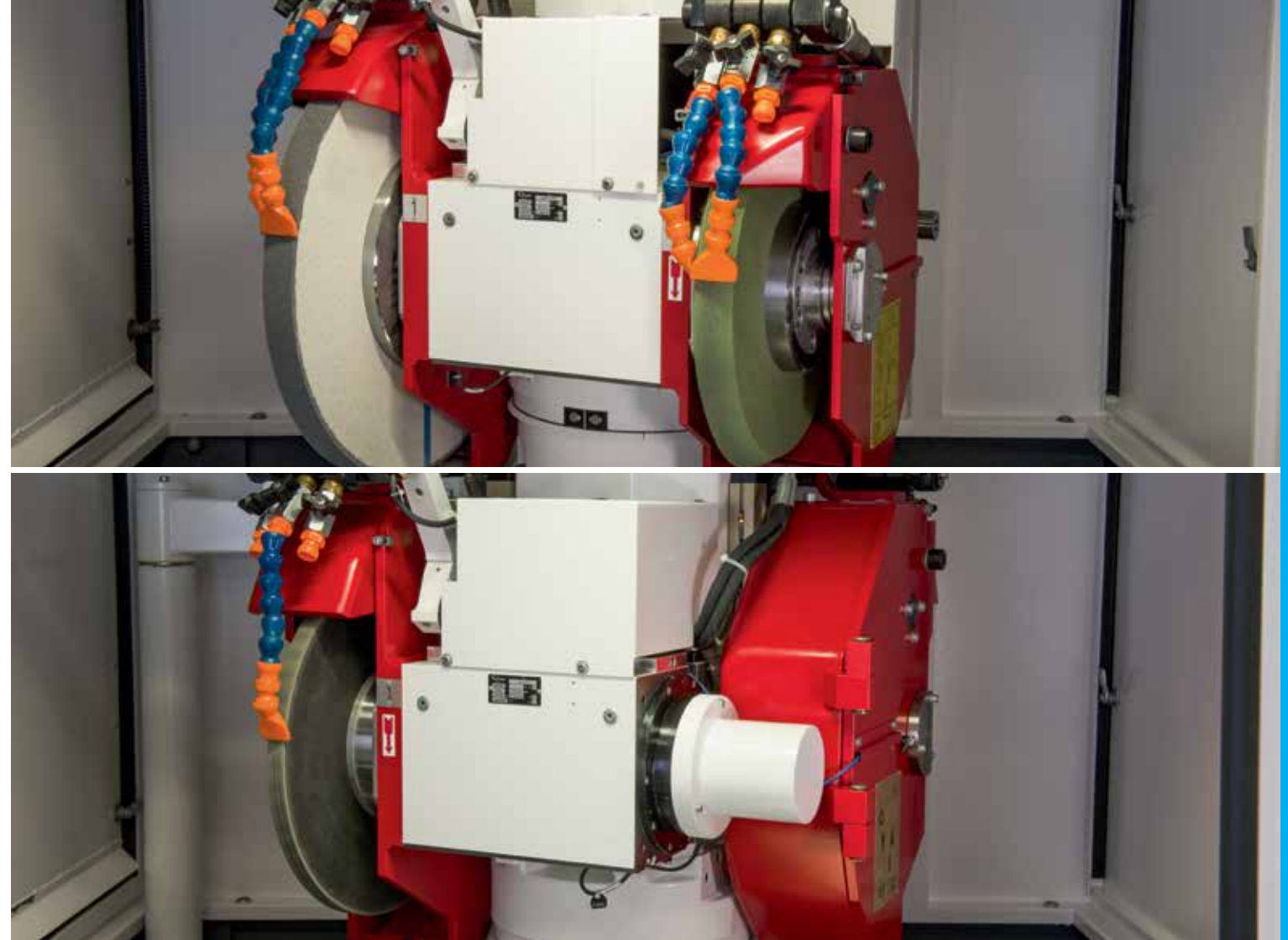
Retrofit equips your machine with new functions.

## Modifications

We are happy to carry out complex modifications to your machine in our factory, which will open up new production options for you. This is subject to a consultation by our experts at your premises, including drawing up an inventory. We will provide you with a loan machine during the modification, depending on requirement and availability. Naturally you will also benefit from a warranty on all work carried out.

### Your advantages

- Use of your machine for new applications
- Extended service life of the machine
- Retraining of employees on a new machine unnecessary





## Retrofits

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A retrofit is recommended if you wish to extend your range of parts. Our specialists will be happy to carry out a feasibility analysis for you. Our service technicians carry out the retrofits directly on site.

### Your advantages

- Upgrading of components to the current state-of-the-art
- Preservation of your machine's value
- Machine remains in-situ



## Machine trade-in

When purchasing a new machine – in order to replace an existing one – we offer to take back your old machine.

### Your advantages

- No disposal costs
- Use of the latest technology through replacement acquisition
- Free assessment of the old machine
- The old machine is taken back when the new machine is delivered
- Assumption of the costs for return transport





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