

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.

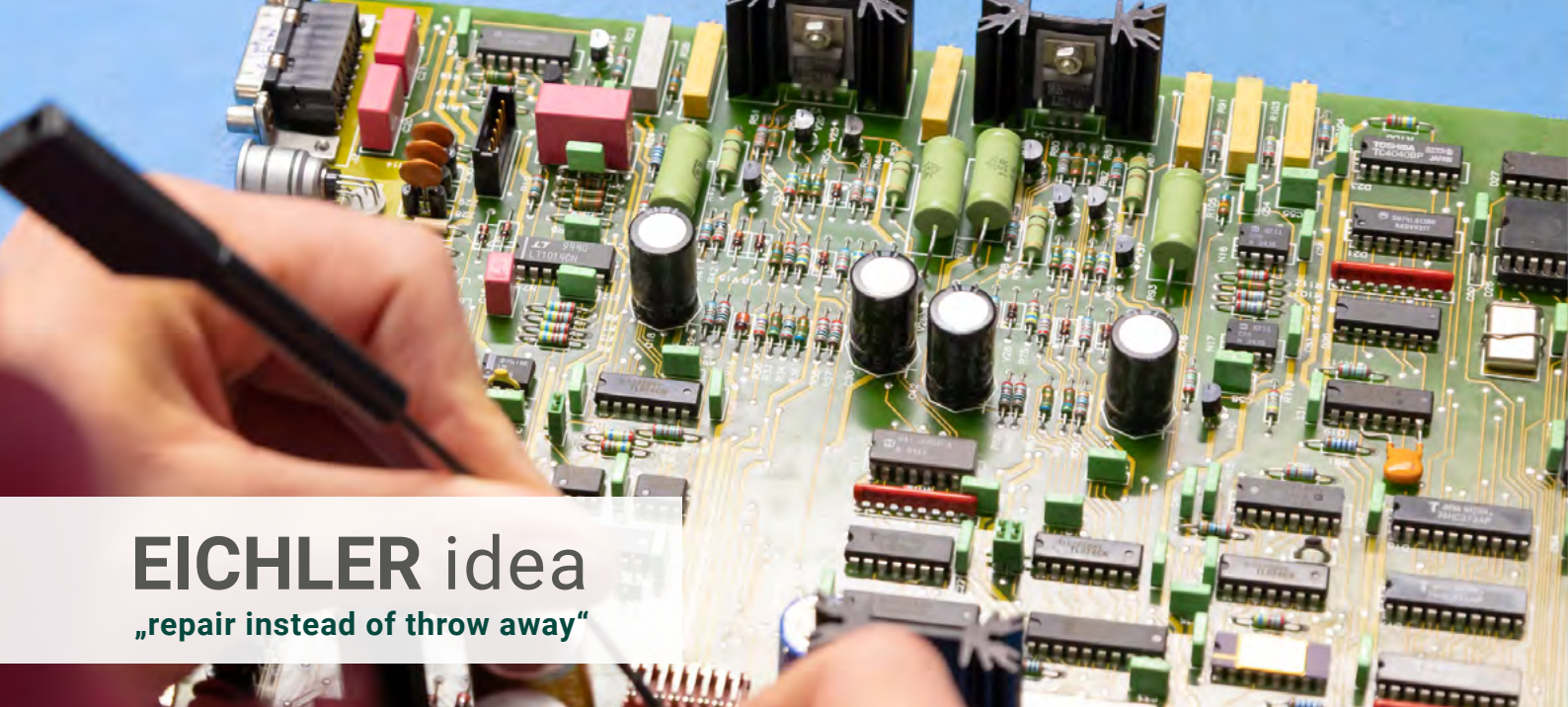
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Special modules

Repair option at EICHLER



EICHLER idea

„repair instead of throw away“



A look behind the scenes of production often reveals that machines from various unknown manufacturers are in use.

The assemblies used in such customised machines present system operators and maintenance personnel with particular challenges in the event of a repair. In some cases, you will find devices from niche manufacturers, special assemblies produced in small quantities, devices that have long been obsolete, or technology from manufacturers that no longer exist on the market. It may even be possible to identify the manufacturer with certainty.

Why is the failure of special assemblies so problematic

Malfunctions, including complete failures often have far more serious consequences with special assemblies. Spare parts are difficult to source, and manufacturers offer little to no service or repair support assuming they are even still active on the market. There is also a lack of documentation, stock, and in-house expertise. As a result, the only remaining option is often a complex and costly migration. With all the associated technical and economic risks in line with the so-called “iceberg theory”.

At this critical point, EICHLER comes into play. Despite dealing with rare assemblies, the Electronics Service Centre achieves a repair success rate of 70% thanks to decades of experience and state-of-the-art analysis technology!

Communication with the customer

Ideally, the customer should contact EICHLER by phone before sending in the defective device. Based on the manufacturer and serial number, it can quickly be determined whether it is a special assembly or not. This enables a specifically tailored process: the customer is involved closely and at an early stage, and key details are discussed openly.

Especially with custom-built assemblies, trustworthy communication is particularly important, as diagnosis and repair are significantly more complex than with standard devices. Moreover, a complete functional check is often not possible at the service centre. The ultimate success of the repair only becomes apparent during operation on-site at the customer's facility.



24 months guarantee and warranty

You receive a 24 month guarantee and warranty on the repair carried out and the replaced components. However, there is no warranty on the functionality of the complete module.

Repair process

Preliminary information



Identification



Feasibility assessment (technical/economic)



Fault diagnostic



Repair-release



Cost-estimate



Repair



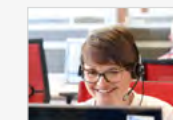
Shipping



Commissioning



1. Communication with the customer



The EICHLER experts will provide you with a detailed overview of the process and will support you throughout, from the initial information to commissioning, according to your needs. For interim questions, you can reach us at any time, as close contact is the foundation of successful collaboration.

2. Identification



Which device is it? The module is identified using images, manufacturer and type data, external information sources and a comparison with the extensive internal database.

3. Fault diagnostics



The results of various techniques, from visual inspection to measurements with multimeters, ESR and LCR measuring devices, through to specific signature analysis of the individual components, are compared with thousands of fault images in the database to determine the metrological condition.

4. Repair on component level



The assembly is completely dismantled. Defective and worn components are replaced. Only original spare parts or components with identical specifications are used. Preventive maintenance and cleaning round off the repair.

5. Function test



Due to missing peripherals, the functionality of the complete assembly cannot be tested/guaranteed. The work carried out or components replaced as part of the repair are covered by a 24 month warranty.

6. Commissioning in the customer system



Due to the limited function test, it is only possible to determine whether the repair was successful during commissioning in the original technical environment. If difficulties arise, the EICHLER experts are at your disposal.