Important Parts of Your Success

LPKF Service & Support

Basic Service

Classic Service

Premium Service

LPKF

Secure Your Investment

LPKF is renowned for worldwide leadership in designing easy-to-use, world class laser products specifically tailored to customer needs. From this leadership vantage point, LPKF is uniquely able to provide customers with worldwide premium customer support.

Technical Customer Service

No matter whether you produce in Europe, America, or Asia – highly qualified LPKF service technicians are there for you across the globe. Whether you need personal service on site or remote support over the phone or by email – you can count on receiving competent support.

- We are there for you around the world and will quickly resolve even the most challenging cases for you
- Prompt support plus rapid analysis and response times thanks to a standard global communication system
- All LPKF service technicians around the world are given further training according to a uniform standard

Commissioning and Training

We will provide you with professional commissioning for your investment. With first-rate training, you will be able to exploit the full potential of the laser systems. Choose from among an extensive assortment of operator, programming, and maintenance courses. Guarantee that your expertise is one step ahead and respond flexibly to new challenges from your customers at all times.

- We carry out initial installation and even relocation
- Our wide assortment of training programs accommodates both beginners and experts
- An ideal blend of theoretical and practical training ensures that the knowledge conveyed will be long-lasting
- Experienced lecturers, perfectly equipped seminar rooms, and hands-on machine training

Maintenance and Calibration

You need to be able to profit from a high level of machine availability and system precision, which is why we offer preventive maintenance and calibrations.

- Documented preventive maintenance is a basic element for ensuring a long service life for your system
- Calibration with highly precise calibration tools, after which a certificate is issued

Spare Parts

It is important for your investment to pay off in the long run. Original spare parts from LPKF will help you achieve this. With LPKF spare parts tailored to your product, your production process will be reliable, efficient, and precise.

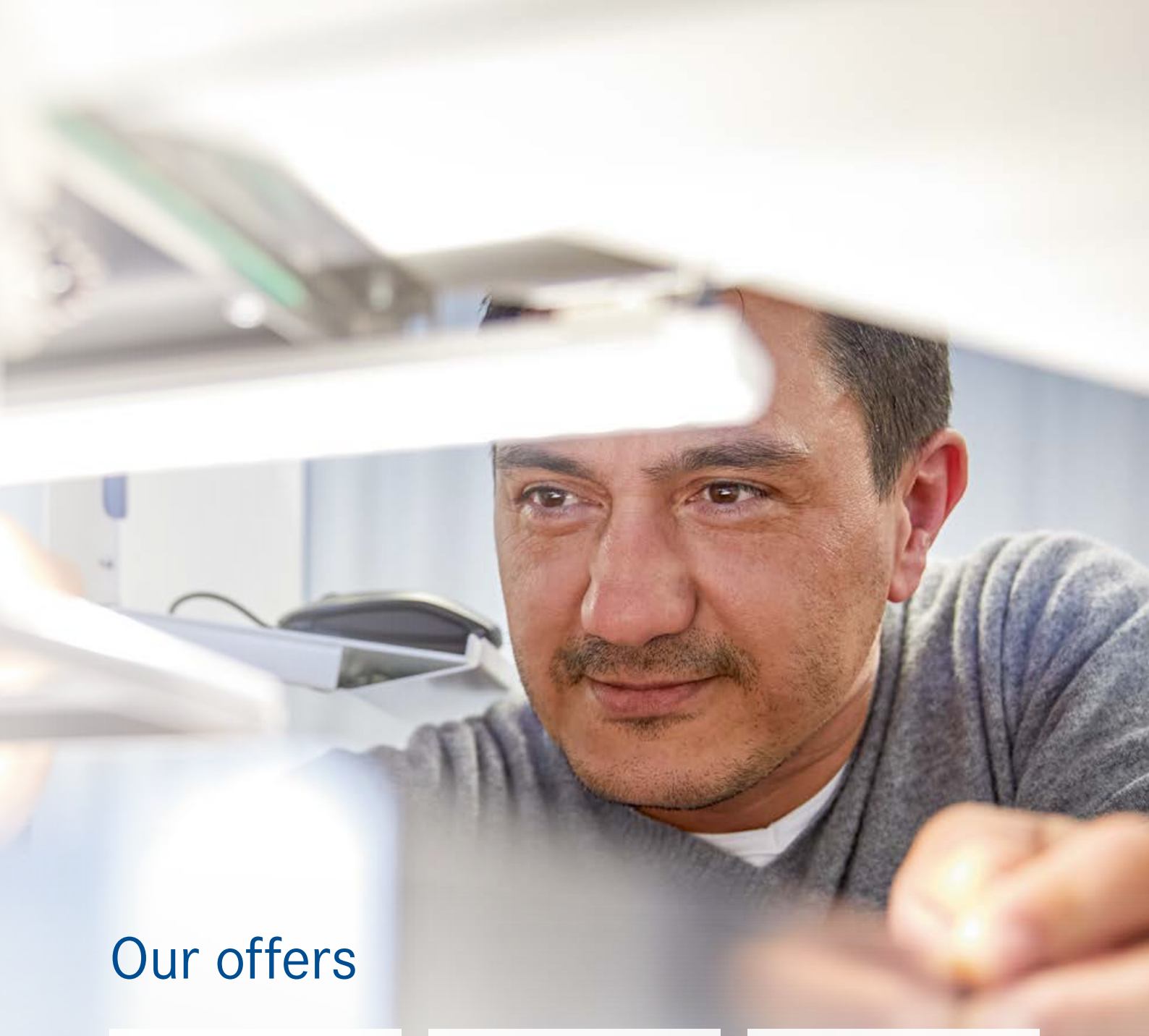
- Worldwide service hubs and spare parts warehouses
- Speedy delivery you can count on
- Reliable function of LPKF spare parts
- Support provided by our LPKF experts – from selection to installation

Process Optimization and Upgrades

You can always rely on our support, which will continue to serve you for years to come. Whether your goal is to create the best conditions for successful production or to put your LPKF products to optimum use and flexibly adapt them to changes, we will work together to find long-lasting ways for maximizing your added value. As your partner, we will support you with coordinated solutions and service packages to keep your production economical and running at a constantly high level.

- When it comes to optimizing processes, adapting applications, and getting the most out of your setup, our experts will be happy to assist you.
- Stay one step ahead with professional LPKF upgrades
- Respond quickly and flexibly to changes on the market
- Invest in upgrades to lower your costs and become more profitable

Find out more:
www.lpkf.com/support



Our offers

Basic Service

- Fast response time for minimizing downtime of your machine
- Qualified support via e-mail and phone
- Remote support free of charge

Classic Service

- Probability of failure decreases significantly
- Preventive maintenance secures your investment
- Easy planning with scheduled maintenance
- Basic package included

Premium Service

- Full service and complete cost control
- Highest uptime of your machine
- Warranty up to 10 years possible
- Basic and Classic package included

See back of this brochure for further information

Service Packages

	Without contract/ out of warranty	Without contract/ within warranty	LPKF Basic Service	LPKF Classic Service	LPKF Premium Service
Support					
Phone/e-mail Support	Chargeable	Free of charge	Free of charge	Free of charge	Free of charge
Remote Support	Chargeable	Free of charge	Free of charge	Free of charge	Free of charge
Performance	Depends on availability of an engineer	Depends on availability of an engineer	Qualified engineer within 8 h*	Qualified engineer within 5 h*	Qualified engineer within 3 h*
Spare parts					
Spare Parts	Chargeable	Free of charge	Chargeable after warranty period	Chargeable after warranty period	Free of charge
Wear Parts	Chargeable	Chargeable	Chargeable after warranty period	Maintenance set free of charge	Free of charge
Shipment	Chargeable	Free of charge	Chargeable after warranty period	Maintenance set free of charge	Free of charge
Stockage	Chargeable	Free of charge	Chargeable after warranty period	Chargeable after warranty period	Free of charge
Performance	Depends on availability of the supplier	Depends on availability of the supplier	Depends on availability of the supplier	Depends on availability of the supplier	Express shipment on same day
Service					
Onsite Service	Chargeable	Free of charge	Chargeable after warranty period	Chargeable after warranty period	Free of charge
Maintenance	Chargeable	Chargeable	Chargeable	One visit per year free of charge	One visit per year free of charge
Installation	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Operator Training	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Maintenance Training	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Relocation	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Application Training	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Performance	Depends on availability of the supplier	Depends on availability of the supplier	Depends on availability of the supplier	Within 3 days*	Within 48h*
Upgrades					
Hardware Upgrades	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Software Updates	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount
Process Consulting	Chargeable	Chargeable	Chargeable	Chargeable 10 % discount	Chargeable 20 % discount

* within LPKF business hours

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Find out more:
www.lpkf.com/support

Specifications and other product information are matter of change without prior announcement.

www.jenko-sternberg.de

Photos may also show optional accessories.

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