

## Maintenance News



Main topic

# Digital. Fast. Simple.

EICHLER launches new online shop

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Dear customers,  
interested parties  
and business partners,



the European industry is currently facing economically challenging times. Regressive investments, high energy prices and regulatory uncertainty are putting pressure on many sectors. In addition, the growing skills shortage, particularly in maintenance, is creating significant challenges.

In times like these it is essential to be able to rely on strong partners. For almost 50 years, EICHLER has supported its customers with technical expertise, reliable service and practical solutions. Together with our parent company WISAG, we pursue a clear goal: to support you with a future-focused approach – with an emphasis on stability, efficiency and sustainability.

This edition of the “Maintenance news” will show you how we put that into practice: on page 4 we introduce our technical on-site service. Among other things, our technical on-site service reconditions outdated frequency converters and carries out data backups to prevent unplanned failures.

From page 6 you will learn more about our new online shop, whose optimised user interface will significantly simplify your spare parts procurement.

EICHLER stands not only for technical excellence and quality but also for personal exchange and collaborative networks. Under the motto “Get Together”, we and Phoenix Contact invite maintenance professionals, system and production managers to an exclusive networking event. Look forward to inspiring keynotes, hands-on sessions, and open dialogue among equals. Learn more from page 14.

Due to the fact that heat and thunderstorms can also put a strain on automation systems, this edition includes practical tips on how to protect your equipment reliably during the warm months.

We hope you enjoy reading this edition and wish you a successful summer.

Warm regards



Patrick Kroiß  
Sales Manager

# News from the technical department

## Technical on-site service – maximum system availability

T-OSS

Since 2016, EICHLER has been offering an on-site technical service specifically designed to meet the needs of industrial clients. What began as a bold decision has since evolved into a well-established service branch available throughout Germany. The goal is to prevent unplanned breakdowns, minimise production stops and ensure the long-term availability of manufacturing systems. What makes this service special is that all work is carried out directly on site – efficiently, reliably, and tailored to the customer’s specific requirements.



Andreas Rappenglitz, Head of Technical On-Site Service

### An often underestimated risk: ageing spare devices

In many companies, frequency converters are kept in spare parts inventories or storage for extended periods without being used. While this may initially seem like a sensible precaution, on closer inspection it poses a serious risk: electronic components – especially DC link capacitors – are subject to natural ageing processes. Without regular inspection, this can, in the worst case, lead to significant damage, particularly when such devices need to be brought back into operation quickly. Potential consequences include production breakdowns, costly repairs, and prolonged outages. EICHLER recognised this problem early on and developed a practical, real-world solution.

### Test, reform, secure – directly on your premises

With its on-site technical service, EICHLER ensures that frequency converters remain fully functional even after extended storage periods. The core of this service is the reforming of capacitors, a technical process that prepares ageing components for renewed operation. This is made possible by specially developed reforming boxes, engineering in-house, which allow our technicians to carry out testing and reforming directly at your

site. There is no need to ship the frequency converters. This saves valuable time, reduces costs and minimises the risk of unexpected failures.

Another key element of our on-site service is data backup, recovery and restoration. This is also performed directly at your facility, for example on HMIs, PLC assemblies or drive technology. As a result, system configurations can not only be permanently secured, but also restored quickly in the event of failure. This helps prevent data loss and significantly reduces breakdowns. This is particularly relevant for assemblies with faulty back-

up batteries, which pose a high risk during power outages, as the loss of mains voltage can lead to the loss of essential program data.

### A future driven by fresh impulses

An important milestone in the development of EICHLER’s on-site service was reached in May 2025. Thomas Seidl, the first technical on-site service engineer, who established and significantly shaped this area from the very beginning, handed over responsibility to his successor, Andreas Rappenglitz. This transition not only marked the transfer of extensive experience to the next generation, but also opened the door to new ideas and perspectives.

Under Andreas Rappenglitz’s leadership, the service is being further developed. The focus is on optimised processes, shortened response times and a targeted expansion of the service offering, as well as strengthening availability throughout the country.

Today, the technical on-site service is an important component of many companies’ maintenance strategies. It stands for modern technology, well-founded know-how and a dedicated team, which supports directly on-site – to ensure the highest system availability and sustainable industrial safety.

PLC assemblies

SIMATIC® S7-300 and ET 200M obsolete

Siemens announces the product discontinuation of SIMATIC® S7-300 and ET 200M. EICHLER keeps your systems running with new devices, tested refurbished parts and repairs available. In October 2023, Siemens officially announced the product discontinuation for the long-established SIMATIC® S7-300 automation system and its associated ET 200M peripheral system. The next step in this process will take place on 1 October 2025: from that date onwards, the components will no longer be available from Siemens as new parts and will only be offered in limited quantities as spare parts or exchange units. For many industrial companies this marks a crucial transition phase: the technology shift has been initiated and the time for planning and implementation has begun.

### EICHLER as a partner: ensuring availability – preserving your systems

Siemens recommends migrating to modern systems, such as the S7-1500 with ET 200MP or the S7-400 with ET 200SP HA. However, for many companies, an immediate transition is not technically or economically feasible. As a result, they remain reliant on the reliable operation of their existing S7-300 or ET 200M systems, despite the product discontinuation. We ensure your system availability even beyond the official end of product life: thanks to our extensive stock of price-stable new devices and tested refurbished units we are well prepared. Besides that, our high-quality repair service with state-of-the-art testing technology guarantees maximum operational reliability. Upon request, we can provide a detailed test report and offer warranty and guarantee of up to 36 months\*.



### EICHLER services:

- **High stock availability:** S7-300 assemblies available immediately
- **Automated testing:** Highest standards for reliable quality
- **Cost savings:** Maintenance instead of immediate transition – a smart economic choice

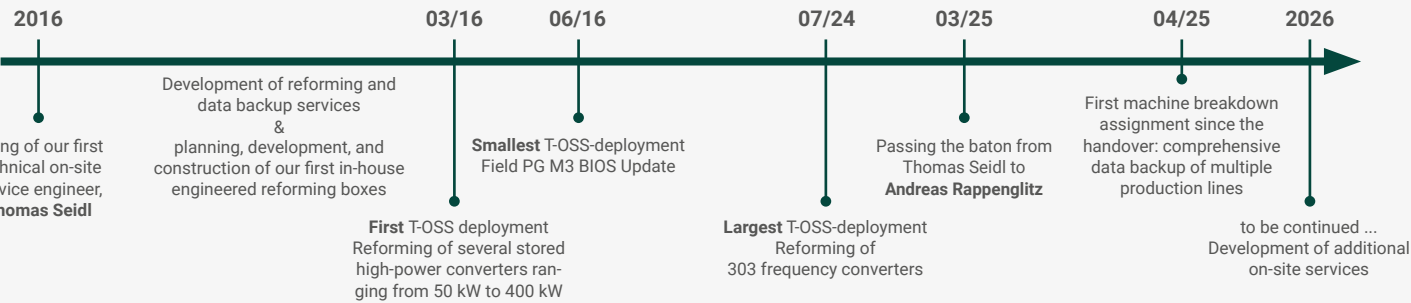
## HMI panels – full service reliability despite spare part discontinuation

HMI

As your reliable partner for automation solutions, we understand the importance of the continuous availability of HMI panels, such as operator panels, touch panels, and key-touch panels to ensure a smooth production.

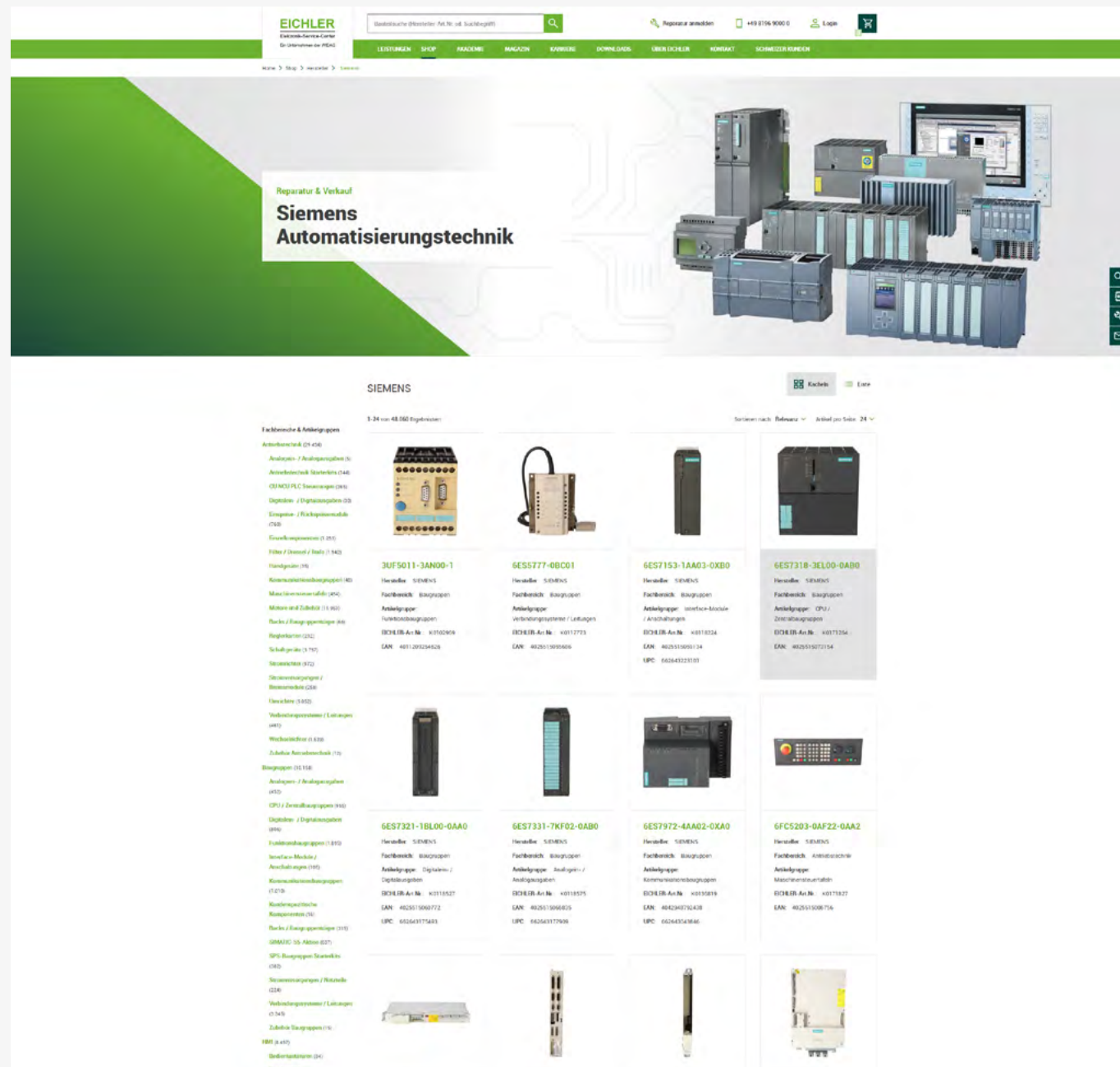
Despite the current, widespread discontinuation of spare part by the manufacturers, you can rely on our comprehensive EICHLER-service. We responded early by strategically stocking the most common spare parts – including capacitors, fans, touchscreens, displays, and housing components. Thanks to fast and reliable repairs, we help minimise breakdowns and ensure long-term, trouble-free production.

Should a spare part no longer be available, that is when our true innovation begins: through precise re-engineering and the use of cutting-edge technologies, we reproduce discontinued components with full functionality and exact fit. This ensures your HMI devices remain repairable, durable, and cost-effective – fully aligned with the principles of sustainability and long-term reliability.



\* with optional, chargeable extended inspection





The world is going digital: processes are accelerating, paths are shortening and decisions become more efficient. For almost 50 years, we have stood for reliable maintenance in automation technology. Now we are opening a new chapter. **Our online shop is live.**

With our new online shop, we combine EICHLER's proven quality with a modern user experience – making spare parts procurement and repair processing easier, faster, and more convenient than ever before.

## A solution that makes the difference.

As a key element of our digital strategy, the new online shop was developed with one clear goal in mind: to make your daily work as simple and efficient as possible. The entire ordering process is consistently designed for practical use and user-friendliness – whether you are at your desk or on the move.

Everyone involved in procurement within the field of automation benefits from the shop's practical and well-designed features- not just the purchasing department, but also maintenance teams and technical managers. This makes it the ideal tool for those who need to act quickly, flexibly, and reliably in a dynamic environment.

## Our online shop – Made for your requests

- ✓ Replacement units, refurbished and new devices available for direct ordering
- ✓ Individual prices and terms visible after login
- ✓ Purchase on account available for registered business customers
- ✓ Free shipping throughout 2025

## ★ Main topic

# Digital. Fast. Simple. EICHLER launches new online shop

Repairs, replacement, refurbished and new devices can now be ordered online – shipping is free for the entire year 2025.



## Introductory offer: No packaging or shipping costs throughout 2025

As a thank you for your long-standing loyalty and to mark the launch of our new online shop, we will cover all packaging and shipping costs throughout 2025. This gives you the opportunity to try our new service risk-free and start saving from day one.

Our goal is to make your daily work easier. With the online shop, we are creating more transparency and flexibility, while expanding our service portfolio with a digital solution that integrates seamlessly into your process.

"We want to make getting started as easy as possible", emphasises Managing Director Thomas Baier. "Especially in economically challenging times, we aim to convince our customers not just with technology, but also with outstanding service."

## EICHLER digital: Everything from a single source – giving you the edge in everyday operations

Our new online shop is much more than just an ordering tool. It already offers well-designed, user-friendly solutions. In addition, we are continuously developing our website and customer portal. Recently added features include:

- Pre-filled forms for repairs and seminar registrations

- Image upload for customised service requests

In the coming months, you can look forward to new functions that will offer real added value and make your processes even easier and more transparent. These will include:

- Bookmarking of magazine articles in your customer profile

- 360-degree image views in the online shop

Stay tuned – it's worth it!

The foundation for this development was already laid at the beginning of 2025 with the relaunch of our website. Modern in design, clearly structured, and consistently tailored to your needs, it provides the ideal basis for our growing range of digital services.

Key highlights of the new website include:

- A fresh green colour scheme symbolising progress and sustainability

- 100 % responsive design, perfectly optimised for all devices

- Technical improvements for enhanced online visibility

- New content, including a clearly structured magazine section with a convenient search function

Our modernised website, together with our online shop, forms a central platform tailored to your needs in automation technology – intuitive to use and available at any time.

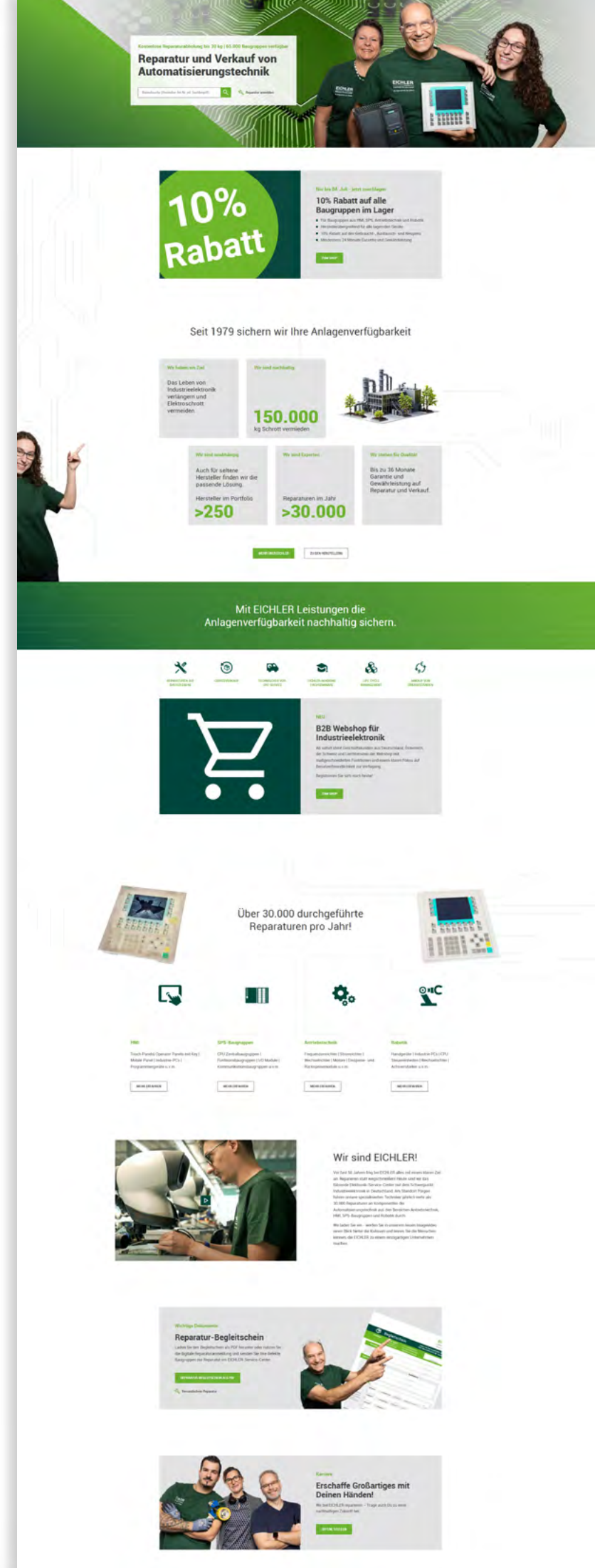
Whether you are searching for spare parts, requesting repairs, or browsing the new magazine section for the latest developments – with EICHLER, you will now find everything faster, easier, and more clearly organised.

## Register now and get started right away

Registration for our online shop is now open – it is free and takes just a few steps. On our website, you will also find video tutorials, a comprehensive FAQ section, and direct access to our support team, who will be happy to assist you with any questions. ■



<https://www.eichler-service.com/en/shop>







Directly at your site –  
tailored seminars for your team,  
your goals, your success.

Get personalised advice –  
no obligation!

Tel.: +49 8196 9000-366



Left: Rainer Weber, Technical Seminar Leader, **EICHLERakademiE**  
Right: S5 seminar with KKP employees

## References

### Successful SIMATIC® S5 seminar at the Philippsburg Atomic Power Plant (KKP)

Philippsburg in Baden-Württemberg, with its two power plant units, was an important site of EnBW Energie Baden-Württemberg AG. As part of Germany's nationwide atomic power plant phase-out, the two reactor units were permanently shut down. Since 2017 and 2020 respectively, KKP 1 and 2 have been in the process of decommissioning. Even during this phase, the operation of selected plant components, such as ventilation systems, remains necessary to ensure safe dismantling.

#### From the initial exchange to a tailored training session

The starting point for constructive collaboration was an initial meeting between employees of EnBW and EICHLER at a trade fair in Stuttgart in 2023. Both sides quickly expressed interest in a professional exchange and a potential cooperation.

To further deepen the dialogue, a delegation from EnBW visited EICHLER's headquarters in Pürgen, Bavaria. There, the guests were able to gain a comprehensive impression of the company's philosophy and portfolio. What began almost 50 years ago with a clear vision – repair instead of throwing away! – has become a true success story: EICHLER is now regarded as Germany's leading Electronics Service Centre for industrial electronics.

During the visit, the joint idea emerged to offer the compact seminar format "S5-AHFS-Compact" directly on site at the atomic power plant. In close coordination, a practical on-site seminar was then developed, tailored specifically for the EnBW team and scheduled for spring

2025. The thematic focus was on key aspects of automation technology, in particular on typical issues encountered in maintenance practice:

- S5 hardware addressing
- Teaching of fundamental programming skills
- Analogue value processing
- Testing, online diagnostics, fault elimination
- Classic troubleshooting, e.g. wiring faults, parameterisation errors, assembly faults

#### Hands-on training at the KKP atomic power plant – a great success

In February 2025, part of the premises of the Philippsburg atomic power plant was transformed into a professional training environment. Original S5 PLC hardware, identical to that used in regular system operation, was employed. This was made possible by EICHLER's mobile training systems, which were specifically designed for on-site use.

Over the course of two weeks, 18 participants received hands-on training on real plant setups. The focus was on systematic fault-finding, maintenance techniques, and the promotion of teamwork – an important factor for safe and efficient operations.

Feedback on the seminar was consistently positive. Particularly appreciated were the clear structure, the high level of practical relevance, and the successful combination of theory and application.

For EICHLER, this project represents more than just a successful on-site seminar – it highlights the value of practice-oriented training directly at the place of operation. ■

Scan the QR code for more information.

<https://www.eichler-service.com/en/akademie>







## Tips and tricks

### Hot days, high risk of machine breakdowns – how to keep your control cabinet cool

Humidity, oil-containing ambient air, vapours, and dust put a strain on your equipment. But it is not only external factors that endanger the technology – the heat generated inside the control cabinet can also become a problem. It is among the most common causes of breakdowns in electronic components and can significantly shorten their service life.

An effective control cabinet cooling system is therefore particularly important in summer when temperatures are high, as it is crucial for the operational reliability of machines and systems. Depending on the location, ambient conditions, and performance requirements, different cooling systems are available – from simple fans to high-performance air-conditioning units. Below, we present the most common methods and highlight what to consider when selecting and maintaining them.

The ICE 60204-1 “Safety of machinery” standard recommends a maximum internal control cabinet temperature of +35 °C. The installation location is crucial: free-standing cabinets dissipate heat better than those installed in niches or integrated into machines.

- **Recirculation fans** ensure better heat distribution inside the control cabinet. They are inexpensive, require no filter replacement – but offer only limited cooling capacity.
- **Filter fans** enable an exchange of air between the interior and the surrounding environment. They are more efficient but require regular maintenance – filter replacement is essential, and there is a risk of dust ingress.
- **Air-to-air heat exchangers** are ideal for control cabinet with protection class IP 54. They dissipate heat via a heat exchanger and require little maintenance – however, they have a low efficiency.
- **Cooling units** – the high-performance solution. Working on the same principle as a refrigerator, they keep the temperature constant and reliably protect against dust and moisture. They are flexible in use but come with higher energy and maintenance costs. A regular check for consideration formation is advisable.

#### Optimal installation positions for fans:

- Insert or pressure fans located below the assemblies prevent heat pockets and require no external structures.
- Roof fans/ roof exhaust fans provide easy access to the filter and allow for passive heat dissipation.
- Side-wall or door installation – can be implemented flexibly depending on the available space.

**Machine breakdown?  
EICHLER helps immediately!**

**Our free emergency hotline:  
+49 8196 9000-247**

#### Common problems:

- Dirty and defective fans → no cooling effect or significantly reduced cooling performance
- Lack of maintenance → equipment failure
- Open control cabinet doors → contamination and safety risks
- Undersized cooling system → shortened service life of control cabinet components
- Blocked condensate drains → water damage

#### Our recommendation:

- Check fans regularly and replace filters
  - Adhere to maintenance intervals for cooling units
  - Use energy-efficient systems – energy savings of up to 60% are possible
  - Monitor the temperature inside the control cabinet and optimise cooling if necessary
- Only with the right cooling system will your equipment remain safe and reliable in the long term.

#### How EICHLER can support your equipment maintenance:

- Replacement of contaminated fans
  - Cleaning of heat sinks when soiled
  - Regular renewal of thermal paste for optimal heat transfer
- These preventive measures ensure reliable performance and help to prevent breakdowns at an early stage. .

#### When a breakdown occurs despite cooling – EICHLER is here to help immediately

Machine breakdown? Every minute counts, as breakdowns cost both money and nerves. With our free emergency hotline +49 8196 9000-247, you are never on your own. Our experts will quickly find the best solution – whether it's an express repair, advance replacement, or a substitute device.

If you wish, we can give your emergency top priority: our technicians are ready for immediate deployment, analyse faults, and prepare replacement parts. Every device leaves our service centre tested and with up to 36 months\* warranty.

#### 24/7 spare parts service

Around the clock, 365 days a year – including Sundays and public holidays – you can reach our spare parts warehouse on +49 8196 9000-247. This ensures fast assistance and minimises breakdowns.

Rely on EICHLER to keep your production running! ■

\* with optional, chargeable extended inspection





**EICHLER**

Elektronik-Service-Center

Ein Unternehmen der WISAG



## Specialist seminars

# Maintenance Meeting Point 2025 “Get Together” with **EICHLER** and Phoenix Contact

On 5 November 2025 from 08.30 a.m. to 4.15 p.m. at Phoenix contact in Blomberg.  
Your event for innovation, practical knowledge, and networking!

✓ Seminar duration: 1 day  
PLUS: optional evening before programme

✓ Visit to AES Park

✓ Factory tour at Phoenix Contact

✓ Participation fee: €99.00 plus VAT

On 5 November 2025, EICHLER, together with Phoenix Contact, invites maintenance engineers, operation managers, and production managers to an exclusive networking event. Look forward to a varied programme featuring inspiring keynotes, parallel sessions, and the unique opportunity for direct exchange with our renowned industry experts.

From current trends in maintenance and new technologies to practical solutions in Life Cycle Management – this event will provide you with va-

uable insights and concrete recommendations for action that you can implement directly in your company.

For all those who wish to arrive a day earlier, we have prepared an exclusive evening-before programme on 4 November 2025. Discover the All Electric Society Park at Phoenix Contact in Blomberg and take the opportunity to exchange ideas with the speakers and other participants. Round off the day with a joint dinner in a relaxed atmosphere.

Be part of it, connect with industry colleagues, discover innovative concepts, and help shape the future of maintenance. ■



## TOP Themen und Speaker

**04.11.25** Vorabendprogramm  
Optional: Besichtigung des All-Electric-Society-Parks

**05.11.25**

| Keynotes          | 9:45 bis 10:30 Uhr                                                                                                                                                                                                  | 13:30 bis 14:15 Uhr                                                                                                                                                                 |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | <b>Keynote I</b><br><b>Maintenance: Externe Einflüsse und Strategien 2025+</b><br>Hans-Günther Hensengerth, Head of Global Production Maintenance, Deutz AG                                                         | <b>Keynote II</b><br><b>Generation Z – Herausforderungen für die Instandhaltung</b><br>Dipl.-Ing. Jean Haeffs, Geschäftsführer VDI-Fachgesellschaft Produktion und Logistik         |
| Session Split I   | 10:45 bis 11:30 Uhr                                                                                                                                                                                                 |                                                                                                                                                                                     |
|                   | <b>Grundlagen der industriellen Cybersicherheit</b><br>Torsten Gast, Phoenix Contact<br>• Bedrohungslage und Analyse eigener Systeme<br>• Einstieg und erste Schritte                                               | <b>Gebrauchsdauer von Sicherheitsbauteilen</b><br>Carsten Gregorius, Phoenix Contact<br>• Die Auswirkungen von Sicherheitsbauteilen auf das Maschinenleben                          |
| Session Split II  | 11:45 bis 12:30 Uhr                                                                                                                                                                                                 |                                                                                                                                                                                     |
|                   | <b>Wissenstransfer im Maschinenservice</b><br>Sina Volkmann, CEO & Co-Founder, FINDIQ<br>• Die Ablage von Daten als Wissenssicherung sowie der Einsatz von generativer KI führt häufig zu fehlerhaften Ergebnissen. | <b>Retrofit &amp; Verkettung von Maschinen</b><br>Henrik Vandieken, Flughafen Hannover<br>• Umbau und Verkettung von Maschinen zur effizienten Nutzung                              |
| Session Split III | 14:30 bis 15:15 Uhr                                                                                                                                                                                                 |                                                                                                                                                                                     |
|                   | <b>Die digitale Fabrik</b><br>Ramon Iglesias, Phoenix Contact<br>• Produktionsdaten gewinnbringend erfassen und analysieren<br>• Effiziente und transparente Prozessketten                                          | <b>Obsoleszenzmanagement &amp; Versorgungsstrategien</b><br>Patrick Kroiß, Prokurist, Eichler GmbH<br>• Wie Obsoleszenz entsteht und warum sie zur Instandhaltungsfalle werden kann |
|                   | <b>ab 15:15 Uhr</b>                                                                                                                                                                                                 |                                                                                                                                                                                     |
|                   | Abschließend die Möglichkeit zum Netzwerken mit den Experten und Besichtigung der SMD-Fertigung von Phoenix Contact in Bad Pyrmont.                                                                                 |                                                                                                                                                                                     |

## The speakers

### Hans-Günther Hensengerth

Head of Global Production Maintenance, DEUTZ AG (Keynote I)

### Dipl.-Ing. Jean Haeffs

Managing Director, VDI-Fachgesellschaft Production and Logistics, VDI Verein Deutscher Ingenieure e.V. (Keynote II)

### Torsten Gast

Director Competence Center Services, Phoenix Contact (Session Split I – Trends)

### Carsten Gregorius

Strategic Product Marketing – Safety, Phoenix Contact (Session Split I – Life Cycle)

### Sina Volkmann

CEO & CO-Founder, FINDIQ (Session Split II – Trends)

### Henrik Vandieken

Group Leader, Flughafen Airport (Session Split II – Life Cycle)

### Ramon Iglesias

Director Automation, Phoenix Contact (Session Split III – Trends)

### Patrick Kroiß

General Manager, Eichler GmbH (Session Split III – Life Cycle)

For detailed information, simply scan the QR code!

<https://www.eichler-service.com/en/akademie/maintenance-meeting-point>





## Did you know ...

At EICHLER, everything revolves around electronics and technology. To keep this running smoothly, there is a lot going on “behind the scenes”. Every cog plays its part and contributes to the bigger picture. Under this section, we would like to introduce you to more of the key players in EICHLER’s everyday operations.

### ■ Logistics hub in Switzerland

REASCO and EICHLER are part of WISAG, one of Germany’s largest multi-service companies. The new partnership makes it even easier for customers from Switzerland to have defective assemblies repaired by EICHLER. Repair consignments can be conveniently sent to REASCO via the domestic shipping route. The logistics hub takes care of forward-



ding them to our Electronics Service Centre. You benefit from reduced shipping costs and a completely worry-free service. We handle all customs formalities and guarantee fast, efficient, and smooth repair processing.

For more information on the three options, scan the QR code. ■

<https://www.eichler-service.com/en/swiss-customers>



### ■ A strong statement for youth development – new team kit for TC Pürgen

As a company rooted in the region, we at EICHLER are deeply committed to supporting young people in their sporting and personal development. We are therefore especially pleased this season to be able not only to provide TC Pürgen’s youth team with new, matching team kit, but also to sponsor a tennis backdrop.

With 89 children and young people, around 70 of whom take part in training on a regular basis, TC Pürgen sets an impressive example of committed youth development. With four teams – the Bambini 12, the Boys I and II, and the Juniors 18 – the club is excellently positioned and distinguished by great enthusiasm and team spirit.

“We are very happy to support the passion and commitment we see at TC Pürgen”, says Patrick Kroiß, General Manager of Eichler GmbH.

Together with TC Pürgen, we look forward with confidence to a successful season and are delighted to provide sustainable support for youth development in the local area. ■



From left: Alexander Bauermann (1st Chairman, TC Pürgen), Tobias Heinrich (Sports Director, TC Pürgen), children and young people of TC Pürgen, and Patrick Kroiß (General Manager, Eichler GmbH).

## Industrial Plant Management

EICHLER has been part of the WISAG Group since 2015. In this section, we provide information about the range of services offered by our parent company WISAG Industrie Service Holding SE (WISH).



Photo: Dr. Andreas Streerath, Head of Industrial Plant Management, WISAG Gebäude- und Industrieservice Holding GmbH & Co. KG

With Industrial Plant Management (IPM), our customers can further reduce economic, operational and organisational risks.

### Rethinking secondary processes

In practice, this approach involves our customers focusing on their core processes while we ensure the smooth and efficient handling of all secondary processes. A central WISAG contact, the IPM Manager, is responsible for managing and coordinating all services. This results in improved plant availability, increased legal compliance and greater transparency regarding costs and service delivery for our customers.

### What is the difference between Industrial Plant Management and Facility Management?

Facility management (FM) for industrial companies combines infrastructural and technical services, focusing on the safe, reliable and sustainable operation of buildings. However, production equipment, secondary processes and infrastructure are generally not considered, or only marginally considered, in traditional FM.

IPM takes the decisive step forward, combining traditional FM with maintenance services and industrial secondary processes under the overarching planning, management, optimisation and execution of the IPM manager, on both sides of the yellow line.

Do you have questions about Industrial Plant Management? Our expert, Dr. Andreas Streerath, will be happy to assist you!

Mobile: +49 163 8204017  
Email: andreas.streerath@wisag.de

### A comprehensive solution for your production site – helping you achieve your goals more effectively

We offer intelligent solutions for all relevant areas, ranging from production-related services to the full outsourcing of secondary processes. Our primary goal is to save costs by creating synergies, minimising redundant structures and making services and costs more flexible. ■

Image rights © Matthias Wöckel,  
WISAG Industrie Service Holding SE

## Sustainability at EICHLER – something we are proud of!



We are Germany's leading repair service provider for automation technology.



We stand for regional growth and create future-proof jobs.



We help to avoid more than 150,000 kilograms of electronic waste every year.



### Imprint

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# 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.