

*safety in test > safety in flight*

**TETRAUGH**

Support  
Service



# TEST-FUCHS LIFECYCLE SERVICES

## BENEFIT FROM A LARGE VARIETY OF SERVICE OPTIONS

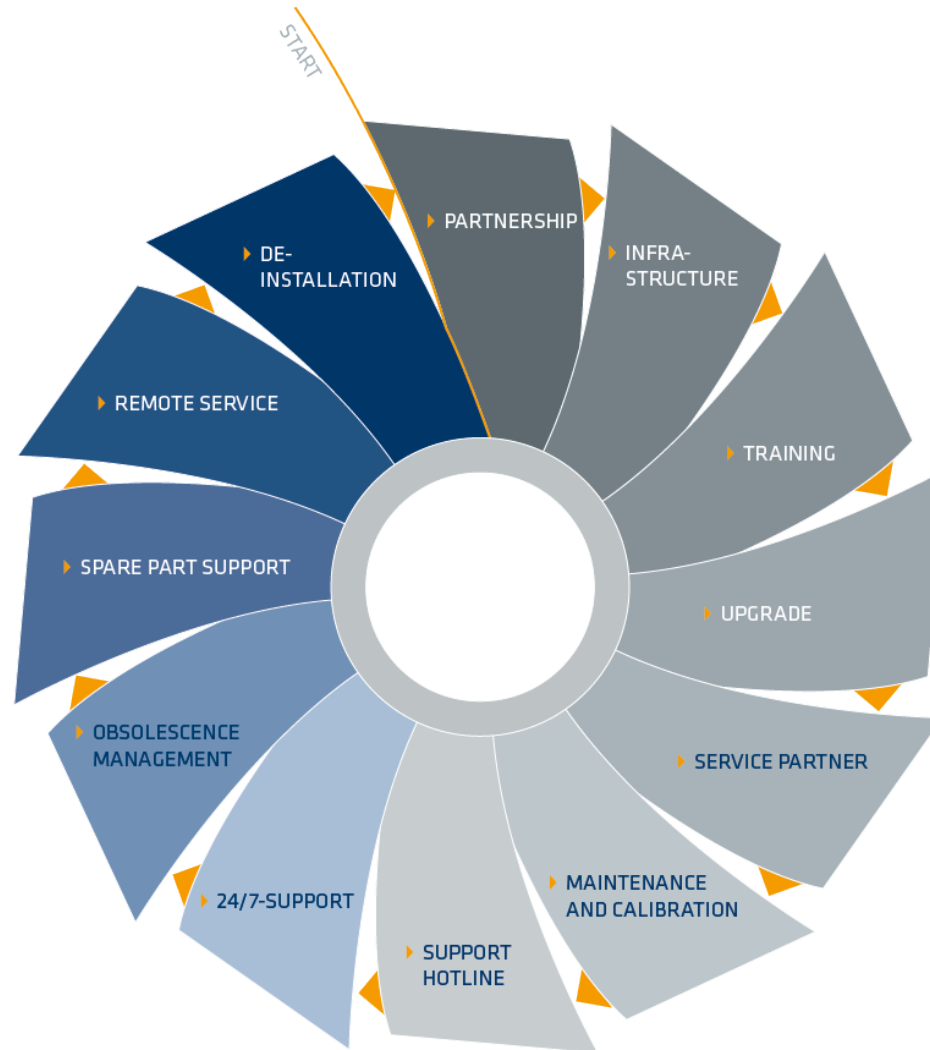
### Designed to be close to you

TEST-FUCHS customer services provide local support solutions.

From project planning to on-site maintenance, direct contact with our customers saves time and reduces costs.

TEST-FUCHS is able to provide direct line support via our offices in Austria, Germany, Italy, France, UK, Spain, Singapore, China and the USA.

### Service for our products during their entire life cycle



# CHOOSE THE IDEAL SERVICE FOR YOUR BUSINESS

## > Technical Support Service

- remote support
- maintenance at TEST-FUCHS
- maintenance on site

## > Spare Part Service

- spare parts supply
- spare part packages
- obsolescence management

## > Calibration

- mechanical categories
- electric categories
- dimensional categories
- chemical categories

## > Training

- operator training
- maintenance training
- software training
- calibration training

## > Documentation

- technical manuals
- translations
- spare parts provisioning lists
- technical/logistic support





## YOUR ADVANTAGES

- > **Remote service**  
troubleshoot and solve via remote connection - minimize potential downtimes
- > **Maintenance at TEST-FUCHS**  
benefit from the excellent facilities of the TEST-FUCHS locations
- > **Maintenance on site**  
profit from the expertise and speed of our service technicians located all around the world

**Contracts:** maintenance contract  
service on demand  
**Contact:** [support@test-fuchs.com](mailto:support@test-fuchs.com)

## TECHNICAL SERVICE

TEST-FUCHS service teams are located all around the world to manage and coordinate your service requests. We can provide various maintenance teams for repairs who can be sent quickly to your locations for service, support and repairs. We also cooperate with expert service partners worldwide to provide the

quickest service possible.

Our maintenance teams for repairs and calibrations at the TEST-FUCHS headquarters take care of any arising issue.

At TEST-FUCHS headquarters specialists from all our departments are actively involved in finding a solution.

The remote service accelerates trouble analysis and repair of failures without losing precious time.

### SCOPE OF SERVICES

#### Remote service

Settings and logfiles of the test system are analyzed via remote connection. Together with the customer we work on error detection and fault correction.

#### Maintenance at TEST-FUCHS

Mobile test systems can be sent to the TEST-FUCHS headquarters for trouble shooting and/or repair.

#### Maintenance on site

Experts check and repair at the customer's location, also using and profiting from the TEST-FUCHS remote service.



# SPARE PART SERVICE

Every single item inside our test equipment is labeled so it can be identified immediately. The unique S/N allows fast reaction. The avail-

ability of spare parts is guaranteed through a large spare part storage. The spare parts are dispatched by our logistics department quickly.

Our customers also profit from an **obsolescence management** throughout the entire product life cycle.

## SHIPPING AND INSTALLATION OF SPARE PARTS

We offer variants of spare parts service. Either the substitute is shipped and installed by local technicians.

Alternatively TEST-FUCHS technicians go to your premises and install the spare parts.

The test system is sent to a TEST-FUCHS service location and TEST-FUCHS installs the spare parts.

**Contracts:** maintenance contract | service on demand

**Contact:** [support@test-fuchs.com](mailto:support@test-fuchs.com)

## PROACTIVE SPARE PART PACKAGE

- > Purchase of relevant parts in advance
- > Contains consumables and parts with long delivery times
- > Minimize down times
- > Individual compilation for each test system
- > Prerequisite for the effective use of 24/7 support
- > Increase productivity
- > On customer request a customer specific online shop can be created which provides spare parts for uncomplicated ordering to the respective customers.



# TRAINING



## RECOMMENDED TRAINING

For all our standardized GSE products we can provide a fast and comprehensive introduction into features and usage of your device.

After finishing, your technicians are able to carry out all standard procedures. This training is offered at a fixed price.

For all TEST-FUCHS test systems we offer additional trainings in two or multiple steps tailored to the customers needs. Together we will consult your team and define a complete package matching your needs.

Your educated staff will receive a training certificate after completion.

Training is always available either at TEST-FUCHS locations worldwide or directly at your premises.

## OPERATOR TRAINING

### Basic Training

Includes the functional range and set-up of the equipment, correct installation of a UUT (unit under test), start and manual operation of the equipment.

### Advanced Training

Comprises the manual operation according to UUT specific test-procedures, operation in automatic mode (depending on the automation level of the system), training for remote support.

**Locations:** customer's premises | TEST-FUCHS headquarters | TEST-FUCHS service location

**Contact:** [support@test-fuchs.com](mailto:support@test-fuchs.com)



# TRAINING

## MAINTENANCE TRAINING

### Basic Training

Conveys the knowledge about the components of the test system, correct handling of the technical documentation and performance of a yearly maintenance.

### Advanced Training

Participants learn how to troubleshoot, manual operation of the test system, remote support, comprehension of hydraulic and electric diagrams, failure codes, and analysing of logfiles.

## SOFTWARE TRAINING

### Basic Training

Includes the functional range of the software, comprehension of existing test sequences, changing of parameters and test reports, creating back-up files, remote support.

### Advanced Training

Comprises the administration of users, generating new test sequences and reports, programming commands, working with conditions, loops, containers and variables from sub-sequences, generating user interfaces.

## CALIBRATION TRAINING

### Basic Training (Theory)

Contains calibration in general, norms and regulations, measurement units, calibration of TEST-FUCHS test systems.

### Advanced Training

Participants learn how to use the calibration software, the installation of the calibration equipment, calibrating and adjusting of the transducer characteristics, generating calibration reports.



# CALIBRATION

## OUR CAPABILITIES

- > **Chemical categories**  
conductivity, pH-value
- > **Dimensional categories**  
angle, length, roughness
- > **Electric categories**  
frequency, inductivity, capacity,  
power, phase angle, voltage, voltage  
ratio, current, resistance
- > **Mechanical categories**  
acceleration, density, torque, speed,  
pressure, flow rate, force, mass,  
temperature, humidity, volume, time  
interval

**Contracts:** maintenance contract  
service time package  
service on demand

**Locations:** customer's premises  
TEST-FUCHS headquarters  
TEST-FUCHS service location

**Contact:** support@test-fuchs.com

## RELY ON THE ACCURACY OF YOUR DEVICES - TRUST IN THE ACCREDITED CALIBRATION LABORATORY

- > Accredited calibration according to **DIN EN ISO/IEC 17025, ÖKD 41**
  - Global acceptance of competence by **ILAC (International Laboratory Accreditation Cooperation)**
- > Calibration, verification and adjustment of measurement instruments and test systems
  - multivendor-capability (manufacturer independent)
  - on site at the customer's premises (worldwide) or at TEST-FUCHS
- > Traceability of measurements to National Standards (SI-measurement units)
- > Professional service provider with an exceptional wide range of calibration solutions:
  - huge measurement ranges
  - high accuracies
  - wide range of measuring quantities
- > Requirements of aeronautical authorities (FAA, etc.) and civil or military quality assurance standards (ISO 9001, EN 10012, EN 9100, AQAP, etc)
- > Documented evidence of reliability of measurement and test results (avoiding product liability)
- > Technical and metrological support of the customer's calibration facilities
- > More than 50 years of experience in calibration and metrology





# SERVICE CONTRACTS

## MAINTENANCE CONTRACT

Benefit from a fixed rate for determined service activities (e.g. regular calibrations, proactive maintenance, maintenance, spare part service, guaranteed service and reaction times, etc.).

Maintenance contracts are always tailored individually to your needs and requirements. This guarantees maximum uptime at optimal cost.

### 24/7 support

TEST-FUCHS is available for our customers 24 hours, 7 days a week and the support team has to react within a previously determined time frame (1, 2 hours or the next working day).

The focus is on minimizing the standstill of the equipment in case of failure through extra rapid support, 24 hours a day, 7 days a week.

**Contracts:** maintenance contract | service time package | service on demand

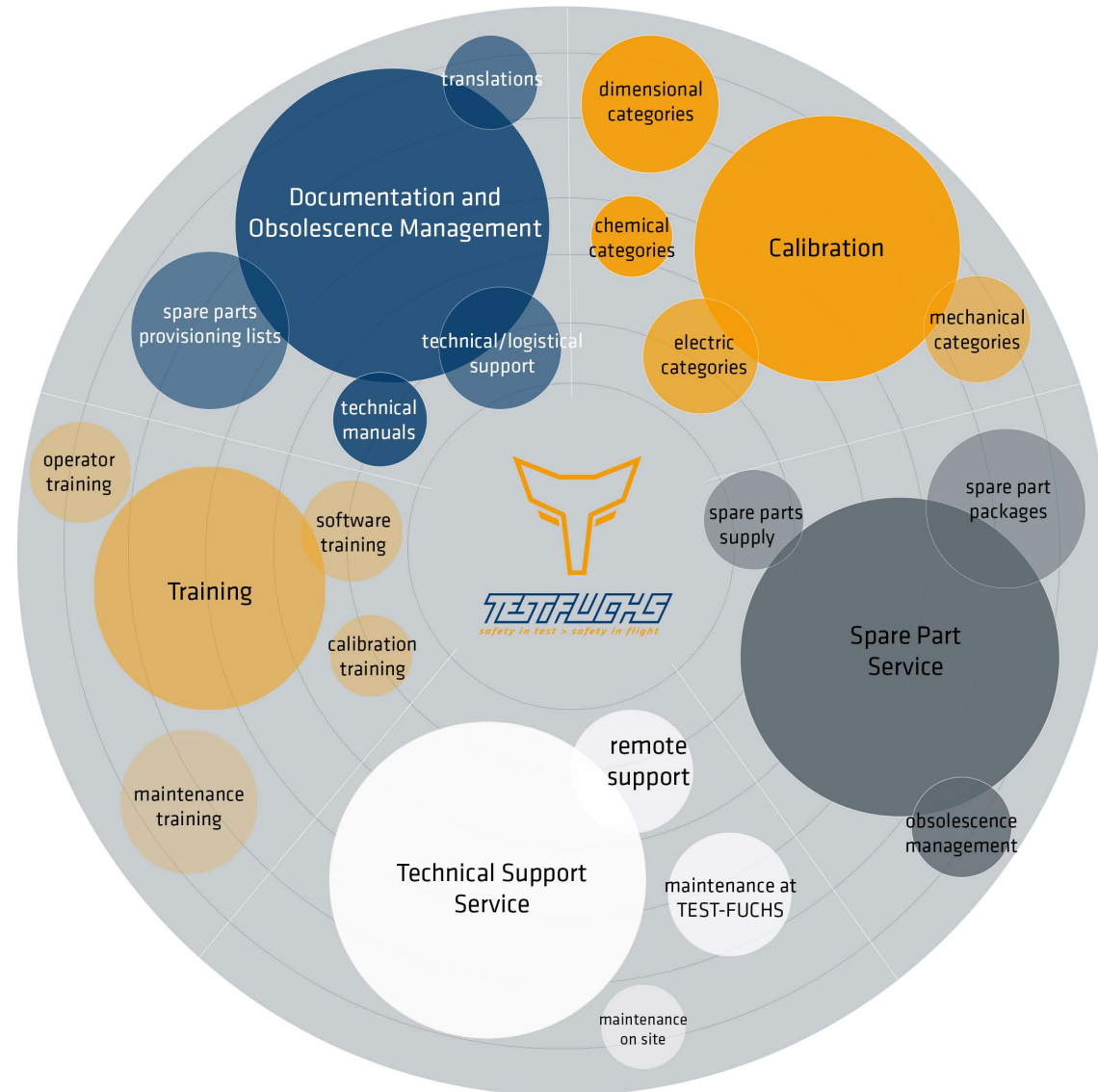
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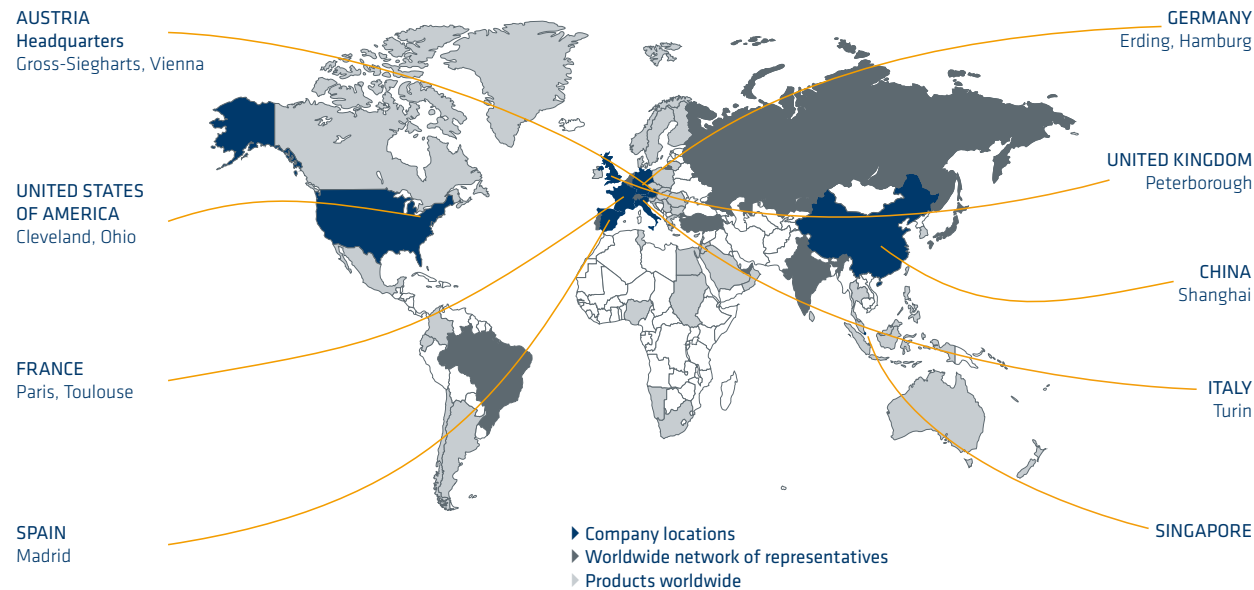


## CHOOSE YOUR INDIVIDUAL SERVICE

- > **From all our different services**  
choose the ones you need, in the  
quantity which best fits your  
business
- > **We create your individual  
service package**  
in duration and depth



# LOCATIONS WORLDWIDE



## > Austria - Gross Siegharts Headquarters

TEST-FUCHS GmbH  
 Test-Fuchs Strasse 1-5  
 3812 Gross-Siegharts  
[support@test-fuchs.com](mailto:support@test-fuchs.com)

## > Austria - Vienna

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 1220 Vienna  
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## > Germany - Erding

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## > Germany - Hamburg

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**Service après-vente et support dans toute situation.**  
*Safety in test > safety in flight*

**Technologie et solutions testées par des  
OEMs et MROs importantes**

