teamtechnik Services

For increased productivity throughout the lifecycle of a production system.
teamtechnik. For high-performance production.

teamtechnik is an international market leader in innovative production technology. We concentrate on realizing flexible assembly and test lines for automotive, solar and medical technology applications. Service has a high priority.

Once a system has been finally approved, we ensure that our customers achieve high levels of production output – throughout the lifetime of the system.

Service. We invest a great deal here.

At teamtechnik today, over 80 experienced service technicians ensure that support is rapid. Over recent years, teamtechnik has systematically increased the number of staff in its Customer Service department. This highly motivated workforce is coordinated from a central and accountable management center.

Support from teamtechnik means reliable production, original spare parts and the safest way to dismantle, convert or extend teamtechnik systems.

Global. And therefore always nearby.

The teamtechnik locations in Europe, the USA and Asia help our customers to achieve their international production output – with the same standard of service worldwide. Whether it is Freiberg, Beijing or Toronto – and anything from supplying spare parts to efficiency engineering. Our service specialists play their role at the sites where our customers manufacture their products. From the realization phase onward, they optimize system requirements for worldwide application.

These services are appreciated by production managers throughout the world.

Reliable production systems generate profits.

SERVICE HOTLINE +49 7141 7003-113
Ensuring that your systems are always running. In any country in the world.

We work with you to analyze your individual service requirements and compile a service portfolio. This ensures your systems are very productive and competitive and at the same time motivates your workforce.

In practice this means maximizing production output, reducing downtime and ensuring a high level of operational safety.

Our services. Perfectly matched to each other. Select one of our service modules.

**SERVICE TOOL**

1. **For high system availability**
   - 24-hour service hotline
   - Direct assistance with operating errors and breakdowns
   - Remote service
   - Production support
   - Commissioning
   - Adjustment
   - Individual maintenance contracts
   - Spare parts management: Service parts and logistics
   - Training

2. **Overseeing production changes**
   - Conversion and modernization
   - Efficiency engineering, process and cycle time optimization
   - Setup of new variants
   - Capacity adjustment when unit numbers change
   - IT integration: Data flow between internal and external networks
   - Relocation or merging of production branches

3. **Plant management**
   - Service concepts for your production sites
   - Adaptation of our service activities to your specific needs
   - Production system analysis and optimization concepts
   - Long term maximization of system availability (production support)
   - Spare part management, definition and provision at production site

For you, dynamic markets means changes to unit numbers or variant production or modifications to the product. Here’s how we can help: we carry out efficient upgrades and modifications to your existing production system.
The organizational structure of our Customer Services department reflects the requirements of our customers: fast access to the relevant contact person and skilled personnel within a dedicated department – irrespective of whether we are supplying spare parts, fixing breakdowns via a remote connection, or making more complex modifications to the system.

For fast service – anytime, anywhere.

Here are a few examples of how teamtechnik offers more than a standard service. We go the extra mile, because we know that your machine must not stop.

- Express service for rapid fault resolution
- Extended variable service availability (e.g., agreed response times)
- Replacement and wear parts supplied on the basis of a warehousing concept
- In the offer phase, systematic analysis of future service requirements with an analysis of weak points, faults and strengths
- Optimization of the production environment
- Adjustment and correction of relevant testing processes
- Individually agreed service and maintenance contracts

Professional Services. Take advantage of them.

We share our expertise and offer your employees qualifications.
Some examples from our training program, which we make available worldwide:

- Maintenance technician training (electrical and mechanical)
- User training
- Programmer training
Contact us.

Your contact partner

Arkadiusz Zielonka

Phone  +49 7141 7003-8833
Fax      +49 7141 7003-82
Mobile  +49 162 428 67 41
E-mail   Arkadiusz.Zielonka@teamtechnik.com

We are here to help you, and will work with you to develop an efficient service strategy.

teamtechnik. Locations worldwide.
teamtechnik controls a dense network of service providers from its headquarters. Round the clock. As you can rightly expect from us.

teamtechnik Group

Headquarters
teamtechnik Maschinen und Anlagen GmbH
Planckstrasse 40, 71691 Freiberg, Germany
Phone +49 7141 7003-0, Fax +49 7141 7003-70
info@teamtechnik.com, www.teamtechnik.com

Subsidiaries
teamtechnik Automation, Ludwigsburg, Germany
teamtechnik Die Fertigung, Freiberg, Germany
teamtechnik Production Technology, Krakow, Poland
teamtechnik Production Technology, Atlanta, USA
teamtechnik Production Technology, Suzhou, China

Agencies and service
China, France, Germany, India, Italy, Japan, Poland,
Singapore (South East Asia), South Korea, Spain, Taiwan,
Turkey, USA

Get inspired for the future.
www.teamtechnik.com