



Individual
Service
for your schwartz
Heat Treatment System

Your reliable partner in heat treatment technology



Innovation based on vast experience

Since our foundation in 1984, we have continuously evolved into an internationally active group of companies. Today, we are the world market leader in press-hardening solutions. We owe both of these feats to a consistent policy of adapting our heat treatment equipment to our customers' production needs.

In this way, we earned the market's trust and loyalty through engineering excellence and a close partnering cooperation with customers – our first and foremost ambition at all times.

A further key success factor is our comprehensive, versatile portfolio of individual customer service offerings. These are based on a fast and professional after-sales support of unsurpassed quality, in conjunction with our equipment's characteristic maintenance-friendly design.

You can rely fully on schwartz for customer-focused service, now and in the future.



Superior expertise gained over many years



With schwartz, you will benefit from more than 30 years of service experience

Through our company's history, we have not only designed and built more than 1,000 heat treatment systems. We have also looked after these systems throughout their life cycle and have kept on adapting them to ever-changing conditions.

This experience enables us to stand by your side as a competent service partner. Whatever the challenge you're facing, with us you can be sure it will be addressed reliably and effectively.

To this end, we offer not only the classic portfolio of service and maintenance activities but will deliver customer support with a real 'plus'.

Around-the-clock availability

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

At your service – worldwide

With our global network of in-house service technicians, we provide fast and competent support for your everyday production challenges and install our high-quality spare parts at your site.

For rapid spare part delivery, many production-relevant components are available ex stock from our service centers in Germany, the USA and China.

We also provide individual support for all your service, maintenance, modification and modernization projects.

Our service philosophy



Lifecycle approach as service policy

To ensure that your schwartz heat treatment system will deliver the expected performance at all times, we use a lifecycle-based service approach. As part of this concept, we aim to remain in close contact with you to optimally maintain the production capability of your plant from day one.

You can rely on us as a competent partner for your equipment's entire operating lifecycle, starting from the day it is installed.

'Service +' is more than after-sales support

Under our 'Service +' scheme, we make that extra effort to provide truly outstanding support tailored to your specific production conditions.

In putting together your personal 'Service +' package, you can pick and mix each component individually to suit your unique preferences and requirements. This way, you will obtain the precise level of service you need.

Retrofitting your existing schwartz heat treatment system



Our retrofit concept enables you to effectively update or upgrade older equipment, or to adapt existing installations to increasingly complex manufacturing scenarios.

Our experts also provide comprehensive support in upgrading your equipment to conform to CQI-9 requirements. Beyond these services, we will of course be happy to assist you with the required SAT, TUS and EQP tests, or to conduct them on your behalf.

Whether you are considering the installation of a dew point control system, an upgrade of your equipment for operation under controlled atmosphere, furnace extensions or full-scale revamp, we will deliver a solution matching your individual needs.

Upon completion of each retrofit, our experts will ensure a fast and successful commissioning at your site. They will then train your workforce in proper handling of the new equipment components or rebuilt system.



Maintenance with a vision



Inspection and servicing

Periodic inspections are part of our service offering. In this context, we will not only check your system's technical functionality but will also be happy to address specific questions raised by your operators.

Moreover, we will provide you with specific maintenance schemes that will keep your schwartz heat treatment system performing reliably at all times. These schemes are tailor-made by our highly skilled service staff to suit your specific heat treatment equipment and manufacturing cycles.



Maintenance

Through our preventive maintenance work, we can jointly lay the foundations for a continuously reliable production while also extending your equipment's service life. Our service technicians know what really matters. Periodic checks of production-relevant components will reveal potential anomalies at an early stage and allow remedial steps to be taken in good time.



Scan the QR code to watch our short service video.

Production and process support



Helping you boost your overall equipment effectiveness
 Our experienced service personnel can develop suitable production workflows and parameters based on current production data jointly with your staff, thus further optimizing your production performance.
 Likewise, in close cooperation with your staff, our experts will augment your overall equipment effectiveness (OEE) by improving the availability and performance of your schwartz heat treatment system.

And to ensure that your company will derive long-term benefits from these jointly developed production settings, our service technicians train your operators upon completion of the optimization phase, thereby imparting the necessary know-how that will enable them to monitor and, if necessary, adjust all parameters by themselves in the future.

Customized training to empower your staff



Training with specific reference to your schwartz heat treatment system
 As part of our 'schwartz Service +' total service package, we also provide employee training. In addition to our standard operator and maintenance training and CQI-9 training, we also offer customized training courses. These courses are put together by our experts from basic modules and extension modules to meet your specific requirements.

Committed to customer-focused spare parts management



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

To ensure that your schwartz heat treatment system will deliver the same high performance at all times, we use only long-life components of the highest quality.

Count on us as a source of high-grade genuine spare parts that will keep your schwartz heat treatment system up and running for a long time while ensuring full compliance with specifications. For rapid spare part availability, we have many production-relevant components permanently in stock in our warehouses in Germany, North America, and China.

Fast replacement to the latest standards

At your request, parts can be replaced directly at your site by our well-trained service teams.

And in order to safeguard your competitive edge, we keep on improving the design of your production-relevant spare parts so that you will always have the benefits of state-of-the-art solutions.

Selected references



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

field of innovative heat treatment systems. We will supply just the right equipment and service you need.



As your reliable partner, the schwartz group is always nearby: personal, capable and reachable at all times



- 8 sites worldwide
- 20,300 m² production floor space
- 2,000 m² office floorspace
- 250+ employees
- Sales, engineering, manufacturing, installation, commissioning, after-sales service, spare parts

**schwartz group
headquarters**

schwartz GmbH
Edisonstrasse 5
52152 Simmerath
Germany

Phone +49 2473 94 88-10
Fax +49 2473 94 88-11

24/7 service help desk:
+49 2473 94 88-33

service@schwartz-wba.de
www.schwartz-wba.de/service