

INVEST

TO SAVE

Reduce costs
Eliminate downtime

Save time and money with a consistent preventative
maintenance and repairs strategy



Close the gap between preventative maintenance and repairs

Any disruption to your production process is frustrating, but more than that it's expensive. When the only option is to shut your systems down for essential repairs, it can feel like a race against time to get everything back up and running. That's why at Minebea Intec, we offer a range of efficient service options to help prevent downtimes and put you back in control.

The foundation: your Service contract

Signing up to a Service contract with Minebea Intec is the best way to keep your production lines running smoothly. By checking your equipment and systems at carefully selected maintenance intervals, we ensure that unexpected defects are a thing of the past. Our Service Technicians are also on hand to answer any questions you may have about operating your equipment and advise you on replacement devices. What's more, if you are considering investing in a new device, we would be happy to help you calculate the TCO (Total Cost of Ownership). At Minebea Intec, we offer a range of Service levels, so there's sure to be something to suit your requirements.

Additional training

Operator errors are one of the most common causes of problems in the production process. There are so many things that could go wrong – wrong parts, wrong tools, wrong settings... the list goes on. To help minimise these risks, we offer specialist operator training through our Minebea Intec Academy. This training is designed to enhance your employees' skill-set and in doing so

- improve performance and increase the efficiency of your production line
- minimise operator errors and resulting repair work
- reduce downtimes and maintenance costs

Replacement parts in stock

In any highly efficient production line, parts will regularly wear out and need replacing. Our Service Technicians understand this and pay close attention to any wear parts during maintenance checks. What's more, they would be happy to advise you on the best replacement parts for your needs.



Reap the benefits of miRemote

Time is money – and you can save both thanks to our service tool miRemote for your smartphone or tablet. Sign up for this option and you can reap the benefits of real-time support and direct access to our expert team.

Immediate support

Our service tool miRemote is based on digital AR technology (Augmented Reality) and is a consistent extension of the Minebea Intec Service portfolio. Independent of place and time, you have direct access to Minebea Intec know-how. All you need to get started is a smartphone or tablet and a link from our Service Technicians. Benefits:

- Fast and qualified recording of the actual situation
- Practical assistance in the event of operating errors and repairs
- Straightforward recording of necessary service measures
- Targeted selection of necessary spare parts

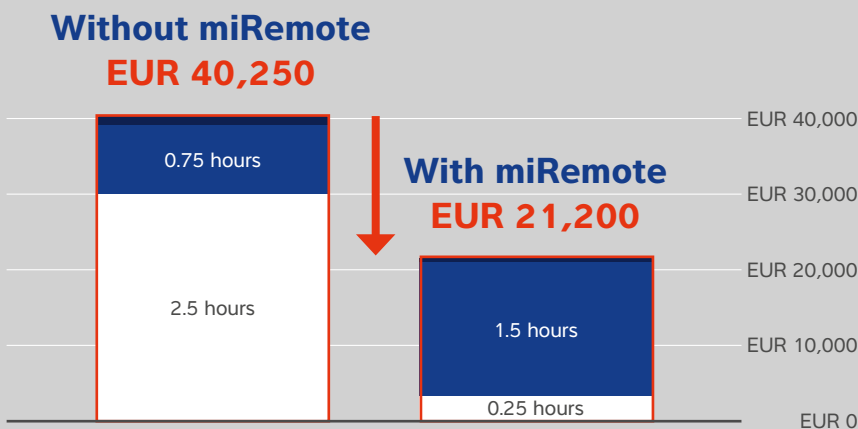
Whether you're faced with a simple operating error or a major production downtime, you'll be glad you invested in a Service contract with miRemote.

Example from the food production industry

The issue: Incorrect ejection at the Critical Control Point metal detection. A sensor needs to be readjusted (assumed downtime costs EUR 12,000/hour).

**Look what
you could
save!**

Cost of downtime and servicing



- Cost of servicing
- Servicing time on-site servicing versus guided servicing via miRemote
- Technician travel time versus time spent calling Service hotline

Service tool miRemote in action

Two of our Service Technicians describe the benefits of working with miRemote.



"One customer in the petrochemical industry recently contacted us because they were having problems with one of their remote displays. The values shown were sometimes incorrect, but it wasn't happening every time. miRemote proved really helpful, because we could see the error when it occurred and tackle it directly. Using miRemote, I was able to show the operator which connections to check in the switch cabinet and also make sure everything was OK with the device set-up. We resolved the error really quickly."

"Customs delays in Chile put plans to replace two generators behind schedule. As a result the replacement parts had to be installed by one of the technicians on-site. My colleague in Spain guided them through the process remotely and in just a few hours the X-ray inspection systems were up and running in line with all safety requirements."



Scan the QR code to access the Best Practice!

Get in touch

For further information or a quote, don't hesitate to contact your Minebea Intec local representative.

Minebea Intec GmbH

Meiendorfer Str. 205a, 22145 Hamburg, Germany
Phone +49.40.67960.303, info@minebea-intec.com

