

Customer Information

Your Direct Line to EICHLER

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

+49 8196 9000-247

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.

Questions about sales, maintenance and repair

+49 8196 9000-0

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.**

Life Cycle Management

+49 8196 9000-350

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.

Training schemes – EICHLERakademiE

+49 8196 9000-366

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!

Sell excess stock

+49 8196 9000-550

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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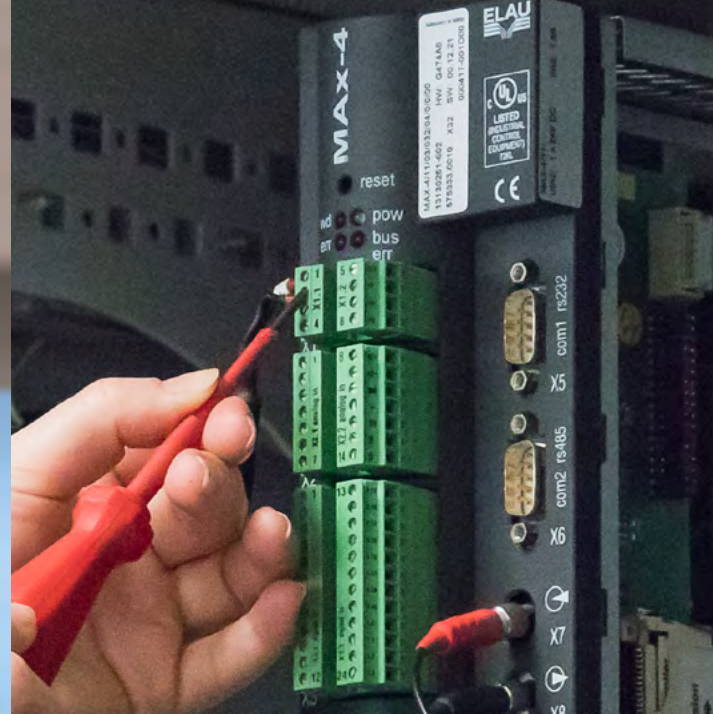
ELAU PacDrive® M

Product information drive technology



ELAU PacDrive® M

2024: End of service, maintenance and repair



Unique testing technology at EICHLER:

- Automated test runs with realistic interference variables
- Functional tests of all device functions and interfaces
- Long-term testing of up to several days available upon request
- Test report and extended warranty*



More than 55,000 machines and systems use PacDrive® M automation technology. The series has now reached the EOSR phase in the life cycle check, meaning that the manufacturer has discontinued service, maintenance, and repairs.

Controllers and servo drivers from the PacDrive® M generation are among the most widely used components in production and manufacturing systems in the packaging, chemical, and food industries.

defective devices to planned refresh services and reconditioning of inventory, all the way to complete warehouse management concepts. This ensures the continued functionality of your PacDrive® M assemblies despite their obsolescence.

Obsolescence Timeline in Figures

■ 2011

Introduction of PacDrive® 3, the successor generation to PacDrive® M, by Schneider Electric (formerly ELAU). With its launch, changes in product status for PacDrive® M devices became foreseeable.

■ June 2014

The End Of Production (EOP) was officially announced. From this point on, the manufacturer gradually discontinued the production and sale of new PacDrive® M devices. This phase-out process took approximately 4.5 years. Affected companies were able to use this time to build up stock or establish solutions to maintain reparability.

■ End of 2018

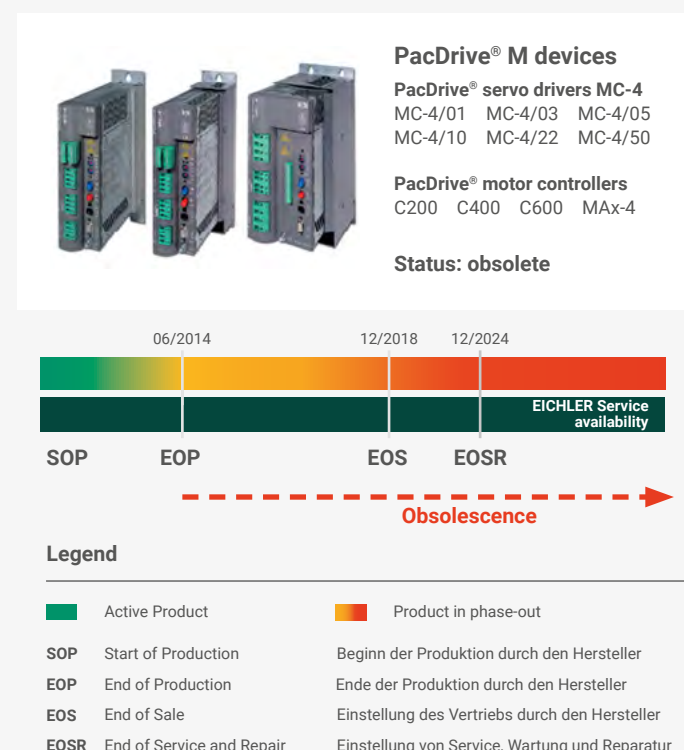
The manufacturer ends the possibility of purchasing new devices directly (EOS- End of Sale).

■ December 31, 2024

PacDrive® M enters the EOSR phase in the life cycle check. This means that service, repairs, and maintenance by the manufacturer are no longer available.

EICHLER offers first-class service solutions for obsolete PacDrive® M servo drives MC-4 and controllers MAX-4, as well as the Cx00 series. The comprehensive portfolio includes everything from repair of

Life Cycle Check



EICHLER Services

Repair on component level

- ✓ Accurate cost estimates
- ✓ Short repair turnaround times
- ✓ Use of original spare parts
- ✓ Compliance with machinery directive 2006/42/EC
- ✓ Up to 36 months* warranty and guarantee

Equipment sales

- ✓ Function-tested used assemblies
- ✓ Advance replacement of defective devices
- ✓ Immediately available from stock
- ✓ Up to 36 months* warranty and guarantee
- ✓ Optional express and courier delivery

Maintenance and preventive servicing

- ✓ Analysis of high-risk components
- ✓ Professional technical cleaning
- ✓ Replacement of wear parts
- ✓ Renewal of protective and operating materials
- ✓ Strategic maintenance planning

Life Cycle Management

- ✓ Full-service warehouse management
- ✓ Creation of configuration files on-site
- ✓ Component-specific risk analyses
- ✓ Tailored supply strategies
- ✓ Ensuring system availability

*with optional, paid extended testing

EICHLER Test Technology



Elau MC-4 servo drives are tested at EICHLER using state-of-the-art test benches developed in-house. All device functions and interfaces are automatically checked in full compliance with the manufacturer's specifications. Each drive undergoes the test bench twice during the repair process:

1. Incoming inspection / fault diagnosis
2. Final functional test

The automated testing environment for MC-4 servo drives is a key element in ensuring the reliability of repaired components. If you choose the optional parameter testing, you will receive a detailed test report and an extended warranty – from 24 to 36 months.

