Service
Electric drives and controls
Tightening and Weld systems
Perfect service – for the whole life cycle

Planning

We develop a system-focused service concept as early as in the design phase. In addition to product-related specifications, this concept includes all industry-specific expertise in the fields of electric drives and controls, tightening and press-fit systems and resistance welding systems.

Commissioning

When it comes to commissioning, you can rely on the technical expertise of our highly experienced field service engineers. Commissioning, optimization and installation are carried out quickly, professionally and reliably. We’re also happy to provide you with product information, software engineering and application-specific know-how.

Ongoing operation

While production is ongoing, we ensure the availability of spare parts and the long-term serviceability of our products, carry out remote condition monitoring and offer servicing for your plant. Rexroth’s workshops will help you with immediate repairs and exchange equipment should any accident occur.

Extended life

Modern engineering and the latest technology ensure that machines are operated smoothly and efficiently. You can extend the life of your systems considerably through Rexroth product overhauls and retrofitting/ modernization concepts. This involves replacing hardware components and updating the software.
Rexroth’s service organization is your professional partner for the whole life cycle of your plant and machinery. Whether planning, installation, commissioning, ongoing operation or extended life, our service team supports you all the way. Close collaboration with development and application departments means maximum reliability and first-class know-how when it comes to servicing electric drives and controls, tightening and pressfit systems, and resistance welding systems. Our services range from the helpdesk through the field, spare parts and repair service organizations to retrofits/modernization and service agreements that are tailored to your requirements.

Technical support/helpdesk
▶ application and industry know-how
▶ problem-solving management for troubleshooting and fault rectification
▶ individual solutions to complex problems
▶ service hotline for emergencies 24/7 even on weekends and on public holidays

Field service
▶ on-site service for application problems, troubleshooting and fault rectification
▶ support in engineering tasks
▶ system optimization to extend life and increase productivity
▶ dispatched 24/7
▶ remote condition monitoring
▶ servicing and repair work
▶ accredited inspection services, e.g. sensor checks and machine capability analyses based on DIN EN ISO/IEC 17020 for tightening and press-fit systems

Repair service
▶ immediate help and repairs in ultramodern workshops with ISO certification
▶ rapid and expert repair complying with globally uniform specifications and quality standards
▶ hardware and software updates to the latest version
▶ exchange of all wearing parts on product overhauls (Reman), including 24 month warranty
▶ use of OEM spare parts
▶ repair of Rexroth products even on weekends and on holidays

Spare parts service
▶ 24-hour delivery period for all standard spare parts, even on weekends and on public holidays
▶ quality guaranteed by the use of OEM spare parts
▶ extensive stock to cover your specific requirements
▶ independent logistics organization and professional customer advice
▶ customized spare parts concepts can be elaborated

Retrofit/modernization/engineering
▶ low-cost modernization and retrofitting of plant and machinery
▶ enhanced capacity through the installation of cutting-edge components
▶ adaptation to statutory requirements or environmental regulations
▶ common development of customized solutions
▶ customized service concepts

Industrial training
▶ training package with basic seminars for new entrants and training for experts
▶ practical customer training courses with our products in the training center or on site
▶ standard and special seminars tailored to the customer’s requirements
Technical support/helpdesk – a good solution in every case

Need fast and effective support? Our experts at the helpdesk are always there for you. The helpdesk is divided into specialist sections for electric drives and controls, tightening and press-fit systems, and resistance welding systems. Each department is supported by a group of expert service engineers. Should you ever need assistance in commissioning, troubleshooting or fault rectification, our specialists can advise you by telephone or on site.

Industry-oriented help
Whether it’s machine tools, printing and processing machinery, food and packing technology, assembly and handling systems, tightening and press-fit systems or resistance welding systems, our experts know the applications in your industry and speak your language.

Direct contact between the service and branch management departments provides expertise and reliability.

Individual help
We will help you in every case, including over the phone – from operation support through troubleshooting and fault rectification to fault prevention. Rexroth can create specific solutions for your own individual requirements upon request.

Effective help
Rexroth’s Helpdesk service experts will be your skilled contact partner when you need fast technical assistance solving a problem on the telephone or when you need assistance in procuring spare parts. When necessary, they will arrange the fastest possible field service calls and help you in processing the repair. The Helpdesk can be reached 24/7 at 1-800-REXROTH.

Our helpdesk offers qualified staff for every situation twenty-four hours a day / seven days a week.
Field service – competence in every case

Our specialist team of experienced field service engineers guarantees absolute reliability and system safety in all branches of industry. Services range from configuration through software creation, commissioning, troubleshooting, fault rectification, plant and machinery optimization to maintenance.

Bundled experience
Rexroth’s service commitment is based on many years of experience. Our greatest asset is the extensive knowledge we have of the specific requirements of our customers.

That’s why you, too, should benefit from absolute customer proximity, rapid order processing and short response times through our highly qualified staff in the regional service centers.

Bundled benefits
Preventive inspections and status oriented maintenance by our experts will keep your plant and machinery running. That’s how we can help you actively cut costs.

Bundled expertise
Rexroth can increase the operational reliability of your plant. To do that, we measure and log the operating parameters and, where necessary, optimize our components to ensure maximum machine availability.

Whether you have problems with system components, faults in peripheral electronic systems, process engineering problems or faulty machine mechanisms, our experts can help. With remote access servicing, remote condition monitoring and active process data capture and analysis, we offer the very latest tools for rapid troubleshooting and continuous system monitoring.
Repair service – certified in every case

Rexroth offers repairs and product overhauls at fixed prices to factory quality, optionally as a standard, express or immediate repair. A strong team of experienced staff ensure rapid, no-fuss order processing at a consistently high quality level. Bosch’s ISO certification is the best proof of this. Flexibility is our strength, whether special processing requests, rapid consultation with our repair helpdesk or a collection and delivery service tailored to your requirements.

As good as new
Every part that we repair meets the very latest requirements and has been extensively tested. We implement hardware and software updates and run many hours of load tests, keeping a close eye on performance data. On completion of the repair, you get a 12-month warranty for all exchanged components and, in the case of product overhauls (REMAN), a 24-month warranty on the complete product.

Always fair
The work that we perform, and the faults we find, are documented in a detailed repair report. If repair is uneconomical, we will agree on a low-cost alternative solution, e.g. delivering a spare part or carrying out a retrofit.

Available Alternatives
Repair lead time is normally ten working days. Particularly urgent repairs can, on request, be carried out on the same day, even on weekends or on public holidays. Our service portfolio is rounded off by the early exchange of urgently required components, logistics, collection and delivery services and recommendations for preventive product overhauls.

▶ Repair service to globally uniform specifications and quality standards.
Spare parts service – reliable in every case

A professional spare parts service will offer a combination of perfect logistical competence and maximum technical know-how. We meet our spare parts requirements quickly and without fuss. That means we will support you in identifying the necessary spare parts, give you information on price and delivery and organize shipping. We’ll also advise you on customized spare parts concepts and help you streamline your spare parts stock. To enable us to respond rapidly, we hold standard spare parts in our spare parts stores across the world.

Everything to plan
Rexroth spare parts enable maximum machine running times and cost-efficient structures. Our extensive spare parts stores ensure rapid availability both nationally and internationally. Standard spare parts are delivered within 24 hours. In particularly urgent cases, we can organize transport by courier or express services, even on weekends or on public holidays.

Everything to order
The OEM spare parts we supply are always complete products with a new part warranty. They conform to the very latest technical standards and are subject to the same strict quality requirements as our new products. Long-term availability even after series cessation is ensured through suitable procurement, stocking and production concepts. Our package is rounded off by the provision of compatible components.

Everything to size
We can take over your spare parts management on site if you wish. We’ll check your stocks and bring the spare parts store up to the very latest technical standard and optimum efficiency level. For more information about our spare parts services, just contact one of our qualified staff.

Rexroth’s spare parts service is quick and professional.
Retrofit/modernization –
the latest standard in every case

Essential capacity increases, individual components that are no longer serviceable, converting from analog to digital technology, new legislation and environmental regulations – all of these can make modernization a must.

Retrofit/modernization is both a high-quality and a reliable key to modernizing your plant and machinery. We will bring your plant and machinery to the very latest state of the art, offering a low-cost alternative to buying new equipment.

Full service
Retrofitting obsolete and inefficient components to the latest state of the art not only extends the life of the system, but also delivers better economy and competitiveness.

Full package
The retrofit/modernization package includes on-site inventory, project planning and consulting for new control and drive concepts, the preparation of quotes and the exchange of components through our field service. We also coordinate the installation and commissioning of the corresponding components as well as training and instruction for your personnel.

Full reliability
Experienced Rexroth specialists will ensure that your plant operates reliably, whether it has Rexroth or third-party components. The range of services extends from the replacement of individual parts through to the complete modernization of drives and controls, including software adaptation. Our services are rounded off by the assumption of project management tasks and the comprehensive documentation of all process steps.

Contact us at 1-847-645-3642 or email us at Retrofit Solutions: BRCSVCRETROFIT@us.bosch.com
Industrial training – here to help you in every case

Rexroth’s extensive training program qualifies the staff of machine manufacturers and machine operators. Rexroth training allows you to deploy our systems and components effectively and efficiently.

Training – seminars and workshops
Rexroth’s concept for advanced and on-the-job training activities includes professional trainers, optimal participant volume, and practical teaching methods accompanied by modern teaching and learning media.

The package includes:
- a variety of classes that span our multiple product families
- standard training or customized training courses
- hands-on exercises with demo equipment
- in-house or on-site training

Teachware – teaching and learning material
One of the key factors in success is teaching and learning material that combines theoretical principles with practice. Our clear, informative and user-oriented teachware meets this requirement.

The package includes:
- course manuals
- work material
- e-learning

Training – teaching and practice systems
Efficient learning is based above all on practical exercises using industry-standard systems. That’s why Rexroth’s industrial training offers practical relevance to your advanced and on-the-job training.

All teaching and practice systems were designed didactically and compiled in modular form with Rexroth components. They extend from the simple kit to the complex mechatronic system.

Contact us at 1-847-645-4061 or email us at Bosch.Training@boschrexroth-us.com.
First-class service – when and where you need it

Regional Centers
Rexroth's Regional Centers act as the central points of contact for all service requirements.
- Telephone support from the helpdesk
- Repair and product overhaul of Rexroth and third-party products
- Provision of spare parts
- Modernization and conversion from configuration to commissioning
- Installation and commissioning, even for large-scale projects
- Processing of customer complaints
- Complete field service organization of a strong and global service provider

Service Centers
The field service staff at our Service Centers can offer you fast, professional, and reliable help.
**Rexroth offers a service network that gives you quick and unsurpassed support.** Rexroth's Service Centers located throughout the United States cover all your service needs for electric drives and controls, tightening and press-fit systems, and resistance welding systems. Our skilled field service staff can be on your doorstep quickly and offer you on-site support in planning, installation, startup, application assistance, troubleshooting and fault elimination, and maintenance.

**Service hotline**
When it comes to system know-how, we're the ones to speak to. In every case: service from Rexroth.

**Contact us 24/7 at the following number:**

**1-800-REXROTH**

**You can, of course, also contact us by e-mail:**

Retrofit Solutions:
BRCVCRETROFIT@us.bosch.com

Reman Repairs:
BCREMANREPREQ@us.bosch.com

Training:
Bosch.Training@boschrexroth-us.com