

SERVICE

SAXE



[WWW.SAXE-GROUP.COM](http://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)

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#### DOCUMENTATION

Maintenance reports  
Electronic reports  
Calibration reports  
Software baselines  
Hardware baselines  
GMP

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#### SERVICE TURNKEY

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

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#### CALIBRATION

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

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#### SPARE PARTS

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

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#### MAINTENANCE

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

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#### 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

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## 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
<ul style="list-style-type: none"> <li>Safety check</li> <li>Technical report</li> <li>Assessment of the equipment's condition.</li> </ul>	<ul style="list-style-type: none"> <li>Safety check</li> <li>Technical report</li> <li>Assessment of the equipment's condition.</li> <li>Image documentation</li> <li>Detailed report</li> </ul>	<ul style="list-style-type: none"> <li>Safety check</li> <li>Technical report</li> <li>Assessment of the equipment's condition.</li> <li>Image documentation</li> <li>Detailed report</li> <li>Repairs according to report</li> <li>Response time 24/7 or 24 hours</li> </ul>

### STAND-ALONE MACHINE

OPTION 1	OPTION 2	OPTION 3	CALIBRATION
<ul style="list-style-type: none"> <li>Physical check focusing on:</li> <li>Software version</li> <li>Leakage</li> <li>Filters</li> <li>Function check</li> <li>Safety</li> <li>Levelling</li> </ul>	<ul style="list-style-type: none"> <li>Process check focusing on:</li> <li>Cycle time optimisation</li> <li>Valve reaction time</li> <li>Power</li> <li>Pump efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Machine-specific stress test:</li> <li>Parallelity</li> <li>Clamp force</li> <li>Surface control</li> </ul>	<ul style="list-style-type: none"> <li>Calibration focusing on:</li> <li>Room temperature</li> <li>Surface temperature</li> <li>Thermo elements</li> <li>Hydraulic pressure</li> <li>Hydraulic pressure transducer in heated environment</li> <li>Power (Nm)</li> <li>Revolutions (Revs. and m/min.)</li> <li>Road surveying up to 350 mm</li> <li>Water heaters</li> </ul>



DENMARK

Walgerholm 17  
DK-3500 Værløse  
T: +45 4497 7022  
E: [info@saxe-group.com](mailto:info@saxe-group.com)

SWEDEN

Mogölsvägen 10  
SE-55475 Jönköping  
T: +46 3634 1830  
E: [info@saxe-group.com](mailto:info@saxe-group.com)

NORWAY

Ryghgata 4b  
N-3050 Mjøndalen  
T: +47 4008 0606  
E: [info@saxe-group.com](mailto:info@saxe-group.com)

[WWW.SAXE-GROUP.COM](http://WWW.SAXE-GROUP.COM)