



Individual
service
for your schwartz
heat treatment system

Your reliable partner in heat treatment technology



Innovation based on vast experience

Ever since schwartz was founded in 1984, we have been continuously evolving into an internationally operating group of companies. Today, we are the global market leader in press-hardening solutions. We owe both these feats to the fact that our heat treatment equipment has always been adapted to our customers' production needs.

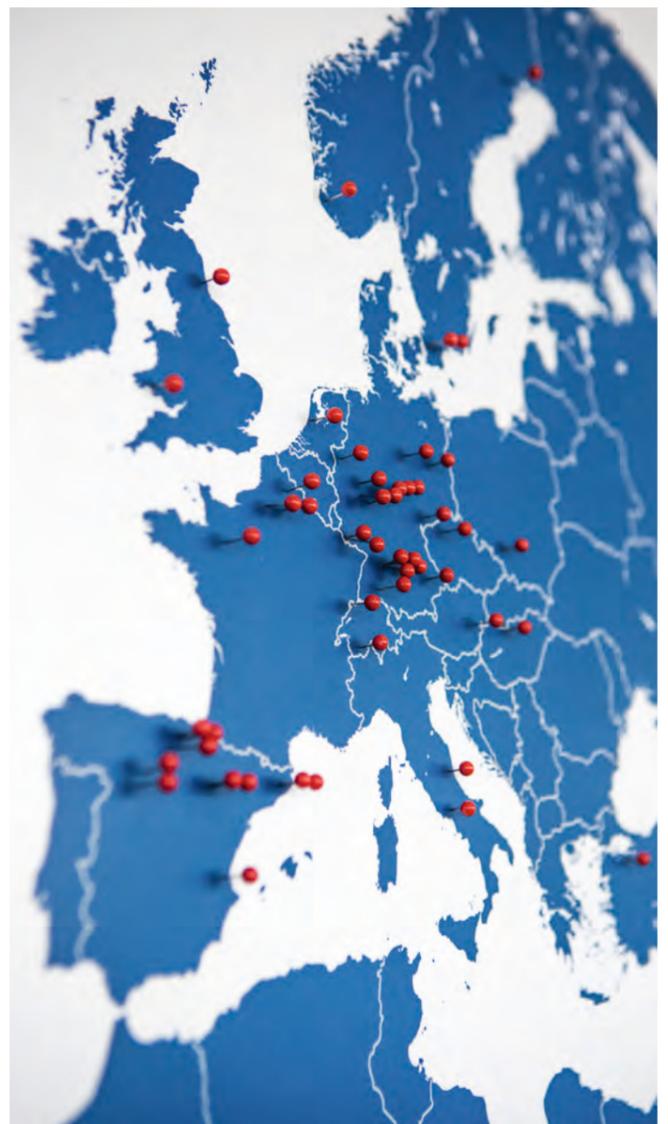
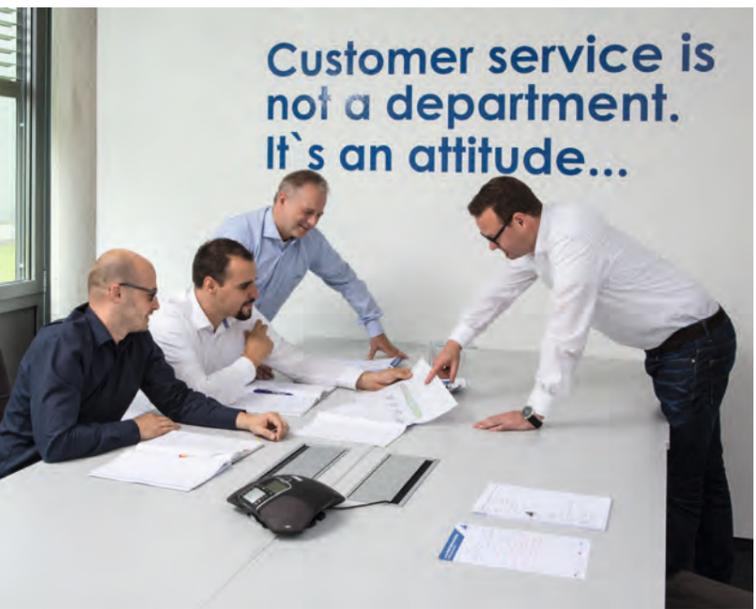
And we have earned their trust and loyalty through engineering excellence and close partner-like cooperation – our top priority at all times.

Another key factor in our success has been our comprehensive and flexible portfolio of customised services based on fast and professional after-sales support of unsurpassed quality in conjunction with our equipment's maintenance-friendly design.

You can fully rely on our customer-focused service – now and in future.



Outstanding expertise from decades of experience



Benefit from over 30 years of service experience
 In over 30 years, we have not just designed and built more than 1,000 heat treatment systems. We have also looked after these systems throughout their operating life and adapted them to ever-changing conditions. This experience enables us to stand by your side as a competent service partner. Whatever challenges you face, you can be sure we will address them reliably and effectively.

What's more, we not only offer conventional service and maintenance but also go the extra mile in delivering customer support.

24/7 availability
 For quick assistance you can contact us any time via our 24/7 help desk. Besides, we can directly access your heat treatment system via a remote link to provide specific support.

At your service – worldwide
 Our global network of in-house service technicians enables us to guarantee fast turnaround times and high professional standards in performing equipment repairs and installing our high-quality spare parts at your site. For rapid delivery of spare parts we stock many production-relevant components at our service sites in Germany, the USA and China.

Our service philosophy



Lifecycle approach as service policy
 To ensure that your schwartz heat treatment system performs consistently well at all times, we use a lifecycle-based service approach. As part of this concept, we stay in close contact to reliably maintain your equipment's production capabilities from day one on.

You can rely on us as a competent partner from the time your equipment is installed through its entire operating life.

More than after-sales support: Service+
 With our Service+ program we go the extra mile to provide truly outstanding support tailored to your specific production conditions.

When customizing your Service+ package, each component can be individually selected to suit your specific requirements. So you obtain precisely the service you need.

Retrofitting your existing schwartz heat treatment system



Our retrofit service enables you to update or upgrade older equipment in a most effective way, or adapt existing installations to increasingly complex manufacturing scenarios.

From helping you conform to CQI-9 standards, e.g. by retrofitting CQI-9 compliant thermocouples for SAT testing, installing dew point control and upgrading equipment for operation in a controlled atmosphere to extending a

furnace and conducting a full-scale revamp, in each and every case we offer you a solution tailored to your individual needs.

On completion of each retrofit, our experts ensure your equipment is successfully commissioned as fast as possible at your site. Then they train your operators in handling the new components or rebuilt system properly.

Careful upkeep



Inspection and servicing

Our service portfolio includes periodic inspections where we not only check your system's technical functionality but also address your operators' specific questions.

We can also provide you with specific maintenance schedules that will keep your schwartz heat treatment system performing reliably at all times. Our highly skilled service staff tailor these maintenance schedules to suit your specific heat treatment equipment and manufacturing cycles.

Last but not least, we can also perform the periodic SAT, TUS and EQP measurements on your equipment to ensure CQI-9 compliance.

Maintenance with a vision



Maintenance

Through preventive maintenance we can jointly lay the foundations for constantly reliable production and a longer equipment life.

Our service technicians know best what matters most. Periodic checks of production-relevant components can uncover potential deviations from the norm at an early stage, enabling remedial steps to be taken in good time.



Scan the QR code to see our short service film.

Production and process support



Helping you boost overall equipment effectiveness

On the basis of current production data our experienced service technicians will work with your staff to develop suitable production workflows and parameters to optimize your production performance.

By collaborating in similar fashion, our experts can boost your overall equipment effectiveness (OEE) by improving the availability and performance of your schwartz heat treatment system.



And to ensure you enjoy the long-term benefits of these co-developed production parameters, on completion of the optimization work our service technicians will pass on the necessary know-how to your operators so they will be able to monitor and, if necessary, adjust all the parameters themselves.

Training to empower your operators



Custom training for your schwartz heat treatment system

As part of our comprehensive Service+ support package, we offer custom operator training courses tailored by our experts from a combination of basic and supplementary modules.

Basic modules and training contents:

- Fundamentals of press hardening using schwartz heat treatment equipment: An introduction to press hardening and basic operating instructions for your schwartz heat treatment system.
- Operating your schwartz heat treatment equipment: Structural details of your schwartz heat treatment system and its interaction within your production line; extensive information on safe conduct in hazard zones and while operating the equipment; co-development of optimum recipe parameters for your production operations.
- Maintenance and repair of your schwartz heat treatment system in theory and practice: Comprehensive instructions on operating procedures at the furnace and in hazard zones; familiarization with preventive maintenance and servicing routines.



All training courses are exclusively conducted by our experienced service personnel and can be held at our Simmerath headquarters or your premises, as required.

Committed to customer-focused spare parts management



Unsurpassed spare part quality and fast delivery – wherever you need it

To ensure your schwartz heat treatment system delivers the same high performance at all times, we only use long-lasting components of the highest quality. We offer you high-grade genuine spare parts that will keep your schwartz heat treatment system up and running in the long term, while ensuring full compliance with specifications. For fast spare part delivery we stock numerous production-relevant spare parts at our warehouses in Germany, North America and China.

Fast replacement to the latest standards

On request, the required parts can be replaced at your site by our well-trained service teams.

To safeguard your competitive edge, we are constantly improving the design of production-relevant spare parts so you always enjoy the benefits of state-of-the-art solutions.

Selected references



A growing number of renowned customers worldwide trust our product quality and high standards. You too can count on us as a dependable partner in the field of innovative

heat treatment systems, because we will supply precisely the equipment and service you need.

As your reliable partner for individual and competent service, we are always close by and at hand



- 7 global sites
- 21,000 m² production area
- 3,500 m² office space
- Over 200 employees
- Sales, design, manufacturing, assembly, commissioning, after-sales service, spare parts

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