

# 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.

CNCdesign

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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 second of our Service Newsletters informing you about our service capability and current topics. We welcome your comments and suggestions.

Rajesh Maker

### Dealer Support Day

We recently held our Machine Tool Dealer Support days in Sydney and Melbourne. The days were well received and the feedback was encouraging.

We had a good cross section of Machine Tool Dealers in attendance such as:

- Computer Numerical Control
- James Machinery
- Ron Mack Machinery
- DMG
- Chiron
- Standaco

The presentation included a wide range of topics like CNC Design and Siemens A.G overview, Benefits of Shopmill, Common faults on machines, Breakdown support & RSC and TAFE training presented by Graeme Gillespie from Moorabbin TAFE.

We are planning to hold one in Brisbane later this year and we look forward to seeing some new faces next year in Melbourne & Sydney.

### Sinumerik PCU 20

#### 1. Backup and Additional external program memory

With the PCU 20, you can install an ATA card PC (SANDISK-PCMC/A, Type II) in the existing PC card slot so it can be used as an additional external program memory. You can copy the programs in both directions, i.e. to and from the ATA card PC and part program memory in the control. The programs can also be written from the diskette drive to the ATA card PC. If you want to execute the program straight from the ATA card, you can use the function "Execution from external source".

We recommend the following SANDISK cards: SDP3B- 32-101 SDP3B-128-101 You can obtain SANDISK cards from specialist retailers.

#### Additional requirements

The cards must be plugged in before booting for the system to detect the storage media. The drive letter for these external

storage devices starts from C:\

#### 2. Network operation with PCU20 (HMI Embedded SW 6.2 and higher)

This function is an option. The PCU hardware has its own network card and can be integrated in an existing network. If the appropriate option is set, additional horizontal keys are integrated in the Program Manager of the machine and program standard applications; these softkeys symbolize a linked drive or a local drive.

#### Precondition:

The Network Manager (software supplied with the option) must be installed on the PC to be connected.



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## Training - Sinutrain / Jobshop

Sinutrain/Jobshop is the automation system simulation CNC training software on CD-ROM. It runs on a PC and is suitable for training purposes and self-study as it is for writing programs and simulation. It serves for writing and simulating NC programs on a PC, based on the DIN 66025 programming languages as well as the products of Shopmill, Shopturn and Manualturn+ and language commands for Sinumerik 810D, 840D and 840Di controls. Programs written with this software can be used on real machines.

The basis of our pioneering training concept is Shopmill/ Shopturn/ Manualturn, the easy, user friendly human machine interface for turning, milling and drilling. This programming tool was designed for the powerful Sinumerik 810D/840D control, and its simple structure and intuitive operator interface are ideal for self-study and computer-based-training. Even complex geometric data can be entered and processed quickly and easily, and the easily assimilated graphical symbols make programming child's play.

## 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:

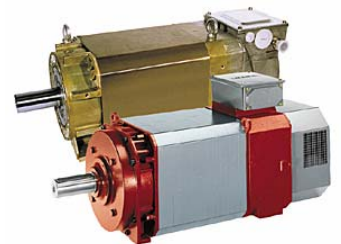
1. Rewinds
2. Overhauls and balancing.
2. Encoder, Resolver and Tacho replacement and alignment.
3. Brake replacements and Power and Signal connector replacement.

For more information on motor repairs please contact our Service Department.

## Australian Service Response Data

Month	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04
Service Index	90%	91%	86%	87%	88%	94%	88%
Response % <24H	95%	96%	97%	93%	100%	100%	100%
Spares Availability %	85%	85%	75%	78%	74%	91%	78%

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.



## Service Network

CNC Design has developed a quality service network to support our customers. Our professionally trained Service Engineers endeavor to increase customer's productivity by providing the highest quality field and support services. We offer a variety of services including Field Service, Spare Parts, Service Contracts, Data Backup and Customized training programs to keep your Siemens CNC up and running. In Australia our Service Network includes service personnel located in Melbourne, Sydney, Brisbane, Adelaide and WA.

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

The after hours service number is

**0417 126 307**

Our Service Rates are as follows:



<b>Hourly rates</b>			
<u>Day</u>	<u>Time</u>	<u>Rate AUD</u>	<u>Minimum Hours</u>
<b>On Site Time</b>			
Monday to Friday	8.30am to 5.00pm	\$125/hr	1
Monday to Friday	5.00pm to 11.00pm	\$160/hr	4
Saturday	8.00am to 2.00pm	\$160/hr	4
Other Hours	All Other Times	\$190/hr	4
Public Holidays		\$190/hr	4
<b>Travel time</b>			
Monday to Friday	8.30am to 5.00pm	\$85/hr	
All Other Times		\$125/hr	

<b>Additional Charges</b>	
<b>Vehicle Costs</b>	
km rate based on distance from our office	\$0.50/km

## Mobile Internet

To further enhance the efficiency of our quality service network, the service engineers are now equipped with "Mobile Internet" NetConnect cards. Our service team can stay connected whilst away from the office, or access the internet whilst mobile. Mobile Internet has data speeds up to six times faster than typical landline dial-up speeds and up to nine times faster than typical GPRS mobile data speeds.

Some advantages of the Mobile Internet are:

- Our technicians can view spare parts price and availability onsite.
- They have access to customer backups on our office network.

This means our technicians no longer have to travel back and forth from the office to obtain data.

