



**WITTENSTEIN**

## **WITTENSTEIN service**

Excellence in global support

Partnership  
Flexibility  
Availability





## Dear customer and partner,



As the leader of mechatronic drive technology, our goal is to ensure that we exceed your expectations with innovative and efficient system solutions.

With WITTENSTEIN Service, the company is setting new standards in the pre and post-sale support arena.

Our support begins with the conception of a new idea and endures for the whole life cycle of your application.

Our service is unlimited. We are dedicated in supporting you beyond the delivery of your product or system.

Have confidence in relying on the best!  
Individual – flexible – close

A handwritten signature in black ink, appearing to read 'V. Metzger'.

Volker Metzger  
Manager Customer Service

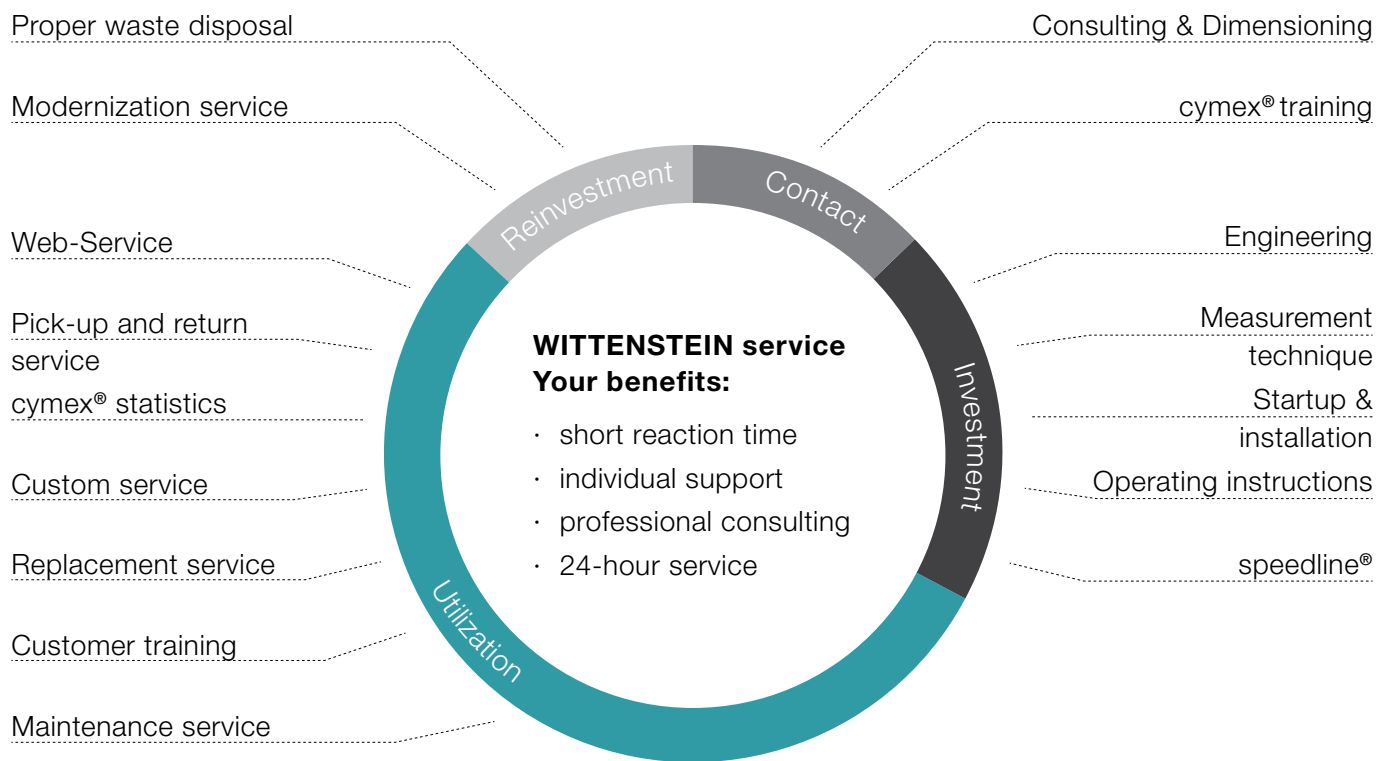
## Contents

Overview of services	4
Servo sizing software cymex® 3	5
Engineering	6
Measurement techniques	7
Commissioning and installation	8
Operating instructions	9
Preventive maintenance service	9
Spare parts - service and customer training	10
Custom service	11
cymex® statistics	12
Pick-up and return service	13
Web-Service	13
WITTENSTEIN speedline®	14
24-hour service	14
The WITTENSTEIN Group	15



# Overview of services

Personal service throughout the entire process





# cymex<sup>®</sup> 3

The intelligent dimensioning software

## Consulting & Dimensioning

Our knowledge – Your benefit

Experience the benefit of a software tool which utilizes our years of being the leader in servo application.

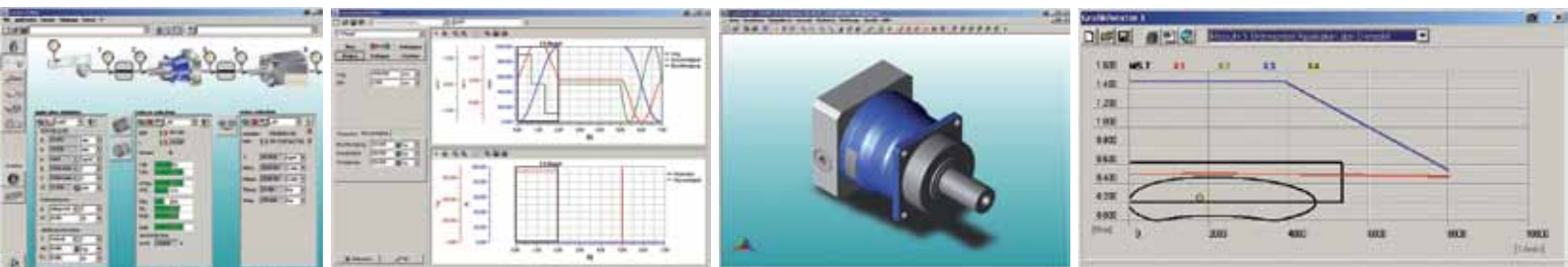
For more than 10 years, this intelligent software has allowed for uncomplicated dimensioning of a complete drive train.

### cymex<sup>®</sup> for beginners:

- Familiarize yourself with the dimensioning procedure and all criteria for choosing the right gearbox and motor
- Create movement profiles and define required mounting parts/attachments
- Learn important facts about the optimization and analysis of drive trains

### cymex<sup>®</sup> for experts:

- Create complex movement profiles and applications by yourself
- Receive all information about durability of the bearings as well as the reliability of the shaft.
- Learn how to import movement profiles into cymex<sup>®</sup> and to create CAD-models





# Engineering

Driving by your requirements

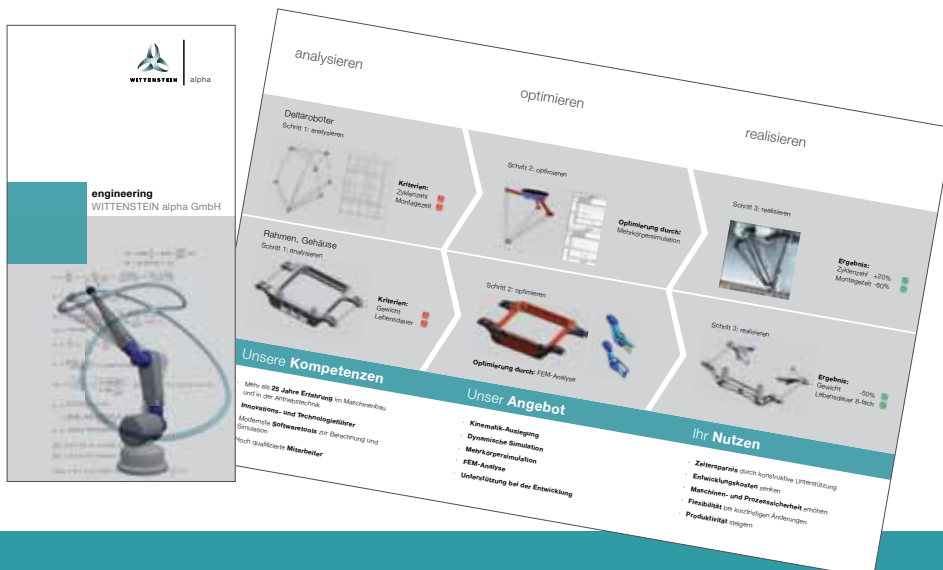
## Analyzing – optimizing – realizing

Our experts support you from the initial stages of selection and dimensioning to ensure that your designs will be achieved.

Utilizing the most advanced software tools for calculation and simulation methodology, we offer solutions with the utmost reliability and efficiency.

## Services include:

- Dimensioning in kinematics
- Dynamic simulation
- Multi-body simulations
- FEM-analysis
- Design and development support





# Measurement technique

Understanding – monitoring - controlling

## Measurement techniques as a factor of success!

Verify applied forces in the powertrain. Our sensor technology opens large opportunities in the drive section.

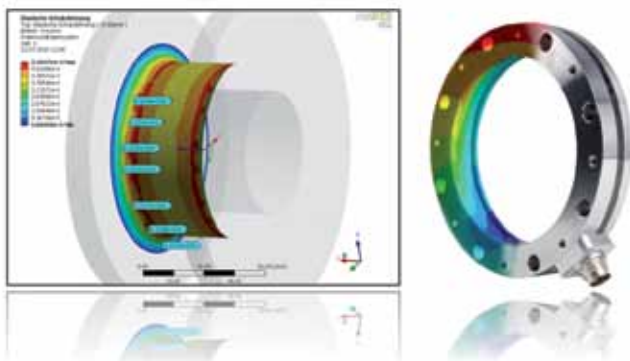
We are able to record, analyze and determine operating load spectrums by utilizing intelligent gearboxes

and modular or customized sensor systems. Due to the compactness of the measurement systems mounting is no problem.

The database will collect information on simultaneous torques and transverse forces in x- and y-direction.

### Advantages:

- Cost savings in the dimensioning of the drive
- Increasing machine availability
- Suitable as preventive warning system
- Possibility of process and quality inspection



# Commissioning and installation

For a safe start

---

Our service experts guarantee a smooth start in no time. All delivered products are 100% operational from the beginning and adjusted exactly to their environment.

## **We take care of:**

- Professional installation
- The best possible connection to your application (rack and pinion, motor – controller)
- Familiarizing you with the functions of the drive and the system



Quelle: MOTOMAN  
Robotics Europe AB



WITTENSTEIN – eins sein mit der Zukunft

WITTENSTEIN – tutt'uno con il futuro

WITTENSTEIN – 与未来一体

## Personal Operating instructions

In various languages

---

You can already obtain operating and motor mounting instructions on our website in several different languages. If your language is missing, we will be

glad to provide you with a personal copy. Additional modification and repair instructions are available on request.

## Preventive maintenance service

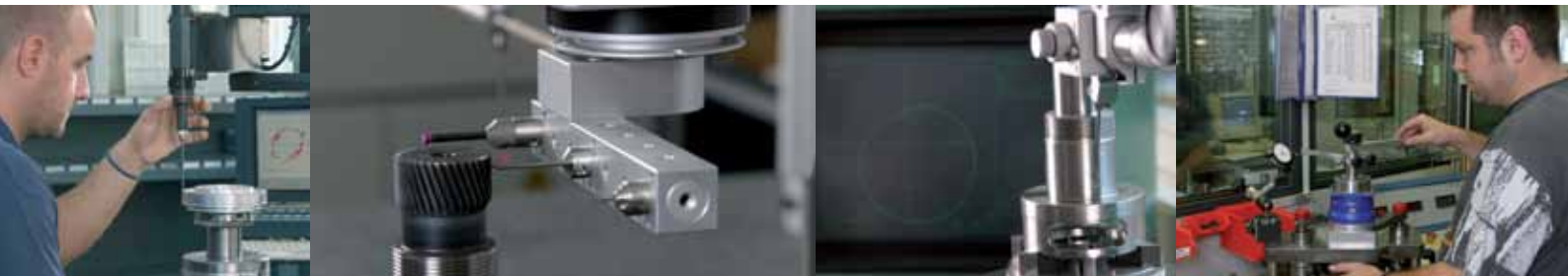
For maximum utilization

---

If your machines are exposed to extreme environmental conditions and you have exceptional demands, WITTENSTEIN-Service provides you with a special all-round support.

You receive:

- regular maintenances (of your drive)
- detailed documentation of condition and durability
- regular change of wear parts





# Spare parts – service and customer training

Our technical competence in 7 modules

---

Our service technicians have a particularly high technical competence in the sector of drive technology. We would like to pass our knowledge and experience on to you.

We offer training programs where you can gain the ability to do repairs and analysis on your own.

To meet your demands we can arrange personal training – choose from our module kit:

**Module 1: Motor mounting training**

**Module 2: Product training**

**Module 3: Failure analysis**

**Module 4: Seal technology – function and change of sealing rings**

**Module 5: Lubrication and service**

**Module 6: Change of bearings and adjustment of the bearing preload**

**Module 7: Mounting training for rack and pinion systems**

A successful participation enables you to order spare parts from us and mount them on your own. Of course you will receive a certificate of participation.



# Customized service

Customized maintenance

---

Our **WITTENSTEIN Customer Service-Team** guarantees a fast repair of first-class quality and

accuracy. We make sure that processing times are short by giving you the support you need.

## Choose from our portfolio:

- On-site service
- Speedline®-service repair
- Basic check
- Material analysis and hardness tests
- Microscopic examinations
- Tooth flank and profile measurements
- Analysis of lubricants to evaluate their condition
- Analysis of sealing rings
- Measurement of vibrations
- Measurement of tilting clearance and stiffness
- Synchronization measurements and measurements of the prevailing torque
- Analysis and consulting regarding connectors
- Analysis using electron microscopes
- Preparation of an investigation report

Use our core competencies to optimize the durability of your application.



## KOMPETENZPREIS BADEN-WÜRTTEMBERG

„For an excellent sustainable realization of innovation and quality management and provable attainment of profits within the company.“

## cymex<sup>®</sup> statistics

Our database creates knowledge.

By using **cymex<sup>®</sup> statistics** we can provide you with the ideal technical advice.

### Your data is very important to us!

Through constant data capturing we are able to make improvements in our further developments early and systematically.

This allows us to choose the right product for each application to achieve the utmost reliability and availability for you.

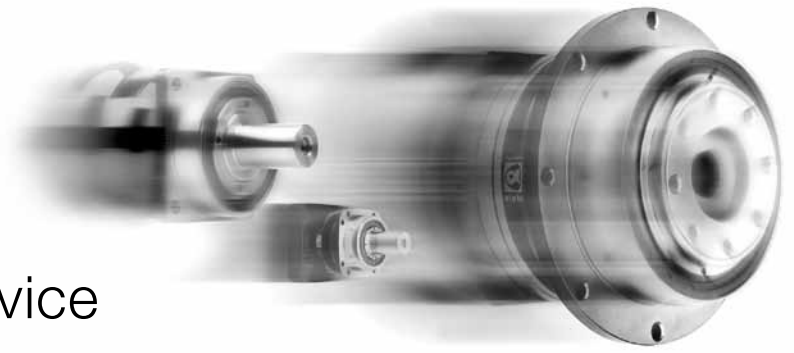
With the perfected „Lessons Learned“ concept – cymex<sup>®</sup> statistics – we are always one step ahead.

Our service has already been proved by winning the competence price for quality and innovation from the “Steinbeis Stiftung“ (“Steinbeis Foundation”)

### We offer:

- Analysis of Lifecycle-Costs
- MTBF
- Reliability calculations
- Preventive service
- Verification of gearbox dimensioning





## Pick-up and return service

Time is money!

---

With our pick-up and return service you save both time and money.

We collect your broken gearbox and will return it as soon as possible. If necessary we will arrange delivery of a new one.

## Web-Service

Your online support

---

Do you already know the WITTENSTEIN online service?

For further information visit:

**[www.wittenstein-alpha.de](http://www.wittenstein-alpha.de)**

- Motor mounting videos
- CAD step file downloads
- Product catalogue downloads
- Online gearbox configuration in 4 steps



**GEARSHOP**  
by WITTENSTEIN alpha



## WITTENSTEIN speedline®

Sets the pace!

---

We guarantee the delivery of standard series SP+, TP+ and LP+ for attractive terms to you that will ship in 24 to 48 hours from the factory. Of course you can rely on 100% quality.

You can call our speedline® team at the following number:

**Tel.: +49 7931 493-10333**



## 24hour service

Always at your disposal!

---

With our 24 hour hotline, we ensure our service experts are available in an emergency outside our normal working hours.

Our Customer Service team is available 24/7:

**Tel.: +49 7931 493-10900**



**WITTENSTEIN**

# The WITTENSTEIN Group

Specialized fields united in one company.

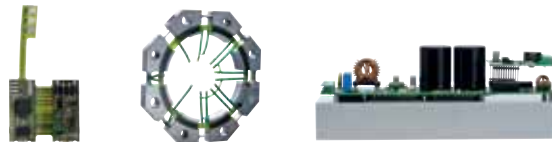
## WITTENSTEIN alpha

Planetary Gearheads  
Servo Right Angle Gearheads  
Mechanical and Mechatronic Drive Systems



## WITTENSTEIN electronics

Extremely reliable electronics for complex and controllable mechatronic systems



## WITTENSTEIN motion control

Electromechanical Rotary and Linear Servo Systems



## WITTENSTEIN cyber motor

Highly Dynamic Miniature AC Servo Motors



## WITTENSTEIN intens

Medical Technology –  
Intelligent and Controllable Drive Solutions for  
the Human Body



## WITTENSTEIN bastian

Innovative Gearing Technology



## WITTENSTEIN aerospace & simulation

Aerospace –  
Electromechanical Actuator Systems





WITTENSTEIN alpha GmbH  
Walter-Wittenstein-Straße 1  
97999 Igersheim  
Germany

Switchboard: Tel. +49 7931 493-0  
24h-Hotline: Tel. +49 7931 493-10900  
speedline: Tel. +49 7931 493-10333

[www.wittenstein.de](http://www.wittenstein.de)

