Service offering











Our Services for a safe production process

AGATHON
SWITZERLAND

Warranty extension

Guaranteed support, preservation of value, flexibility and cost control for spare and wear parts even after the end of the warranty period. Allow yourself this security:

Cost control

- Thanks to a fixed price, you enjoy full cost control for spare parts
- No unexpected surprises for your budget
- Fast delivery of spare parts to their destination

Flexibility

- Choose the correct time to extend the warranty

Preservation of value

- Preserve the value of the machine by having it serviced annually by an Agathon professional
- Machine data is backed up periodically for you on the Agathon servers

Support

- Continue to benefit from our reliable and competent remote support
- We guarantee high availability for you
- Benefit from support for up to 14 hours per working day

Guaranteed quality

- No compromises in quality, rely on OEM products

Customer Care

Enjoy the comfort that Agathon remote support is only a phone number away from you. We support you in German, English and French language:

Remote support

- Competent advice and support from our diagnosticians
- Remote diagnosis without long waiting time
- Fast and individual problem solutions
- Remote software maintenance
- Reduction of downtimes
- Remote support and telephone support also for machines which are no longer produced

After-sales service

- Inspection, maintenance, repair, overhaul
- Qualified service technicians and service partners with high know-how
- Service during the entire life cycle of your machine(s)
- We also offer our after-sales service for machines that we no longer have in our portfolio

Applications technology

Our application engineers add up decades of practical experience. Benefit from their know-how. We offer the following application-related services:

Professional knowledge

- Competent support across grinding. Operate and optimize your Agathon grinding machine(s) just like a professional

Programming assistance

- Assistance in programming simple to highly complex geometries. You can fully utilize the functionality of your machine

Process support/development

- Process development for new products or applications
- Process optimization for your application at your premises or at our grinding lab

Grinding tests

- Grinding tests to ensure machine capability and make initial samples
- Grinding tests to optimize your production

Training courses

With the relevant know-how, problems become simple tasks. We offer you high-quality training courses in terms of didactics and content, in which you and your employees can acquire, expand or deepen your know-how.
In our training courses we train you on the machine models that you have in use in your company. The training courses have a modular structure and are available in English and German. You can arrange them according to your needs:

Mechanical training

Downtimes happen. Everything else is rumor. In order to master such situations efficiently and purposefully, you will acquire the following skills in our mechanical training courses:

- You recognize mechanical faults and can classify them
- You can analyze mechanical defects and problems
- You can fix mechanical failures

Electrical training

- You recognize electrical faults and can classify them
- You can analyze electrical and drive-technical defects and problems
- You can fix electrical faults
- You can perform service and maintenance tasks on electrical components
- You can perform axis tuning (verification of positioning accuracy)

Application training

- Operator training on Agathon machines
- Programming training in the AGC programming language
- PowerGrind training courses
- B3 applications
- Force measurement in combination with adaptive infeed



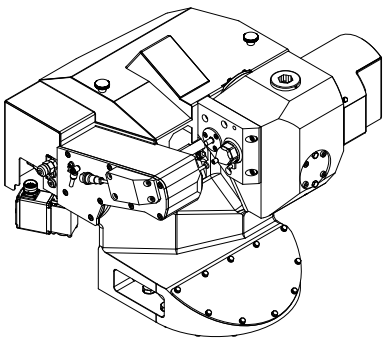
Further services

Spare parts service

- Our competent contact persons support you in the identification of spare parts
- High availability of original spare and wear parts
- Assemblies and factory-overhauled, tested spare parts from stock
- Repair kits for a quick replacement
- Original tools for safe and precise working
- Redemption of not used spare parts

Overhauls

- Inspections and overhaul on site or at your premises



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