

## Customer Information

### Your Direct Line to EICHLER

#### 24/7 service on spare parts and equipment excess stock in case of emergency

Our telephone service is available 24 hours a day, 365 days a year, including Sundays and public holidays. We supply fully tested spare parts from stock. Please contact us for further details. In case of machine breakdown, you can contact our technical support team directly.

**+49 8196 9000-247**

#### Questions about sales, maintenance and repair

Due to the high quality standards we set ourselves, you will receive all repaired, replacement or exchange devices cleaned, refurbished and function-tested, with at least a 24-month guarantee and warranty. Ask at any time about maintenance orders on-site or for a detailed cost estimate. **If you have any basic questions, please arrange a personal consultation appointment with your EICHLER sales representative.**

**+49 8196 9000-0**

#### Life Cycle Management

When it comes to ensuring system availability, Configuration Management with an on-site inventory or the right supply strategy – then you've come to the right place. We will be happy to answer your questions or arrange an appointment for a detailed consultation.

**+49 8196 9000-350**

#### Training schemes – EICHLERakademiE

Do you have any questions about contents, hotel bookings, how to reach us? Are you in need of specific technical consultations or do you wish to join our training schemes? We will be happy to help you!

**+49 8196 9000-366**

#### Sell excess stock

We are constantly on the lookout for devices and units from the fields of HMI, PLC assemblies, drive technology and robotics. Across all manufacturers, we offer you an uncomplicated and fast way to reduce your automation technology stocks.

**+49 8196 9000-550**

K-Info 1-en

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**EICHLER**  
at a glance





### Repairs on Component Level

Our prices for repairs are transparent and based on the individual quote for the cost of a specific repair



### Equipment sales

Purchase or exchange or function-tested device



### Technical On-Site Service

Forming of converters and many other services available throughout Germany



### HMI

Touch Panels  
Operator Panels  
Mobile Panels  
Programming Devices  
Industrial PCs  
and many more...



### PLC Assemblies

Central Processing Units  
Input / Output Modules  
Function Modules  
Communication Modules  
Power Supplies  
and many more...



### Drive Technology

Converters  
Frequency Converters  
Inverters  
Power Modules  
Controller Cards  
and many more...



### Robotics

Handheld Units  
Control PCs  
Servo Modules  
Power Supplies  
and many more...



### Specialist Seminars DACH Region

Life Cycle Management, Obsolescence and Repair Management, maintenance, control technology SIMATIC® S5 and S7, TIA-Portal and SINAMICS®



### Life Cycle Management

Plant analyses, inventory planning, discontinuation, configuration and Obsolescence Management, life cycle check



### Purchase of Surplus Stock

International procurement network for current and discontinued components



### EICHLER has been a subsidiary of WISAG since 2014.

WISAG is one of Germany's leading multi-service companies with around 60,000 employees. It offers customised and industry-specific solutions in the areas of facility services, aviation services and industrial services – all from a single source.

Core Expertise

Departments

Industries and Sustainability

WISAG and EICHLER

History and Staff

Quality and Network

Eichler GmbH

### Repairing instead of throwing away...

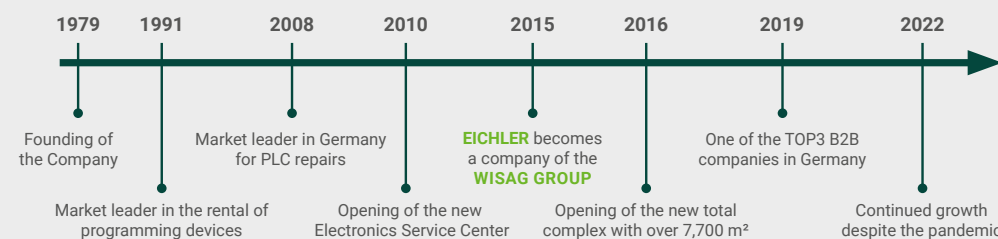
... is the philosophy of EICHLER. This principle conserves resources, supports the circular economy and reduces a significant amount of CO2 every year.

Thanks to your repair with us, you contribute to sustainability. We avoid 150,000 kilograms of electronic waste every year amongst all sectors.

EICHLER is a reliable industry partner. A multitude of companies across various sectors trust our service quality – from engineering firms to DAX corporations.

### Plant Control Engineering

Automotive  
Building Materials  
Chemistry  
Energy Supply  
Wood / Paper Industry  
Plastics  
Food Industry  
Mechanical and Plant Engineering  
Metal Processing  
Utilities  
Subcontracting and many more...



>270



Quality management  
DIN EN ISO 9001:2015



Environmental management  
DIN EN ISO 14001:2015



Accouppational health and safety  
DIN ISO 45001:2018



Component Obsolescence  
Group Deutschland e.V.



Confirmed service provider  
according to KTA Rule 1401



Association of German  
Engineers e.V.



Forum Vision  
Maintenance e.V.

# List of Manufacturers and Services\*

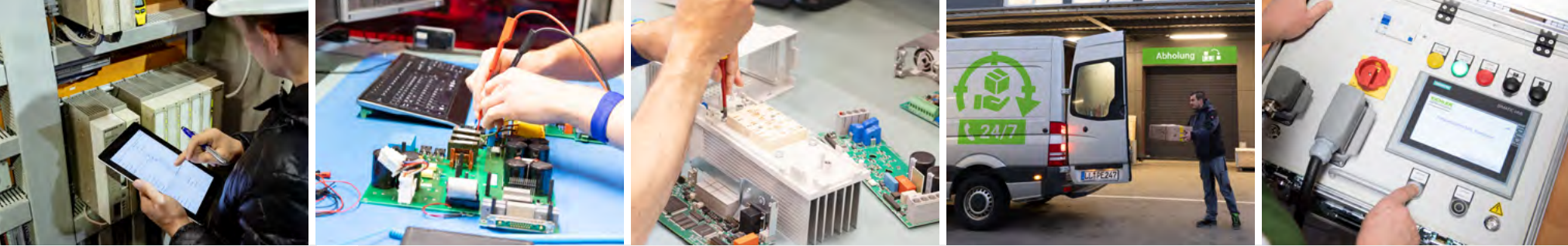


	Drive Technology						PLC Assemblies						HMI						Robotics				
	Converters	Motors	Power Supplies	Drive Controllers	Encoders	Soft Starters	Central Processing Units / CNC Controls	I/O Modules	Analog I/O Modules	Communication Modules	Functional modules	Power Supplies	Programming Devices	Machine Control Panels	Industrial PCs / Panel PCs	Power Supplies	Handheld Devices / Mobile Panels	Touch / Operator / Multi Panels / Compact Tools	Devices Units	Control PCs	Servo Modules	Power Supplies	
ABB	•	•	•	•		•	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	ABB
ABC IT							•			•													ABC IT
AEG	•	•	•	•			•	•	•	•	•	•			•	•	•	•					AEG
Allen Bradley	•	•	•	•			•	•	•	•	•	•		•	•	•	•	•					Allen Bradley
ALSTOM/Cegelec/Converteam	•	•																					ALSTOM/Cegelec/Converteam
AMK	•	•	•	•			•	•	•	•	•	•				•		•					AMK
B&R Industrie-Elektronik	•	•	•	•			•	•	•	•	•	•		•	•	•	•	•					B&R Industrie-Elektronik
Baumüller	•	•	•	•			•	•	•	•	•	•				•		•					Baumüller
Beckhoff	•						•	•	•	•	•	•		•	•	•		•					Beckhoff
Berger Lahr	•	•	•	•			•	•	•	•	•	•		•									Berger Lahr
Bosch Rexroth	•	•	•	•			•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	Bosch Rexroth
Contraves	•	•	•	•														•					Contraves
Control Techniques	•	•	•	•			•	•	•	•	•	•											Control Techniques
Danfoss / Vacon	•	•	•	•			•	•	•	•	•	•						•					Danfoss / Vacon
Elau	•	•	•	•			•	•	•	•	•	•						•					Elau
Fanuc	•	•	•	•	•	•								•	•	•	•	•	•	•	•	•	Fanuc
Heidenhain	•	•	•	•	•		•	•	•	•	•	•		•	•	•		•					Heidenhain
Hitachi	•	•	•	•			•	•	•	•	•	•		•		•							Hitachi
Indramat	•	•	•	•	•	•								•		•		•					Indramat
Klöckner Moeller / Eaton	•	•		•			•	•	•	•	•	•		•	•	•		•					Klöckner Moeller / Eaton
Kollmorgen	•	•	•	•			•	•	•	•	•	•					•						Kollmorgen
Kuka		•		•			•	•	•	•	•	•		•	•	•	•		•	•	•	•	Kuka
Beijer / Lauer							•	•	•	•	•	•		•	•	•		•					Beijer / Lauer
Lenze	•	•	•	•										•	•		•	•					Lenze
Mitsubishi	•	•	•	•			•	•	•	•	•	•		•	•	•		•					Mitsubishi
NUM	•	•		•																			NUM
OMRON	•	•	•	•			•	•	•	•	•	•		•	•	•		•	•	•	•	•	OMRON
Parker	•	•		•											•	•		•					Parker
Phoenix Contact							•	•	•	•	•	•			•	•	•	•					Phoenix Contact
Reis							•	•	•	•	•	•				•	•		•	•	•	•	Reis
REO	•																						REO
Rockwell	•	•	•	•			•	•	•	•	•	•			•	•							Rockwell
Schneider Electric	•	•	•	•			•	•	•	•	•	•		•	•	•	•	•					Schneider Electric
Seidel	•	•	•	•																			Seidel
SEW	•	•	•	•	•													•					SEW
SIEMENS	•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•					SIEMENS
Stöber	•	•		•																			Stöber
Telemecanique	•		•	•		•	•	•	•	•	•	•		•	•	•	•	•					Telemecanique
VIPA							•	•	•	•	•	•				•		•					VIPA
Yaskawa	•	•		•		•	•	•	•	•	•	•					•	•	•	•	•	•	Yaskawa

\* Status as of 05/2023 - many other manufactures on request.



# Core Competencies in Detail



## Repair, Maintenance and Refresh at EICHLER

Professional, high quality, durable

EICHLER technicians repair more than 30,000 automation technology devices every year. After an expert initial inspection, the customer receives a detailed cost estimate for approval. Following the technical cleaning, the repair is carried out, which at EICHLER is always performed down to component level. After this process, the device is extensively tested for functionality. It only leaves the Electronics Service Center with a 24-month guarantee and warranty once it has passed the inspection.



### Repairs down to Component Level

- ✓ Precise cost estimates
- ✓ Short repair turnaround times
- ✓ Express repair
- ✓ Use of original spare parts
- ✓ Machine directive conformity according to 2006/42EG
- ✓ At least 24-months guarantee and warranty



### Preventive Maintenance

- ✓ Analysis of high-risk components
- ✓ Professional technical cleaning
- ✓ Replacement of wearing parts
- ✓ Reengineering
- ✓ Replacement of protective and operating materials
- ✓ Strategic maintenance plans

## Sales

At [www.eichler-service.com](http://www.eichler-service.com) you will find over 65,000 new and used devices

EICHLER offers three options, all of which are designed to meet your needs as flexibly and promptly as possible:



**Sale of New Devices** - You will receive an unused new device with full guarantee and warranty, as specified by the manufacturer.



**Sale of Used Devices** - You will only receive tested devices from us. The inspection is carried out in-house using modern testing stations.



**Replacement** - You will receive an exchange device from us in advance. Send us your defective module within 10 days. The exchange price is based on the assumption that your device can be repaired.

**Obtain replacement or exchange devices**  
**+49 8196 9000-0**

## Life Cycle Management

Simple, flexible, structured – 3 modules for sustainable system availability



### Individual Supply Strategy

- ✓ Full-Service Stock Management
- ✓ Reservation of replacement devices
- ✓ Strategic Repair Management
- ✓ Cyclical maintenance/Refresh models



### EICHLER Life Cycle Check

- ✓ Unit-specific overall risk
- ✓ Technical Risk Analysis
- ✓ Economic Risk Analysis
- ✓ Product status/Obsolescence Analysis



### Inventory and Configuration Management

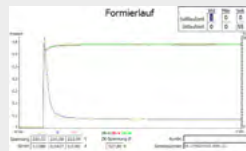
- ✓ Creation of a digital configuration file
- ✓ Data cleaning/checking/completion
- ✓ On-site inventory

With EICHLER's Life Cycle Management solutions, you can ensure system availability until the planned decommissioning. Each of the 3 modules include services that are specially tailored to the needs of maintenance engineers and operators. The module components can be purchased individually at any time or can be flexibly combined with each other. You receive everything from a single source: from the on-site inventory to the implementation of individual supply strategies.

As a strategic partner, we guarantee a time and cost-saving integration into your processes. So that you can focus on what is important

## Technical On-Site Service

How EICHLER ensures high-quality forming



Forming according to manufacturer's instructions



EICHLER test seal



Detailed test protocols

### Forming by EICHLER

- ✓ Specially developed forming box
- ✓ Implementation at your company on-site
- ✓ Minimisation of the risk of failure
- ✓ Documented results of the forming process via USB stick or download
- ✓ Saving of high repair costs through preventive maintenance measures
- ✓ Maximum system availability
- ✓ Fast response times
- ✓ Availability throughout Germany, and Austria
- ✓ Competent contact partners

## Core Services

### HMI

Touch Panels

Industrial PCs/ Programming Devices



### PLC Assemblies

SIMATIC® S5/S7

Control Technology



### Drive Technology

SINUMERIK® 840

SIMODRIVE® 611

Converter/ Frequency Converter

