



SERVICE

SAXE



WWW.SAXE-GROUP.COM



ABOUT OUR SERVICE

A strong service division is key to long-term cooperation with our customers, but also an important aspect in relation to our suppliers. SAXE focuses on the development of service technicians in regard to training and knowledge. Our technicians undergo continued education provided by our suppliers and at various vocational schools. The technicians have a broad education – a combination of both practice and theory. In order to ensure that the service division functions optimally, it is supervised by two employees; the Service Manager in Denmark and the Service Manager in Sweden. The Service Managers coordinate the technicians' daily tasks and the communication with customers. Furthermore, the service division has a number of employees who take care of spare parts and shipping.

From the outset, the service division is part of the project process all the way to the goal. Many projects begin by customers conducting tests together with a service technician, either on their own machines or at our cooperation partners. Further on in the project process, our service division participates to the extent the customers require. SAT, FAT, installation, coordinating, commissioning and operator training are daily events for our staff. The service division does not relinquish projects until the customers are satisfied.



WE OFFER:

- Trouble shooting
- Application technique
- Installation
- Telephone support
- Executions of FAT/SAT
- IQ (Installation qualifications)

DOCUMENTATION

Maintenance reports
Electronic reports
Calibration reports
Software baselines
Hardware baselines
GMP

SERVICE TURNKEY

Pilot tests
Turnkey specifications
Integration of external equipment
Project management
Site management
Validation support

CALIBRATION

Pressure transmitter
Load sensor
Temperature sensors
RPM
Environmental temperature
Power and voltage (I and U)

SPARE PARTS

Professional support
Delivery on time
SAXE software database
Software versions control
Spare parts recommendation
Consignment stock

MAINTENANCE

Optimize output
Preventive maintenance
Keeps downtime low
Planned stops
Power stress test
Customer relations

BREAK DOWNS

On-site support
Remote access to your machines
24/7 service for contract customers
Max. 24 hours response
Short response time
Trouble shooting by a specialist

SERVICE AGREEMENTS

SAXE has developed a service concept for the entire product range. The individual service agreement is made based on the suppliers' specifications and our own experience. Our service agreements are organised in various levels so customers can choose the solution that suits their requirements best. All services are documented regardless of which type is selected and can be further developed with a view to specific customer requirements. We have customers who require a minimum, and customers who require a fully documented GMP service. Should there be requirements for calibration and documentation for application of accredited measuring equipment, this is also possible. Our service concepts are developed according to two principles – Production cells or stand-alone machine:



PRODUCTION CELLS

MINIMUM	STANDARD	PREMIUM
Safety check Technical report Assessment of the equipment's condition.	Safety check Technical report Assessment of the equipment's condition. Image documentation Detailed report	Safety check Technical report Assessment of the equipment's condition. Image documentation Detailed report Repairs according to report Response time 24/7 or 24 hours

STAND-ALONE MACHINE

OPTION 1	OPTION 2	OPTION 3	CALIBRATION
Physical check focusing on: Software version Leakage Filters Function check Safety Levelling	Process check focusing on: Cycle time optimisation Valve reaction time Power Pump efficiency	Machine-specific stress test: Parallelity Clamp force Surface control	Calibration focusing on: Room temperature Surface temperature Thermo elements Hydraulic pressure Hydraulic pressure transducer in heated environment Power (Nm) Revolutions (Revs. and m/min.) Road surveying up to 350 mm Water heaters



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