

# SERVICE & MAINTENANCE



- Reduce downtimes
- Increase machine service life
- Increase productivity

For more efficiency.

# PROMESS

ASSEMBLY + SENSOR TECHNOLOGY

## PROMESS is your partner in the assembly and testing technology

Since 1989 we have been specialists in the development, manufacture and worldwide distribution of servo presses. From development to after-sales service, we offer the complete package from a single source. On request, we support you from process development through to the use of our assembly presses at your premises. Whether you are using our assembly presses for the first time or are already familiar with them is not important. We offer you the necessary service for a long and sustainable use of our products at every stage.

With the decision to purchase an assembly press from PROMESS you are choosing a long-lasting, energy-efficient drive system. You save energy costs and conserve resources. We customise your assembly press in advance to avoid oversizing and increased energy consumption. Where possible, we take back used assembly presses, refurbish and return them to the technical cycle.



## The service of our products includes the following services:

- Process development
- Preliminary tests
- Rental units
- Start-up operation
- Documentation
- Training courses
- Remote / maintenance
- Calibration service
- Emergency, repair and spare parts service
- Sale of used assembly presses
- Consignment warehouse
- Worldwide sales and service network

## Refurbished assembly presses

We offer you a range of revised servo presses in PROMESS quality at an attractive price performance ratio. The modules are state of the art and have short delivery times. Additionally you

will receive a 12-month warranty and contribute to climate protection. Contact our sales department for an overview of the available assembly presses.

### Benefits

- Sustainable solution
- Short delivery times
- Attractive price



## Worldwide sales and service network

Our head office is located in the south of Berlin, in Berlin-Marienburg and we have a test and training centre in Filderstadt, Baden-Württemberg. Furthermore, we are represented in over 30 countries worldwide. Our sales & service partner take care of any con-

cerns and questions you have. From America to Australia, assembly presses are used extensively in the automotive industry, medical technology, electromobility, battery production and the electrical and watchmaking industries.





Technical centre Berlin-Marienfelde



PROMESS press spectrum

## Preliminary tests in our technical centre

We offer you the opportunity to carry out preliminary tests in our technical centre in Berlin or in our test and training centre in Filderstadt. Our trained service team will support you in the implementation and validation of your joining process and work with you to determine the appropriate process parameters. In doing so, we focus entirely on your needs. Our technical centre offers a range of test workstations with different equipment in terms of force, stroke and speed of the NC **joining modules**, associated measuring technology and data management as well as different sizes of workspace. If

required, you can of course send us your tools in advance so that we can map your assembly process as accurately as possible.

### Benefits

- Analysis of your process
- Determination of your process parameters
- Avoidance of incorrect dimensioning
- Planning security for your development
- Advice from our service team

## Benefit from our rental units

Would you like to familiarise yourself with assembly presses at your premises? Then we can provide you with one of our individual modular workstations or our compact manual workstations for rent. They are equipped with a

servo press and you have the choice between different versions. We will be glad to provide you with an appropriate quotation, including initial support from our service team by request.

### Benefits

- Test our products without risk
- Analyse your process through preliminary tests
- Determination of your process parameters
- Avoidance of incorrect dimensioning
- Creation and testing of own joining programmes
- Planning security for your development
- Safeguarding your purchase decision







Test and training centre Filderstadt

## Training courses

We support you in the start-up operation, and maintenance of our assembly presses. To this end, we have developed various training modules that cover all relevant areas.

The training can take place at your premises or at our locations. If required, we will be happy to customise the content for you.

### Module 1: Training for machine operators

| Contents   | Pre-requirements | Duration |
|--|------------------|----------|
| <ul style="list-style-type: none"> <li>■ Introduction to the product</li> <li>■ Operating the system</li> <li>■ Interpretation of the parameters / messages</li> <li>■ Modification of the parameters</li> </ul> | none             | 1 day    |

### Module 2: Training for setters / programmers

| Contents  | Pre-requirements | Duration |
|---|------------------|----------|
| <ul style="list-style-type: none"> <li>■ Contents Module 1</li> </ul>   | none             | 2 days   |
| <ul style="list-style-type: none"> <li>■ Range of features of the assembly units, illustrated using application examples</li> <li>■ Generating and testing own programs</li> <li>■ Performance of functional tests</li> </ul> |                  |          |

### Module 3: Training for service personnel

| Contents   | Pre-requirements                   | Duration |
|--|------------------------------------|----------|
| <ul style="list-style-type: none"> <li>■ Contents Module 1</li> </ul>  | Knowledge of electrics and NC axes | 2 days   |
| <ul style="list-style-type: none"> <li>■ Creation and testing of own joining programmes</li> <li>■ Interpretation of error messages</li> <li>■ Knowledge of the interface functions</li> <li>■ Replacement of components</li> <li>■ Recalibration of a force transducer</li> </ul> |                                    |          |

### Module 4: PLC programmer training

| Contents  | Pre-requirements | Duration |
|---|------------------|----------|
| <ul style="list-style-type: none"> <li>■ Abridged contents of Module 1</li> </ul>       | PLC programmer   | 1 day    |
| <ul style="list-style-type: none"> <li>■ Interface description Profibus etc.</li> </ul> |                  |          |

### Module 5: Training of start-up operation personnel

| Contents  | Pre-requirements | Duration |
|---|------------------|----------|
| <ul style="list-style-type: none"> <li>■ Individual design of your training components</li> </ul> | Individual       | tbd      |

## Calibration service

Our assembly presses are supplied with a factory calibration. After this, we recommend regular calibration to ensure the reliability of your measuring equipment and to prevent incorrect process parameters from occurring. On request, PROMESS can support you with the calibration and adjustment of your force measuring system with appropriate calibration services. Choose between a factory calibration or a calibration

according to an accredited in-house procedure. Both services are carried out by our experienced service technicians on your premises.

Our calibration laboratory is accredited in accordance with DIN EN ISO/IEC 17025:2018 by the German Accreditation Body (DAkkS) and carries out calibrations in the accredited area.

### What are the advantages of calibration according to an accredited procedure compared to factory calibration?

- Calibration in accordance with the accredited procedure fulfils the requirement 7.1.5.3.2 external laboratories from the IATF 16949 standard.
- You will receive an internationally recognised calibration certificate that meets the requirements of DIN EN ISO/IEC 17025 and bears the DAkkS logo.
- Measurement uncertainties are shown and assigned directly to each measuring point.
- Determination of the reversal span (hysteresis) on request.
- You have the verification of a traceable calibration.
- We can carry out a conformity assessment for you on request.

### On-site calibration

| Measurand/<br>calibration item | Measuring range/<br>measuring span | Measuring conditions/<br>method  | Expanded<br>measurement<br>uncertainty | Remarks  |
|--------------------------------|------------------------------------|--|--|--|
| Force (WPM)                    | 0.1 kN to 200 kN                   | SAA01 In-house procedure for calibrating the force transducers of assembly presses edition version 5.0 | 0,24 %                                 | With force transducer in compressive force direction |
|                                | > 200 kN to 500 kN                 |  | 0,45 %                                 |  |

### Calibration services

| Factory calibration   | Accredited calibration  |
|---|---|
| <ul style="list-style-type: none"> <li>■ Factory calibration of the force measuring system</li> <li>■ Factory calibration certificate</li> <li>■ Traceable calibration</li> <li>■ Conformity assessment</li> </ul>  | <ul style="list-style-type: none"> <li>■ Calibration of the force measuring system according to accredited in-house procedure</li> <li>■ Internationally recognised calibration certificate (with ILAC and DAkkS logo)</li> <li>■ Traceable calibration</li> <li>■ Conformity assessment (optional)</li> <li>■ Fulfilment of the requirements of the DIN EN ISO/IEC 17025</li> <li>■ Recognised measurement uncertainties for each measuring point</li> <li>■ Determination of the reversal margin (hysteresis) (optional)</li> </ul> |
| <ul style="list-style-type: none"> <li>■ Adjustment of the force measuring system</li> <li>■ Checking the distance measuring system</li> <li>■ Function check for noise and wear</li> <li>■ Lubrication</li> <li>■ Testing the machine capability (optional)</li> </ul> |   |

### Calibration set

Alternatively, you can calibrate or test the machine capability of your assembly press yourself using our calibration set. The process can be automated using

the optionally supplied software. Finally, a log is created that can be exported to Microsoft Excel.

### The PROMESS calibration set contains

- Reference transducer
- Evaluation unit for the reference transducer with display and USB interface for connection to a PC
- Calibration certificate of the reference transducers as a factory calibration certificate or as a "DAkkS calibration certificate" possible
- PROMESS UFMR Calibrate software (optional)
- Case





## Maintenance

Preventive maintenance is the easiest way to reduce costly downtimes, increase machine service life and boost productivity. A maintenance contract for regular preventive maintenance by our trained personnel ensures maximum use of your products.



### Our maintenance contract includes one service assignment per year with the following services:

- Re-grease all lubrication points
- Change of transmission oil as required (if applicable)
- Visual and noise inspection of mechanical and safety-relevant components
- Replacement of worn parts as required and if spare parts are in stock
- Update of the software as required and requested by the customer
- Checking / setting the zero point as required
- Checking the force curve over the nominal stroke
- Preparation of a machine condition report and quotation for the rectification of any defects
- Calibration and adjustment of the force signal, issue of a calibration certificate
- Adjustments (e.g. belt tension) as required
- Travelling expenses included
- Warranty extension by 12 months after maintenance (maximum of 5 years after delivery)
- 10% discount on spare parts
- 10% discount on services and training



### Benefits of a maintenance contract

- Extension of service life
- Ensuring machine functions and operational readiness
- Early detection of wear-related failures
- Replacement of worn parts without additional travelling costs as part of preventive maintenance
- Reduction of service costs for your company
- Preventive maintenance can be scheduled and therefore reduces costs

**PROMESS.** For more efficiency.



**PROMESS**

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