

Service



Professional Support for Optimal
Performance and Longevity of Your Machine

Zwick / Roell





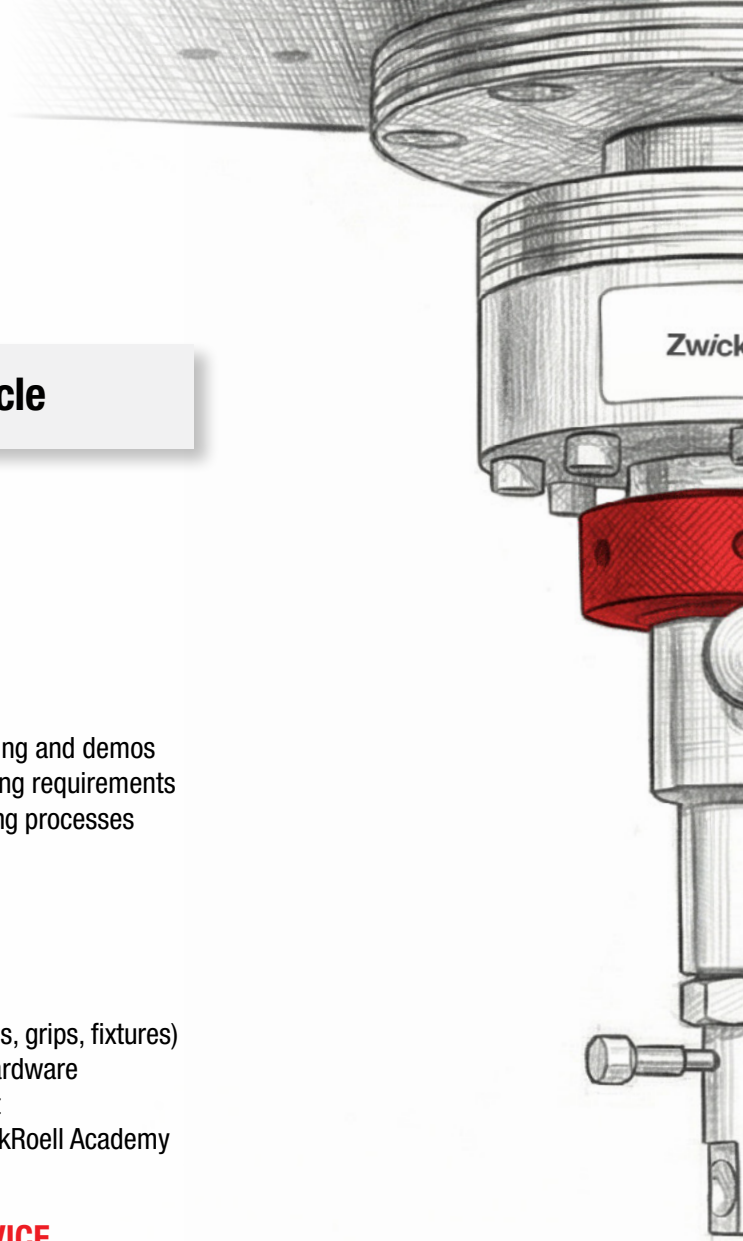
What to Expect

- Annual Service & Preventive Maintenance
- Service Along the Lifecycle of Your Machine
- Repair Services and Spare Parts

- High Quality Standards
- Specialized Technicians
- Comprehensive Services
- Customer Focus
- Use of Genuine Parts



What We Offer



Machine Lifecycle

CONSULTING

Insightful / Responsive / Comprehensive

- On-site/remote requirements gathering and demos
- Planning and implementation of testing requirements
- Development and optimization of testing processes

INSTALLATION

Efficient / Reliable / Customized

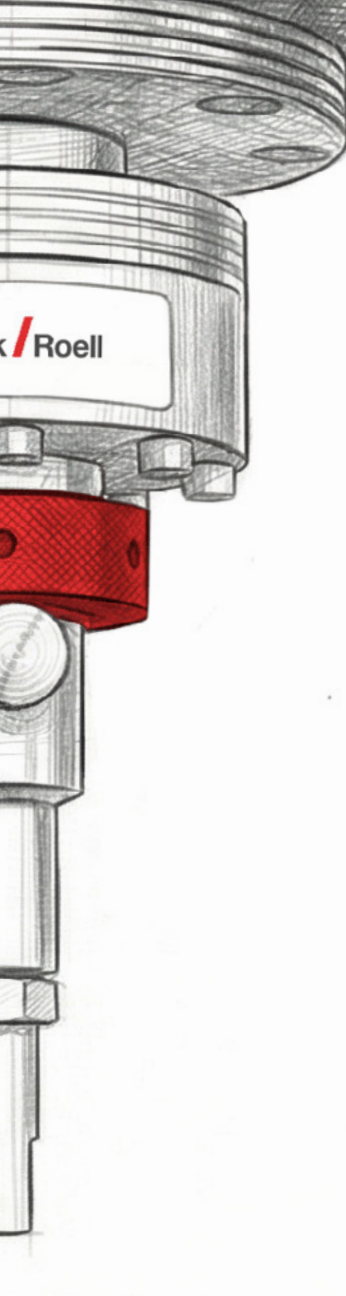
- Attachment of components (load cells, grips, fixtures)
- Installation and setup of software/hardware
- Calibration and testing of equipment
- Customer training on-site or at ZwickRoell Academy

DQ / IQ / OQ VALIDATION SERVICE

Comprehensive / Customized / Documentation

- Customized documents to comply with your quality management system
- Help in creation of user requirements specifications (URS) per EU GMP Annex 15
- Perform IQ / OQ on-site based on validated documents





CALIBRATION & ALIGNMENT SERVICE

Accredited / Professional / Traceable

- A2LA accredited; calibrations per ISO/IEC 17025 standards
- Free machine adjustment during calibration visits
- If Applicable*
- Calibrate up to 14 points, exceeding ASTM E4/ISO 7500-1 standards
- Class 0.5 accuracy for precise, reliable test results
- Service agreements with calibration reminders, on-site visits, and document access

REMOTE SUPPORT

Live Connection / Fast / Secure

- Fast support from ZwickRoell professionals
- Cost-efficient, no travel expenses
- Immediate fault diagnosis, reduced downtime
- Secure IT infrastructure
- Easy file exchange
- VNC conference for remote access

REPAIR SERVICE & SPARE PARTS FOR 10+ YEARS

10-Year Guaranteed Spare Parts Availability / Fast Shipping

- Spare parts ship from the US
- Extended availability exceeds standards
- Field service engineers carry critical spare parts
- OEM parts for optimal operation and longevity

PREVENTIVE MAINTENANCE & INSPECTION

Minimize Wear / Reduce Downtime / Increase User & Machine Safety

- Timely identification and rectification of equipment issues
- Inspection of system condition and function
- Checking of safety-critical components
- Documentation of wear and tear on parts

TRAINING

Customized / Modular / Individual & Groups

- Understand your testing system and requirements
- Learn safety features
- Prevent malfunctions, damage and injuries
- Training on-site or at ZwickRoell Academy

MACHINE REMOVAL & RELOCATION

Individual Planning / Preparation / Flexible / Timely

- Planning and preparation for relocation
- Functional check, disassembly
- Specialized transport company
- Setup and recommissioning
- Inspection and calibration

MODERNIZATION

Cost Effective / Extended Service Life / State-of-the-Art

- 10+ years of spare parts and service security post-modernization
- Modernization reduces CO2 emissions
- Updated machine with the same components of a new machine

The Right Package For Your Needs

Calibration

International Standards

Force ASTM E4
 ISO 7500-1

Displacement Verification ASTM E2309
 ISO 9513

Speed ASTM E2658

Pendulum Impact Testing Machines ASTM E23
 ISO 13802
 ISO 8256
 DIN 51222

Extrusion Plastometers ASTM D1238
 ISO 1133

Durometers - Types A&D ASTM D2240

Extensometers ASTM E83
 ISO 9513

Field Alignment of Materials Testing Machines ASTM E1012



Scan this QR code for our full scope of services and accreditations

Service Package

S



A2LA -Accredited ISO/IEC 17025



Extended Warranty (Up to 3 Years)*



4 Hours of Tech Support Hotline



Reduced On-Site Labor Rates



Professional Inspections



Appointment Reminders



Comprehensive Service Network



Document Access via Portal

Service Package

M

Service Package

L



3-Year Price Guarantee



8 Hours Tech Support Hotline



3% Spare Parts Discount



Free Customer Day



120-Min Callback Guarantee



5-Year Price Guarantee



Unlimited Tech Support Hotline



60-Min Callback Guarantee



5% Spare Parts Discount

**For select machines/instruments only*

For more information on the full range of **ZwackRoell Services** and a complete list of accreditations visit our website: www.zwickroell.com/services



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