

# Services

for safe, efficient and reliable materials and component testing



**Zwick / Roell**

Intelligent Testing

## Service is our passion

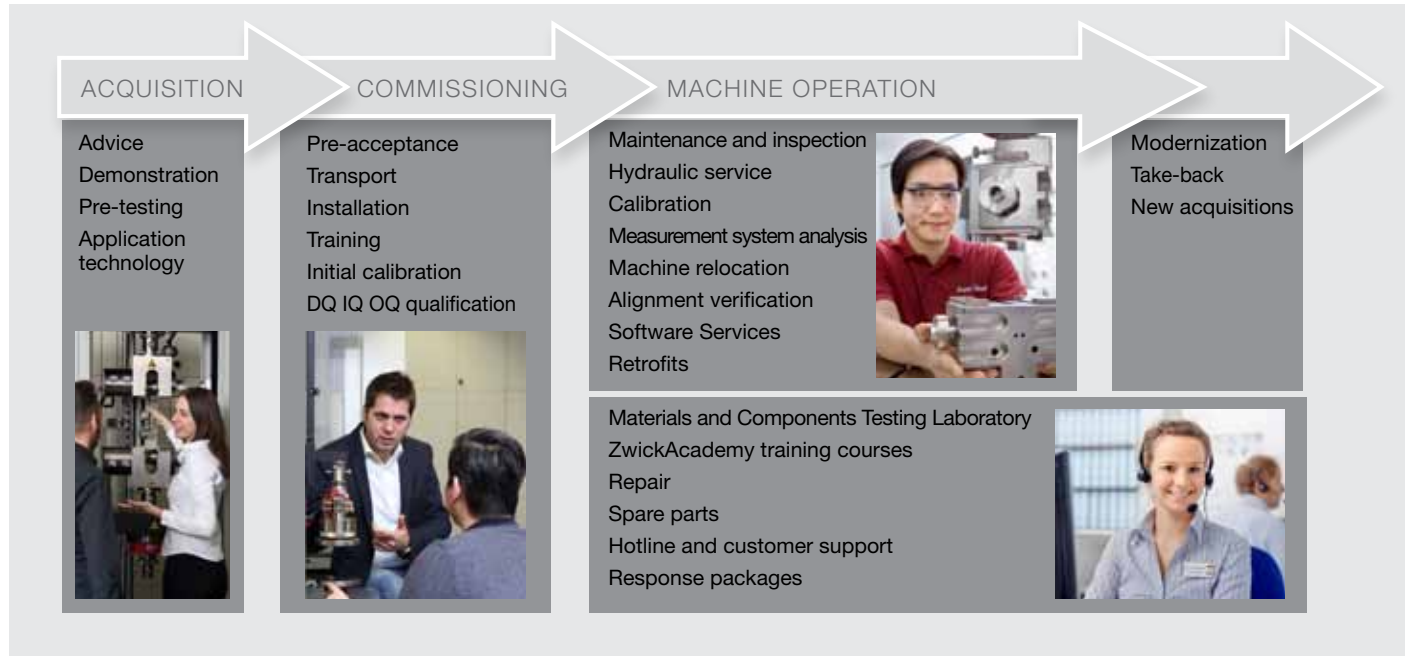
Customers from every industry can depend on Zwick for advice and support in implementing a wide range of testing requirements. Our involvement doesn't end there; a range of tailored support services is available through the entire life-cycle of a testing system. We assist our customers with their testing activities and requirements, helping them to achieve their aims.

Whatever the need - testing new materials, extending the service life or value retention of testing machines, avoiding downtime or training programs for employees - Zwick's wide-ranging service portfolio contains solutions for all requirements.

With over 100 highly qualified service technicians, professional planning and execution and fast, expert on-site service, Zwick helps customers on the road to success!

## Everything under one roof!

- Zwick provides support to customers throughout the life-cycle of their Ostatic and dynamic testing systems. This includes a comprehensive range of services, backed by soundly based advice.
- Numerous customers rely on our expertise and experience gained from over 14,000 on-site support visits per year. Zwick is first choice for support for testing systems and is your guarantee of safe, reliable and efficient materials and component testing.





Comprehensive calibration service portfolio



Adjustments during calibration

## Dependable, expert calibration

- Zwick calibrations feature a large number of measuring points. This is the only way to ensure reliable test results over the entire force or measurement range.
- Low measurement uncertainties allow Zwick calibrations to lay the foundations for highly accurate test results.
- During calibration, checklist-based inspections are carried out and adjustments made where necessary. This significantly reduces the risk of malfunctions or machine downtime, while raising productivity.
- To ensure that testing systems are always in a calibrated condition and maintain compliance with standards, Zwick monitors customers' calibration intervals and sends reminders in good time for individual needs and scope requirements to be agreed.

## Professional calibration - for non-Zwick products too

- Zwick offers one-stop service, with calibration for materials testing systems from other manufacturers also.
- Standardized procedures are used to calibrate over 10,000 testing systems a year, providing a solid fund of specialized knowledge which also includes calibration of non-Zwick makes.

## Calibrating testing machines and instruments

- Dependable calibration of a testing system is a fundamental requirement for reliable testing results.
- This is why so many customers rely on Zwick's DAkkS-accredited calibration laboratory service with over 100 highly qualified service technicians.
- Static or dynamic testing machines, pendulum impact testers, extrusion plastometers or hardness testers - we deliver professional, traceable calibration for all.
- Zwick guarantees impartial, efficient, precise calibration, with internationally recognized calibration certificates.







## Preventive maintenance and inspection

Regular maintenance and inspection by Zwick helps prevent unscheduled machine downtime and unforeseen expenses generated by repairs and spare parts.

In addition the service life of the testing system is extended and wear and expensive downtime reduced, saving time and money in the long term.

### STAY ONE STEP AHEAD

- » Trust Zwick to keep testing systems operating safely, correctly and reliably, making them a secure long-term investment.

## One-stop inspections - play it safe!

- During inspections potential problems can be discovered at an early stage and rectified. Left unresolved these could lead to flawed test results and faulty products.
- Zwick's checklist-based inspections reduce the risk of malfunctions or machine failure and safeguard productivity.
- While carrying out inspections at the prescribed interval, our highly trained service technicians are able to perform minor repairs and adjustments there and then.



## Hydraulics service

- Zwick offers a comprehensive range of services specifically tailored to (servo-) hydraulic testing systems and designed to meet their particular requirements.
- These range from oil analysis and maintenance of hydraulic components to scheduled or wear-related replacement of items such as filters, hoses and hydraulic oil.





Advice on test methods and performing tests

## The right solution for each testing situation

- Zwick's Contract Testing Laboratory has access to modern, versatile machines with a comprehensive range of accessories. An extensive selection of wide-ranging adaptations and devices allows Zwick to find solutions to suit tests of all kinds.
- Experienced applications engineers plus cutting-edge Zwick testing technology ensure reliable, standard-compliant testing to customers' order.
- Zwick can quickly and flexibly resolve or forestall any potential bottlenecks in customers' testing capacity by taking care of testing until the customer's situation has eased somewhat.



Dynamic fatigue testing laboratory

## Tests and applications for every industry

- Numerous customers rely on the expertise and independence of Zwick's Contract Testing Laboratories. Zwick provides assistance as a neutral third party, delivering objective, reliable test results.
- This service is tailored to the individual requirements of each industry and material - metals, plastics, rubber, composites and others. Zwick has testing specialists for every industry and each application.



## Materials and Components Testing Laboratory

For customers faced with new testing situations, lacking suitable testing capabilities or suffering from insufficient capacity, Zwick's Contract Testing Laboratory is there to provide fast, expert, flexible support.

### INDEPENDENT TEST RESULTS

- » A team of qualified test engineers and materials testers perform wide-ranging quasi-static, cyclic and dynamic impact tests to customers' order.



## Training Courses at the ZwickAcademy

Every test has a requirement for reliable, dependable test results. In the ZwickAcademy's modular courses, operators learn to test safely, reliably and efficiently, laying the foundations for long-term success.

### SAFE, RELIABLE, EFFICIENT TESTING

- » More than 98 percent of participants in ZwickAcademy courses would recommend them. Particular mention was made of the high level of practical content, the comprehensive documentation and the relevance of the content to day-to-day testing.

Wide-ranging modular  
training program

## Become a testing specialist with Zwick!

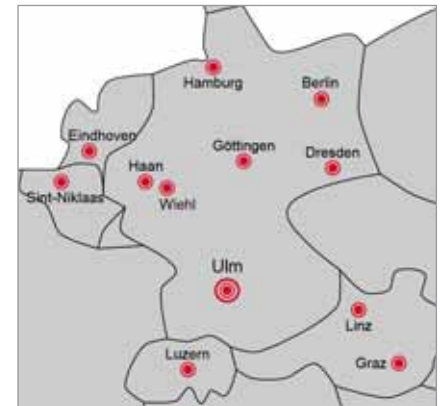
- Courses for beginners and advanced users  
In the basic and advanced courses operators learn to work safely and efficiently with static testing machines using testXpert II or testXpert III testing software.
- Learn special testing software functions  
Follow-up courses on the ZIMT Command Interpreter or the Graphical Sequence Editor cover specific testXpert functions to enable you to create more structured test sequences and take the strain out of your daily testing activities while making them more productive.
- Application courses and workshops  
Our practically based courses on metals, plastics, hardness and extrusion testing focus on efficient, standard-compliant testing and interpreting results.



Small teaching groups provide optimum learning conditions

## On the customer's doorstep - ZwickAcademy mobil

- As well as courses at our headquarters in Ulm, ZwickAcademy mobil provides training at additional locations in Germany, Austria, Switzerland, the Netherlands and Belgium.
- All dates, times and locations, together with details of course content and prices, are always available online at [www.zwick.de/akademie](http://www.zwick.de/akademie).
- For individually tailored courses or personal consultation, please do not hesitate to contact the Zwick training team by e-mail at [training@zwick.de](mailto:training@zwick.de) or telephone +49 7305 10 -11306 or -11756.



On-the-spot training for customers



Professional transport preparations

### Stress-free machine relocation

- The planning and preparation for a machine relocation are key. Together with the customer Zwick checks all on-site conditions at both old and new locations, as well as all transport routes.
- Depending on the size and construction of the materials testing machines and equipment, relocation can be a complex, safety-critical operation. For this reason Zwick works closely with specialist transport undertakings to ensure greater safety for all concerned during removal. Zwick handles the entire planning and and execution and co-ordinates dates and times.



Specialist transport and relocation

### Everything under one roof

- If required, Zwick will handle - regardless of manufacturer - all management aspects and operations, from planning and dismantling to full recommissioning and obligatory calibration.
- The necessary replacement of wear parts, possible modernization or retrofitting, together with other services such as training or instructing new machine operators, can be included in the relocation by arrangement.

## Relocation service for testing systems and laboratories

Zwick guarantees fast, flexible, punctual machine relocation. Professional preparation, standardized processes and the experience of our highly trained staff are your guarantee for trouble-free machine relocation.

### SAFE AND SURE

- » The focus is on expert planning plus safe, professional execution. Testing system downtime is kept down to the minimum possible.

Experience and expertise  
in removal management







## Other services

Customer reliance on Zwick does not end at testing system maintenance, employee training programs and specific support by the testing laboratory.

Zwick is also a dependable provider of user-friendly, tailor-made solutions for industry-specific requirements.

**ON THE ROAD TO SUCCESS - WITH ZWICK**

- **DQ IQ OQ qualification**

A significant element of process validation in the medical engineering and pharmaceutical industries is the technical review of individual plant and devices.

The Zwick Qualification Service provides expert, soundly based advice and assistance in the areas of Design, Installation and Operational Qualification (DQ, IQ, OQ) in the form of comprehensive qualification documentation (individually tailored if required) and through expert on-site performance of qualification at the customer's premises.

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- **Alignment verification**

Using standardized alignment transducers, Zwick checks testing machine alignment as per Nadcap and ASTM E1012. This is a requirement for metals and composites testing in the aerospace industry.

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- **Software Services**

Experienced Zwick software engineers provide assistance with customized software adaptations and connection of testXpert to customers' existing systems such as ERP and databases.

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- **Hotline and Customer Support**

The Zwick Hotline (+49 7305 10 -11225) provides fast, expert assistance in the event of problems with testing systems or testing software. For particularly demanding situations the Zwick rapid response service delivers on-the-spot technical assistance in the shortest possible time.



# First choice for testing system service and support

- You can depend on Zwick: over 100 highly qualified service technicians plus the experience gained from over 14,000 on-site support assignments per year make Zwick the Number One specialist for safe, reliable, efficient materials and component testing.
- With a wide-ranging, specially tailored service portfolio, Zwick provides support throughout the life-cycle of static and dynamic testing systems.

