

SERVICE

PERFORMANCE AND COMPETENCE

EN



KEB

KEB - WE ARE HERE FOR YOU! AFTER-SALES CUSTOMER SUPPORT

KEB Automation KG is a leading and globally active manufacturer of electronic drive technology. With products and solutions KEB is your reliable and competent partner for equipment and production plant construction.

KEB Service rounds off its customer support range with many reliable, quickly and flexible services for the after-sales area.

Let our high-performing and competent team impress you!

OUR SERVICES ARE PROVIDED ACCORDING TO OUR MOTTO „WE ARE HERE FOR YOU“:



Product repair services



Worldwide onsite services



Maintenance services



Analytical services



Remote and VR Service



Service Partner Worldwide

WE HAVE THE SOLUTION FOR YOUR REQUIREMENTS!

Our knowledge is the result of field experience from more than 1 million drive systems that have been installed in a variety of plants and equipment with KEB assemblies.

Long-lasting and reliable KEB assemblies can be inspected with little effort and put to further use, thus achieving an extension in operating hours.

Installations can be modernised with new products, and their efficiencies can also be optimised to meet future requirements.

To this end, your KEB service team offers extensive advisory services for the optimum use of your systems.

REPAIRS



YOU DECIDE THE TYPE AND SCOPE OF OUR SERVICES **PRODUCTION EQUIPMENT AND MACHINES ARE AT THE HEART OF EACH COMPANY.**

Today, we can no longer afford disruptions, breakdowns, inaccuracies and idle operations. Our maintenance and repair services aim to achieve optimum availability at all times - a key factor for your productivity!

Customer-specific parameter settings are saved at the beginning of each repair process, followed by a visual examination and inspection of the hardware.

A functional analysis is then used to detect error causes and localise defective components.

The complete datas of all analyzed devices are included in a central database, which can be used to draw conclusions for the continuous improvement process for all KEB products.

The last step of each repair consists of an extensive outgoing inspection, and the customer-specific parameter settings saved at the beginning are subsequently re-programmed.

This way, KEB Service provides you with the option of re-using your assembly as a plug-and-place solution.

BENEFIT FROM OUR EXPERIENCE!

CHOOSE FROM THE STANDARD SERVICE AND THE NEW KEB EXPRESS SERVICE - THE OPTION FOR REDUCING EQUIPMENT IDLE TIME.

OVERNIGHT EXPRESS SERVICE: 24 HOURS

EXPRESS SERVICE: max. 5 working days

STANDARD SERVICE: approx. 15 - 20 working days

Delivery: KEB Automation KG Südstraße 15, 32683 Barntrup, GERMANY

All service types stand for a high level of quality based on a service management system in SAP, with the exclusive use of original replacement parts and computer-supported and automated outgoing inspections for

- High-voltage
- Function
- Validation of safety functions
- Heating chamber performance test under load conditions

after each repair.



COMPETENT SERVICE

KEB offers support for regular maintenance work.

Long operating times, high temperatures or particle-loaded environments can lead to wear and tear as well as early ageing, which can be avoided preventively by maintenance.

With the replacement of wear components such as:

- Power semiconductors
- DC link capacitors
- Ventilators
- Switching relays

and subsequent function test with extensive output test, validation of the safety function, as well as restart support on site you prevent downtimes in production, ensure downtimes and at the end you achieve a cost reduction!

FORMING SERVICE

Frequency inverters with electrolytic intermediate circuit capacitors which have not been put into operation directly for a longer period of time should not be used due to physical reasons. The conditions of the components cannot be brought directly into the application without precautions. After a storage period of more than two years, chemical Reactions take place inside the capacitor which can lead to a change in the properties.

This can lead to the voltage distribution in the DC circuit of the devices is not symmetrical anymore. Consequently, capacitors could be damaged by power overload.

KEB Service offers you the solution therefore by forming the DC circuit, depending on the storage time, the DC circuit voltage will be increased and the symmetrical voltage distribution will be achieved.

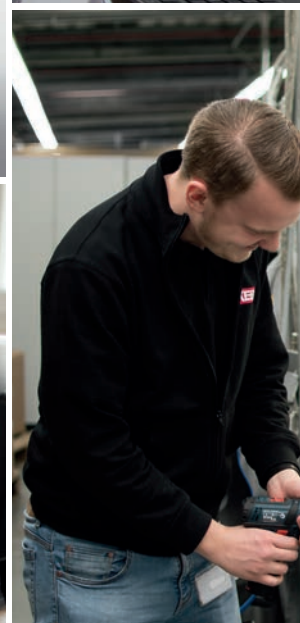
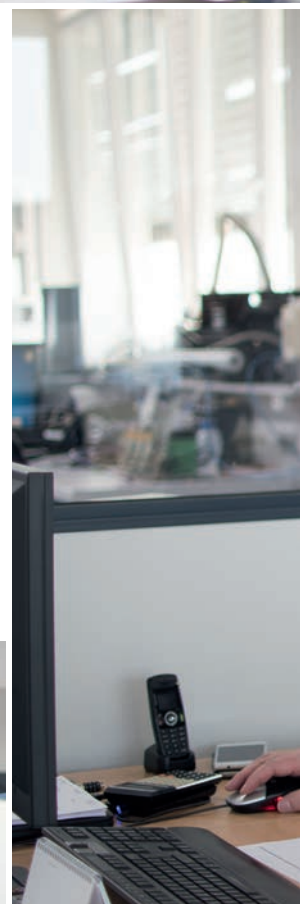
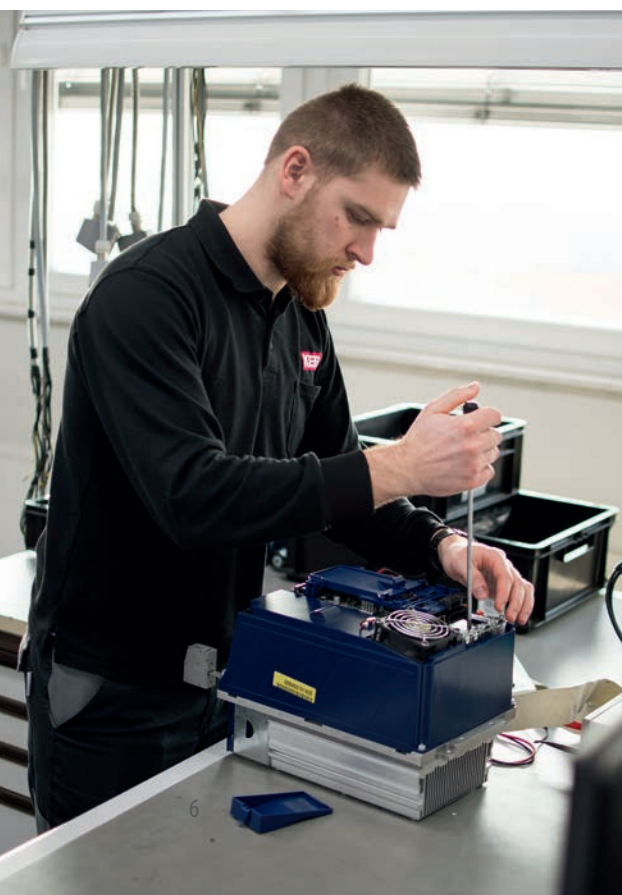


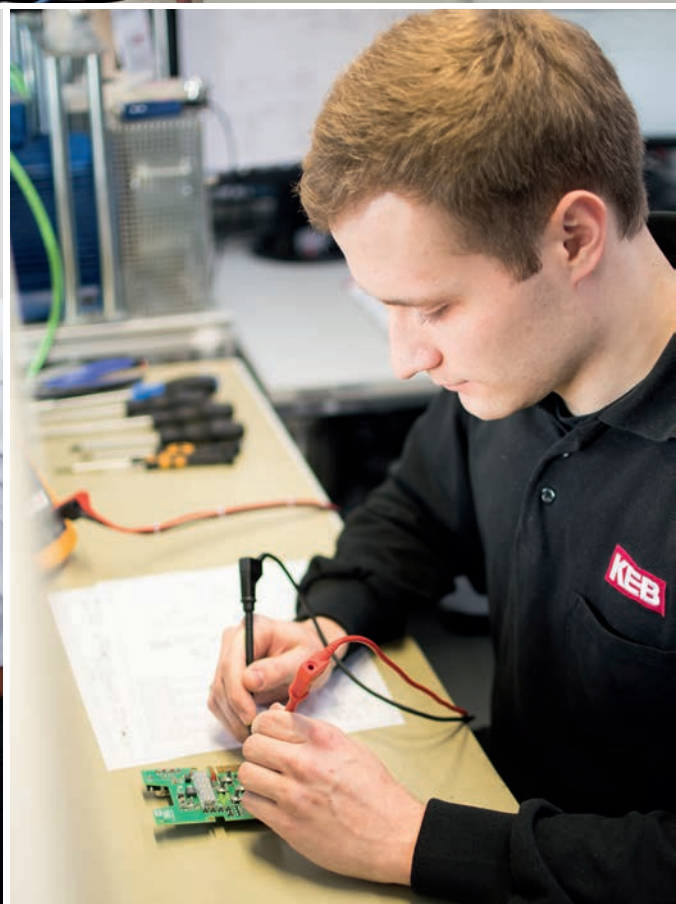
QUALITY IS OUR STANDARD

„Service is an attitude, not a marketing gag,” explains Christian Olschewski, Head of Service at KEB. „This is what we do every day: to create fast, customer-oriented solutions.” The basis is the company headquarters in Barntrup, the team is deployed worldwide - whether in person on site or via remote maintenance. Individual solutions and high-quality products have been the benchmark at KEB since 1972. „Service is the philosophy to meet the requests of our customers at any time.”

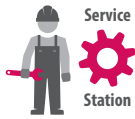


**29 COLLEAGUES, AVAILABLE 7 DAYS A WEEK, OVER 250 YEARS
ACCUMULATED EXPERIENCE, COMPLEMENTED BY 25 SERVICE
PARTNER WORLD WIDE.**





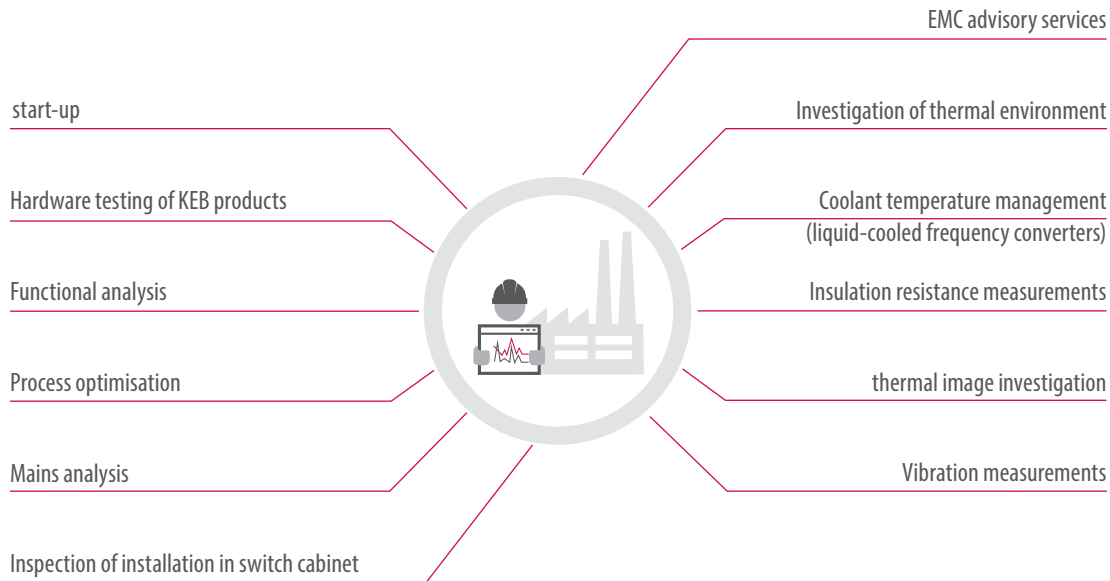
KEB START-UP SERVICE CATALOGUE



MORE THAN JUST A JOB OUR „ONSITE SERVICE“

Experienced KEB service technicians, who have received special training for tasks related to customer applications and repair/maintenance, are available onsite and on a global basis for a variety of application areas.

START-UP SERVICE OFFERING:



START-UP SUPPORT

Our service technicians would be pleased to assist you with the start-up of KEB products in your installations during the expansion of existing installations and the replacement of old products.

- create customer parameter
- analyse of machine parts (spindle, motor)
- Review of switch cabinet structure
- Review of proper connection of KEB products
- Parameter optimisation
- Test operations under test and load conditions
- Control unit optimisation





WE ARE LOOKING FOR THE SOLUTION OF YOUR TASKS

We are looking for the solution of your tasks. With KEB Service, it is possible to build flexible systems or partial solutions from your application and test them with your specifications:

- Test structure with customer-specific components
- Complex system analysis
- Development of a measures catalogue
- Support with implementation

You realized a malfunction of software or hardware of KEB products inside your machine or application and communicate it to our KEB Service Support Team. As First Level Support the KEB Service is the competent 1st contact person for our customers and will deliver the solution to you as soon as possible.



RETROFIT

The name retrofit stands for the modernisation or expansion of already existing production equipment. Existing equipment and systems are updated by replacing older devices, e.g. COMBIVERT F5, with contemporary and technologically further developed products, e.g. COMBIVERT F6. Users benefit from the modernisation of equipment or systems and the continued use of production capacities.

ADDITIONAL ADVANTAGES ARE THE FOLLOWING:

- Lower investment costs than installing new equipment
- Ability to continue using foundations and other infrastructure
- Does not require extensive training of already trained employees

Example: A KEB service technician analyses the devices found in your machine. The parameter settings that have been saved are re-programmed for the new product. KEB Service carries out the replacement in the machine and subsequently starts it up again.

LOOKING INTO THE FUTURE...

KEB Service is continuously developing its service offering.

Its main components are as follows:

- New services at Barntrup headquarters
- Additional expansion of KEB's own service locations
- Additional development of KEB service partners
- Additional establishment of KEB service centres

Please contact our team with your questions, ideas or concerns.

KEB COMPANIES

Austria | KEB Automation GmbH
Ritzstraße 8 4614 Marchtrenk Austria
Phone: +43 7243 53586-0 Fax: +43 7243 53586-21
E-Mail: info@keb.at Web: keb-automation.com

Benelux | KEB Automation KG
Boulevard Paepsem 20 – Paepsem laan 20 1070 Anderlecht Belgium
Phone: +32 2 447 8580
E-Mail: info.benelux@keb.de Web: keb-automation.com

Canada | KEB Canada
2010 Winston Park Dr., Suite 200 Oakville, ON L6H 5R7 Canada
Phone: +1 905 617 2352
E-Mail: sales@keb-automation.ca Web: keb-automation.ca

Czech Republic | KEB Automation s.r.o.
Videnska 188/119d 61900 Brno Czech Republic
Phone: +420 544 212 008
E-Mail: info@keb.cz Web: keb-automation.com

France | Société Française KEB SASU
Z.I. de la Croix St. Nicolas 14, rue Gustave Eiffel
94510 La Queue en Brie France
Phone: +33 149620101 Fax: +33 145767495
E-Mail: info@keb.fr Web: keb-automation.com

Germany | Geared Motors
KEB Antriebstechnik GmbH
Wildbacher Straße 5 08289 Schneeberg Germany
Phone: +49 3772 67-0 Fax: +49 3772 67-281
E-Mail: info@keb-drive.de Web: keb-automation.com

Germany | Headquarters
KEB Automation KG
Südstraße 38 32683 Barntrup Germany
Phone: +49 5263 401-0
E-Mail: info@keb.de Web: keb-automation.com

Italy | KEB Italia S.r.l. Unipersonale
Via Newton, 2 20019 Settimo Milanese (Milano) Italy
Phone: +39 02 3353531 Fax: +39 02 33500790
E-Mail: info@keb.it Web: https://blog.keb.it

Japan | KEB Japan Ltd.
711-103 Fukudayama, Fukuda,
Shinjo-shi Yamagata 996-0053 Japan
Phone: +81 233 292800 Fax: +81 233 292802
E-Mail: info@keb.jp Web: keb.jp

P. R. China | KEB Power Transmission Technology (Shanghai) Co. Ltd.
No. 435 QianPu Road Chedun Town Songjiang District
201611 Shanghai P. R. China
Phone: +86 21 37746688 Fax: +86 21 37746600
E-Mail: info@keb.cn Web: keb.cn

Poland | KEB Automation KG
Phone: +48 604 077 727
E-Mail: roman.trinczek@keb.de Web: keb-automation.com

Republic of Korea | KEB Automation KG
Room 1112, Hanju 4th 501 Pyeonghwa-ro 322beon-gil
Uijeongbu-si 11706 Gyeonggi-do Republik Korea
Phone: +82 10 3101 3902
E-Mail: vb.korea@keb.de Web: keb-automation.com

Spain | KEB Automation KG
c / Mitjer, Nave 8 - Pol. Ind. LA MASIA
08798 Sant Cugat Sesgarrigues (Barcelona) Spain
Phone: +34 93 8970268
E-Mail: vb.espana@keb.de Web: keb-automation.com

Switzerland | KEB Automation AG
Barzloostrasse 1 8330 Pfäeffikon/ZH Switzerland
Phone: +41 43 2886060
E-Mail: info@keb.ch Web: keb-automation.com

United Kingdom | KEB (UK) Ltd.
5 Morris Close Park Farm Industrial Estate
Wellingborough, Northants, NN8 6XF United Kingdom
Phone: +44 1933 402220 Fax: +44 1933 400724
E-Mail: info@keb.co.uk Web: keb-automation.com

United States | KEB America, Inc.
5100 Valley Industrial Blvd. South
Shakopee, MN 55379 United States
Phone: +1 952 2241400 Fax: +1 952 2241499
E-Mail: info@kebamerica.com Web: kebamerica.com



KEB'S GLOBAL PARTNER NETWORK





The information provided in this brochure contains merely general descriptions or characteristics of performance which in case of actual application do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. We reserve the right to make technical changes.

© KEB 00000005SER 03.2020

Automation with Drive

keb-automation.com

KEB Automation KG Suedstrasse 38 32683 Barntrup Germany Phone +49 5263 401-0 E-Mail: info@keb.de

© KEB 0000000-5SER 03.2020 Subject to technical alterations!