

Service News

Welcome to the CNC Design (Australia)
Service Newsletter where we give you
up to date information on our services
and current service topics.



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Welcome

CNC Design, in partnership with Siemens AG, is a leader in Australasia and Southeast Asia in Motion Control and Machine Tool Automation. We have developed a quality service network to support our customers including Machinery Dealers, Machine Builders and End users.. This is the first of our Service Newsletters informing you about our service capability and current topics. We welcome your comments and suggestions.

Rajesh Maker

Service Network

CNC Design has developed a quality service network to support our customers. Our professionally trained Service Engineers endeavor to increase customers productivity by providing highest quality field and support services.

We offer a variety of services including Field Service, Spare Parts, Service Contracts, Data Backup and Customised Training programs to keep your Siemens CNC up and running.

In Australia our Service Network includes service personnel located in;

- Melbourne
- Sydney
- Brisbane
- Adelaide
- Perth

Service is available in business hours and we offer a standby after hours service;

http://www.cncdesign.com.au/Customer_support_main.html

Data Backup

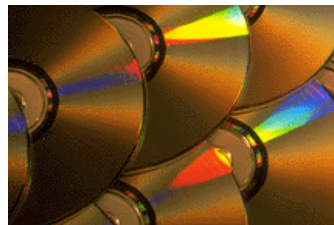
In the past few months we have had a number of serious cases where customers have been caught out without an adequate backup of the CNC control software.

Most modern CNC's have built in hard disks and, like your PC, need a backup.

Case studies

Customer A has a Laser Cutting machine with SINUMERIK 840C. The hard drive crashed and the data could not be recovered. During this critical moment, the customer realised that there was **no back up available**. Unfortunately the OEM had also closed down its operations. A doubly serious position.

In this case we were very lucky to locate a similar machine in Queensland. The backup from that machine was used and the problem was resolved. But the whole process took about 3 weeks and a lot of anguish.



Customer B has an Induction hardening machine with SINUMERIK 840D. The hard drive crashed and the data could not be recovered. The customer had a back up of the hard drive provided by the OEM. It was found that this **back up was incomplete**.

Hence we had to completely reconfigure the PCU software and the HMI software. In this case the machine was down for 3 days.

Contact our local service department to arrange a backup of your CNC system software before you have a failure....peace of mind!

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Training Courses

So far this year we have held nine SINUMERIK maintenance and JobShop programming training courses in Melbourne. Most have been for Maintenance personnel and Machine Tool Dealers. We have also held more than twenty applications courses for Masterdrive and SIMODRIVE 611U for OEM's and Systems Integrators.



Contact our local service centre for course pricing and schedules.

Siemens Motor Repairs

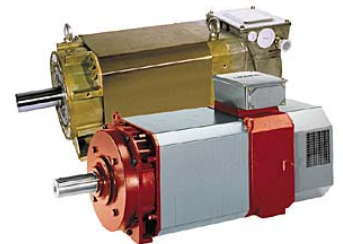
CNC Design provides a fast and reliable motor repair service with an extensive spare parts stock and specialized test equipment we are ready to meet our customer's requirements.



Repairs include:

1. Rewinds
2. Overhauls and balancing.
2. Encoder, Resolver and Tacho replacement and alignment.
3. Brake replacements and Power and Signal connector replacement.

For more information on motor repairs please contact our local Service Centre.



Australian Service Response Data

Month	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
Service Index	89%	88%	90%	97%	90%	91%	86%
Response % <24H	95%	100%	87%	100%	95%	96%	97%
Spares Availability %	82%	75%	93%	93%	85%	85%	75%

Our target is to respond to at least 95% of all machine service requests within 24 hours and to be able to supply 80% of breakdown spares from local stock. As you can see we are meeting this target regularly. Our Service team has so far this year handled on average 48 service requests per month as well as many other calls for technical support, drive and CNC repairs, motor repairs, spare parts supply and documentation.

Dealer Support

Following on from the great response last year we will be holding Machine Tool Dealer support days in Melbourne Sydney and possibly Adelaide in the next few months. Contact Lara, our Service Coordinator, on (03) 9411 1510 if you would like to attend.

Sinumerik and Simodrive Spare Parts Availability

CNC Design holds a large spare parts stock in Melbourne and Sydney for current models of Siemens equipment for Machine Tools and Production machines. Typically spare parts are available for 10 years after the product is cancelled from normal sales supply. The spares status from some of the older items is given below:



Products for which spares have been Discontinued.		Products getting to End of their Life		
System	Model	System	Model	End Date
SINUMERIK	System 3 GA1/2/3	SINUMERIK	System 3 GA4	Jun-04
	System 8		System 880	Jun-05
	System 840		820	Jun-06
	System 850		805/805SM	Jun-07
	Primo S/SG			
SIMODRIVE	6RA26	SIMODRIVE	6SC610	Jun-05
	6RB20		6SC660	Jun-05
	6RB21		6RA27	Jun-06
	6SC690			
	6SC650			

Our Service department will advise you 2-3 years in advance when we know that your equipment is coming to the end of its supported life.

A complete list of our spares is available at :

http://www.cncdesign.com.au/stocklist_main.html

Spares for Discontinued Parts

We still have some spares in stock for discontinued parts. The list is as follows:

System	Part Number	Description
SINUMERIK System 3	6FX1192-4AB00	SINUMERIK 3/SIROTEC RCM INPUT MOD. 96 I
	6FX1130-6BA00	OUTPUT MODULE, 48 O/0.5A
	6FX1111-0AN02	SLAVE CPU W/O RAM
	6FX1125-1AA01	MEASURING CIRCUIT MODULE 4 ACTUAL VALUES
	6FX1123-7AA01	MEASURING CIRCUIT MODULE 1 ACTUAL/3 SET VALUES
	6FX1122-1AC02	PLC-NC LINK ; REPLACES : 6FX1122-1AA02
	6FX1115-0AA02	5/8 MHZ VIDEO INTERFACE
	6FX1122-2AD02	NC TO PLC LINK, 8 MHZ
SIMODRIVE 6RA26	C98043-A1098-L13	ENHANCED CONTROLLER W.FEED DRIVE CONTROLLER
	C98043-A1098-L11	ADDITIONAL PCB ENHANCED CONTROLLER
	C98043-A1045-L1	POWER SUPPLY PCB, 380V, 2 X 3P, 2 X 6P
	C98043-A1086-L11	MAIN SPINDLE CONTROLLER PCB
SIMODRIVE 6RA27	C98043-A1204-L24	CONTROL PCB 30A-130A
SIMODRIVE 6RB21	6RB2100-0NA01	PCB CLOSED LOOP CONTROL, ANALOG 1 AXIS
	6RB2100-0NA21	PCB CLOSED LOOP CONTROL, ANALOG 3 AXIS
	6RB2190-0FB00	PCB POWER-CIRCUIT, 90/270A, 1/2 AXES
	6RB2160-0FB00	PCB POWER-CIRCUIT, 60/180A, 1/2 AXES
	6RB2140-0FD01	PCB POWER-CIRCUIT, 40/120A, 1 AXES
	6RB2130-0FD01	PCB POWER-CIRCUIT, 30/90A, 1 AXES
SIMODRIVE 6RB20	6RB2000-0NE00	CLOSED LOOP CONTROL PCB
	6RB2000-0GB01	PCB POWER SUPPLY AND VOLTAGE CLAMPING