

safety in test > safety in flight

TEST-FUCHS

TEST-FUCHS
Support Services
worldwide



WWW.TEST-FUCHS.COM



Customer Support

> Technical support

Remote support
Maintenance at TEST-FUCHS
Maintenance on site

> Calibration

Mechanical categories
Electric categories
Dimensional categories
Chemical categories

> Training

Operator training
Maintenance training
Software training
Calibration training

> Spare part service

Spare part supply
Spare part packages
Obsolescence management

> Contracts

Maintenance contract
Support time package
Service on demand



> Technical support



- > TEST-FUCHS support teams at our locations deal and coordinate our customer's support requests
- > TEST-FUCHS specialists from our design, production and workshop departments are integrated actively in the solutions of the problems
- > Remote support accelerates the trouble analysis and repair of failures without losing precious time.
- > Maintenance team for repairs and calibrations at the TEST-FUCHS headquarters
- > Maintenance team for repairs especially for service at the customer's locations

SCOPE OF SERVICES

> **Remote support:**

Logfiles and adjustments of the test system are analysed via remote connection. Together with the customer we work on the fault localisation and fault correction.

> **Maintenance at TEST-FUCHS:**

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

> **Maintenance on site:**

Specialists check and repair at the customer's location, also using the remote support from TEST-FUCHS.

CLEARANCE

> **Contact:**

support@test-fuchs.com

> **Contracts:**

Maintenance contract
Support time package
Service on demand

> Calibration



- > 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

SCOPE OF SERVICES

- > Calibration, verification and adjustment of measurement instruments and test systems
 - > on site at the customer's premises (worldwide) or at TEST-FUCHS
 - > multivendor-capability (independent from the manufacturer)
- > Accredited calibration according to DIN EN ISO/IEC 17025, ÖKD 41
 - > Global acceptance of competence by ILAC (International Laboratory Accreditation Cooperation)
- > 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:

> **mechanical categories:**
 acceleration, density, torque, speed, pressure, flow, humidity, force, mass, temperature, volume, time interval

> **electric categories:**
 frequency, inductivity, capacity, power, phase angle, voltage, voltage ratio, current, resistance

> **dimensional categories:**
 angle, length, roughness

> **chemical categories:**
 conductivity, pH-value

CLEARING

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

> **Contracts:**
 Maintenance contract
 Service on demand

> **Location:**
 Customer's premises
 TEST-FUCHS headquarters
 TEST-FUCHS service location

> Training



- > We offer trainings in two steps for all TEST-FUCHS test systems
- > The basic training is mandatory for an advanced training
- > Training certificates for all participants
- > Trainings are available at the TEST-FUCHS locations or at the customer's premises
- > Individual update trainings

OPERATOR TRAINING

> Basic:	> Advanced:
Functional range and buildup of the equipment, installation of a UUT (unit under test), start and manual operation of the equipment	Manual operation according to UUT specific test-procedures, operation in automatic mode (depending on the automation level of the system), training for remote support

MAINTENANCE TRAINING

> Basic:	> Advanced:
Knowledge about the components of the test system, correct handling of the technical documentation, performance of a yearly maintenance	Troubleshooting, manual operation of the test system, remote support, comprehension of hydraulic and electric diagrams, failure codes, analysing of logfiles

SOFTWARE TRAINING

> Basic:	> Advanced:
Functional range of the software, comprehension of existing test sequences, changing of parameters and the test report, creating back-up files, remote support	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 (theory):	> Advanced (practical training):
Calibration in general, norms and regulations, measurement units, calibration of TEST-FUCHS test systems	Calibration software, installation of the calibration equipment, calibrating and adjusting of the transducer characteristics, generating calibration reports

CLEARING

> Contact:	> Contracts:	> Location:
support@test-fuchs.com	Maintenance contract Support time package Service on demand	Customer's premises TEST-FUCHS headquarters TEST-FUCHS service location



> Spare part service



- > Each piece of the test equipment is labelled. In case of enquiry they can be identified immediately.
- > The availability of spare parts is guaranteed through a spare part storage and a quick reacting logistics department.
- > Obsolescence management throughout the entire product life cycle

PROACTIVE SPARE PART PACKAGE

- > Purchase of critical parts in advance
- > Contains consumables and parts with long delivery times
- > Proactive measures to minimize down times
- > Individual compilation for each test system
- > Prerequisite for the effective use of 24/7 support

CLEARING

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

> **Shipping and installation of spare parts:**

- Spare parts are shipped to the customer and the customer installs them.
- TEST-FUCHS technicians go to the customer's premises and install the spare parts there.
- The test system is sent to a TEST-FUCHS service location and TEST-FUCHS installs the spare parts.

> **Contracts:**

Maintenance contract
Service on demand

> Contracts - Support



MAINTENANCE CONTRACT

> **Advantages:**

A fixed rate for determined service activities (regular calibrations, proactive maintenance, maintenance, spare part service, guaranteed service and reaction times, etc.)

Individually tailored to the needs and wishes of our clients

> **24/7 support:**

TEST-FUCHS is available for our customers 24 hours, 7 days a week and has to react within a determined time frame (1, 2, 4, 8 hours or the next working day)

Minimizing the stand still of equipment in case of failure through extra rapid support, 24 hours a day, 7 days a week

SUPPORT TIME PACKAGE

> **Advantages:**

The customer buys a support time package in advance. In case of failure of an equipment support activities can be undertaken without offers or contracts.

Minimizing the stand still of equipment in case of failure through quick reaction. No time is lost in offering and contracting a service.

SERVICE ON DEMAND

> support request	> analysis	> offer	> order contract	> support activity
customer	TEST-FUCHS	customer	TEST-FUCHS	

>Support locations



Austria - Gross Siegharts Headquarters

TEST-FUCHS GmbH
Test-Fuchs Strasse 1-5
3812 Gross-Siegharts
support@test-fuchs.com

Austria - Vienna

TEST-FUCHS GmbH
Vienna DCTower, 26.OG (Top B)
Donau-City-Strasse 7
1220 Vienna
support@test-fuchs.com

Germany - Erding

TEST-FUCHS, Ing. Fritz Fuchs GmbH
Albert-Einstein-Strasse 4
85435 Erding
support-de@test-fuchs.com

Germany - Hamburg

TEST-FUCHS, Ing. Fritz Fuchs GmbH
Rudolf-Diesel-Strasse 7
21629 Neu Wulmstorf
support-de@test-fuchs.com

UK

TEST-FUCHS Ltd.
Unit 30, King Street Industrial Estate
King Street, Langtoft
PE6 9NF Peterborough
support@test-fuchs.com

France - Paris

TEST-FUCHS SARL
Place de la logistique
94150 Rungis
support@test-fuchs.com

France - Toulouse

TEST-FUCHS SARL
17 Chemin de la Salvetat
31770 COLOMIERS
support@test-fuchs.com

Italy

TEST-FUCHS S.r.l.
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Spain

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Singapore

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