

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

Rajesh Maker

CNC Design celebrates 20th Anniversary

CNC Design is celebrating our 20th year in business. It is a mark of the commitment and capability of the staff and loyalty of our customers that we have achieved so much within this time. From our humble beginnings operating out of a small office to today where we now have offices worldwide. We are very proud of this achievement in today's economic climate.

During the next 12 months we will be holding a number of staff and customer functions to celebrate this significant milestone.



L-R Jon Marwick, Bruce Rowley, Joanne Rowley

Preventative Maintenance Training at Electrolux

Electrolux Orange recognizes the value of preventative maintenance and has implemented a training program for all their maintenance Engineers. This will better equip them with the correct tools and training to self manage their own production plant in Orange.

Aim

The main focus of this was on fault recognition and how to analyze the fault message in the drive system.

Conclusion

At the conclusion of the 3 day training the Electrolux Engineers were capable to do the following:

- Identify if the fault is electrical or mechanical.
- Identify the fault message/number given out by the drive
- Start the corrective action to fix the problem
- Change all associated parts in the



drives and motors.

- Setup or commission the drive.

This training gives Electrolux control of their own production equipment and so allows them to quickly resolve any issues to keep production on target to achieve their goals.

We at CNC Design can tailor any training to meet your needs. Please do not hesitate to contact us to discuss these.



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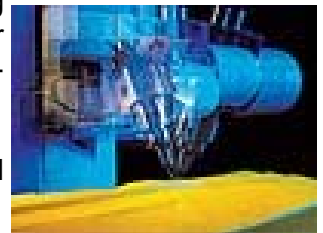
Machines from overseas



We have had several customers who have recently purchased machines fitted with Sinumerik from overseas or moved machines from their overseas offices to Australia.

Recently our Service Technicians went out to look at a Rambaudi, 5 axis high speed milling gantry machine controlled by a Sinumerik 840D system which had just arrived from Germany. Built in 1999 the machine is in good condition. The machine has been installed by the customer but not in production.

CNC Design attended the site and made a full backup for the system. During this visit we found a defective IRF module and problems with the head encoder cables. Our Service staff replaced the IRF module and tested the head servomotors to ensure a satisfactory startup of the machine.



If you have purchased a machine from overseas please contact us as a full backup and early fault finding will save you many headaches along the way.

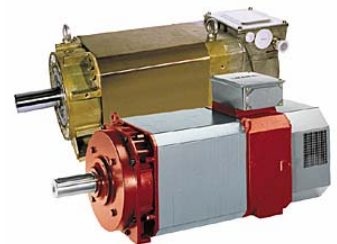
Siemens Motor Repairs

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	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04
Response % <24H	97%	96%	96%	97%	100%	89%
Spares Availability %	80%	73%	67%	96%	94%	90%

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 > than 50 service requests per month as well as many other calls for technical support, drive and CNC repairs, motor repairs, spare parts supply and documentation.

Repair Service Contracts



- Repair Service Contracts (RSC) are available for machine tool manufacturers, dealers and users for the provision of cover against any expenditure incurred as a result of remedying faults on Siemens products after the 2nd start-up of the user's installation.
- The Repair Service Contract provides blanket cover for the servicing costs for the entire A&D MC MT scope of delivery, i.e. for remedying faults at the machine installation site for the agreed period of validity of the Repair Service Contract.
- The Price of the RSC is variable according to the number of years and number of measuring circuits (axes/spindles). This is typically purchased for a new machine and may be extended once.

CNC Design Website

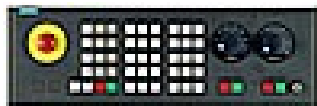
CNC Design now has a new website with enhanced functionality. The Customer Support page has many new features such as:

- Online Training Centre—there is a link which will take you to the Siemens online training centre where you will find many selections for online training, e.g. JobShop self training and CNC Programming
- Links to Siemens Search Page which covers all Siemens automation and drive products
- Downloadable Tools and Software



Please take the time to have a look.
www.cncdesign.com.au

Urgent Spare Part Orders



Our normal delivery time for non-stock items is 3-4 weeks from Germany. For urgent requirements we can place an Emergency order and have the stock in Australia (subject to stock in Germany) within 3-7 days. There is an additional fee of \$150.00 per part for this service.

Motors take considerably longer. Normal delivery for motors is anywhere from 6-8 weeks depending on the type of motor. Urgent orders for motors can be placed shortening the delivery time to approx 2 weeks. The cost is an additional \$150.00 per motor and an additional 30% premium of the list price.



The Management & Staff of CNC Design wish you all a Merry Christmas and a Happy and safe New Year