



# Say Goodbye to Down Time!

## Genuine Rexroth Service: Expertise for reliable productivity

We provide unique cross-technology expertise in all drive and control technologies—which means less coordination expense and effort for you, plus faster solutions and lasting improvements to system performance across the value stream.

### TRUST ONLY THE BEST

#### The only authorized source for Rexroth / Indramat repairs

Don't be fooled by imitations, we get it right every time! Using original OEM parts, and factory-trained technicians we bring your equipment to like new condition the first time. Trust Rexroth repairs to keep machines are up and running.

#### Need help after hours? No problem.

Simply reach out to us by dialing 1-800-REXROTH for 24/7/365 support. We can even have your unit back to you the very next day.



### REPAIRS AND SPARE PARTS

- ▶ Genuine Rexroth spare parts
- ▶ 1–2 year “bumper to bumper” warranty
- ▶ Quick turn-around time (variety of expedite options)
- ▶ Factory certified technicians



### FIELD SERVICE

- ▶ Nationwide network of service centers and support
- ▶ 24/7/365 support availability and real-time online support
- ▶ After hours spare part service
- ▶ Shop floor trainings
- ▶ Breakdown assistance and troubleshooting
- ▶ Customized maintenance packages



### PRODUCT TRAININGS

- ▶ Customizable training content
- ▶ On-site training programs
- ▶ Live on-line training programs
- ▶ Trainings including maintenance, troubleshooting, and programming
- ▶ Hands-on teaching methods

# The perfect solution to increase machine up time

With less than 1% claim on warranties, we exceed expectations and increase customers' productivity every day.

## MAIN REPAIR FACILITY

5150 Prairie Stone Parkway  
Hoffman Estates, IL 60192

- ▶ Responsible for 60% of repairs
- ▶ 9 electronic repair technicians
- ▶ 5 motor repair technicians
- ▶ Houses customer service and technical support staff
- ▶ Repairs: Electronic drives, controls, and motors

## GREAT LAKES REPAIR FACILITY

2730 Research Drive  
Rochester Hills, MI 48309

- ▶ Main support for Automotive Industry
- ▶ 8 electronic repair technicians
- ▶ 4 motor repair technicians
- ▶ Repairs: Electronic drives, controls, and motors
- ▶ Welding units

Included	Re-cert	Out of Warranty Exchange	Standard Repair	Reman Repair	Reman Plus Repair	LLS
Cleaning	x		x	x	x	
Testing	x		x	x	x	
Updated to latest technical revision	x		x	x	x	
Detailed repair report	x		x	x	x	
Replacement of failed components			x	x	x	
Replacement of wearing components				x	x	
5 year service extension beyond EOS					x	x
Reserved stock of repair components					x	x
1 year bumper-to-bumper warranty	x		x			
2 year bumper-to-bumper warranty		x		x	x	
New serial number		x				
Exchange unit for like new condition		x				


## Sending in a unit for repair? Easy as 1...2...3


**1 Contact Customer Service**  
Include: Part number, serial number, issue/problem, and level of urgency.


**2 Send in Unit**  
With RGA # provided by customer service shown on the outside of the box.


**3 Sit Back & Relax**  
Your unit will be returned to you in tip top shape in no time!


**Do any of these mature INDRAMAT products look familiar?**





  
CFS


  
CMT


  
CCS


  
KDB


  
CLM


  
TVD


  
KDA


  
MDD

  
CC

  
DKC (EcoDrive)

  
DIAX 04

  
PPC 02

  
RAC

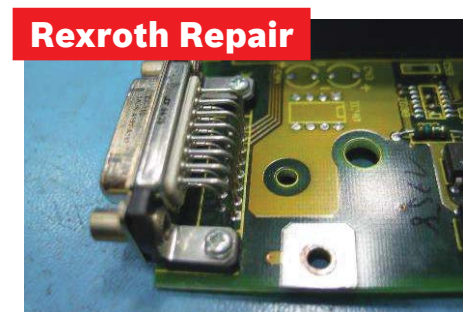
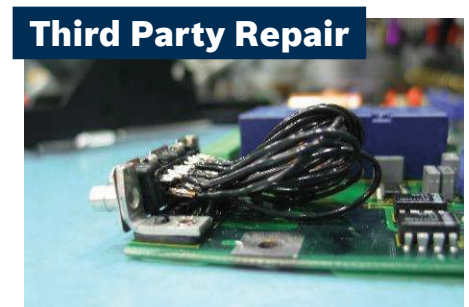
**Options for mature products: an example with RAC**

**RAC**  
End of service product

**DKR**  
Nearing end of service

**IndraDrive**  
Current/still supported by service

➔ Upgrade RAC to DKR by retrofit  
➔ Upgrade to IndraDrive by custom upgrade



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