

# CUSTOMER SERVICE



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One size doesn't fit all. With LVD customer service, we find a service solution that fits you. Our wide variety of service options is backed up by our team of well-trained service staff able to offer worldwide assistance.



## Features:

- Worldwide coverage, we are active in over 45 countries
- More than 180 skilled field service engineers worldwide
- Over 5500 hours of training every year by field service engineers
- More than 40,000 machines installed
- Minimize unplanned downtime through preventative maintenance
- Comprehensive training for your products and software
- Fast supply of original spare parts

*For us, customer service is about our relationship with the people who are an essential part of everything we do.*

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## GLOBAL REACH

### LVD World Service

We have 3 main service centers located strategically in North America, Europe and Asia that offer:

- Spare part purchasing
- In-house machine and software training
- Technical consultation and assistance
- Service interventions (installations, upgrades, repairs)
- Maintenance and inspection
- Aftersales services
- Support for local service
- Specialized in technical assistance

### LVD Local Service

Customer support is organized locally in each sales and service area.

Local service engineers are trained and supported by our central service organization to provide you help in your own language and provide assistance in:

- Spare part administration
- Service requirements
- Helpdesk (in select locations)
- Training





# SERVICE

## INSTALLATION AND START-UP

To ensure your machine is **up and running as quickly as possible**, we provide our technical engineers' expertise to ensure preparation for smooth installation.

Extensive training is available in the areas of:

- Basic and Advanced Application Training
- Offline Software Training
- Local Operator Training
- Maintenance Training

For additional preparation regarding machine installation, pre-installations manuals and consultations can be provided.



*You can connect with us via our customer support helpdesk.*

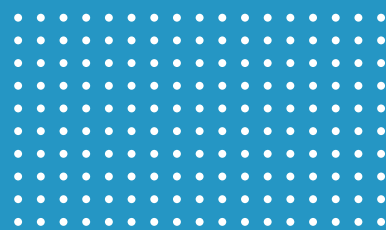
## CUSTOMER SUPPORT

Questions about your LVD machine or CADMAN® offline software? No problem. You can connect with us via our **customer support helpdesk**. When you contact the helpdesk, you are contacting a local team, with qualified service technicians there to guide you.

If you are having a problem with your machine, **LVD Teleservice** is the way to go! A dynamic customer service tool to support LVD customers on both LVD machines and software. Via the secured connection, experienced LVD support specialists can use LVD Teleservice to remotely diagnose and resolve issues without the need for an on-site visit.

Teleservice is automatically activated free of charge during the warranty period for all new machine purchases.

We track every machine in our system, giving us real-time insight into the entire history of your machine. In our latest machines with CNC controllers, any software error is automatically reported and transferred to LVD servers from the machine's controller immediately, giving us full visibility on the issue you may be having. Through these tools, on-site support is significantly reduced. If necessary, on-site support is organized with one of our qualified technicians located worldwide.



## EMERGENCY SERVICE

We understand that a complex application can come up at any moment. If you find yourself struggling to develop a solution, LVD can help. Whether it's bending, laser cutting, punching or programming that is required, our application engineers are equipped with the **expertise** needed to guide your success.

# CONTRACTS

## SERVICE - MAINTENANCE

Maintenance contracts offer prevention and protection of unforeseen costs.

- Planned Maintenance to give improved productivity and machine reliability
- Protection of your investment, yielding a higher residual value
- Machines serviced by fully trained, experienced personnel.
- Monitoring of service schedules assures the machine will be serviced at the correct intervals.

## SERVICE - REPAIR

We offer a full range of service contracts to suit your requirements, contracts can even be tailored to your company's needs. Service contracts give you access to our technical support, offline machine programming support as well as in-house or on-site training.

Features of service contracts include:

- Access to technical support updates
- Discount on all parts ordered
- Spare parts with next day availability on the majority of parts (even on older machines)
- Priority response- reducing downtime on machine
- Priority access to helpdesk
- Machine audit- a qualified technician provides a thorough check-up of your equipment, makes adjustments where necessary and provides you valuable suggestions on how to keep your machinery in top shape
- Users with more than one machine will have a discount on additional service contracts
- Flexibility- your contracts can be tailored to your needs



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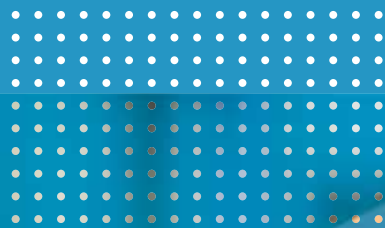
# SPARE PARTS

Providing you the right parts, without the wait! With over 10,000 spare parts in stock, LVD operates three main spare parts centres strategically located in North America, Europe and Asia. We only carry original supplier spare parts, guarantying maximum quality. Contact your local LVD customer service centre for information on items and availability.

**Replacement parts - Available for both new and older machines.** For higher value parts, our attractive Standard Exchange System equips you with a refurbished part in exchange for your damaged part. LVD also provides credit for a selected range of damaged parts.

**Wear Parts** - To ensure your machine has the right wear parts replaced at the right time, consider a maintenance contract, it ensures the most attractive pricing.

**Consumables** - Nozzles, cutting lenses and more! A variety of stock available at competitive pricing.



## PARTS REPAIR

With LVD's Return Authorization Number (RAN) system, **parts can be returned quickly and easily.**

When machines are repaired by a LVD certified engineer, they come equipped with all parts required and, should your machine not require foreseen parts, you will not be charged a restocking fee.

When replaced by an LVD certified engineer, replaced parts are **guaranteed for 6 months.**

## REPAIR & RETURN

A selected range of parts can be returned for **in-house repair.**

## EVALUATION

We can offer an evaluation and repair quote before.





# UPGRADES & RETROFITTING

## CNC UPGRADES

Machines are continuously evolving towards better performances and reliability and controls are often considered the brain of the press brake. **We are experts on ensuring your existing press brake stays equipped with LVD's latest controller, Touch-B** - no matter when you purchased it!

Our latest *Touch-B* control was designed with the user in mind. With an intuitive lay-out and controls, operators adapt to the new controller quickly and with ease. This is due to the **simplified processes** of inputting drawings in 2D and 3D simulation of 2D drawings (*PPEB* and *Easy-Form* press brakes only) as well as **seamless integration** with *CADMAN*®-B offline software. The *Touch-B* is a high performance, data-base driven control, is PC based with SSD technology and a GBit network connection. Durability is no problem with the 19" industrial (glass protection plated) touch screen.

## RECONDITIONING + AUDIT

The main purpose of a Machine Audit is to **inspect your machine and its performance**. All aspects of the machine are carefully evaluated and analysed to ensure the machine is still at maximum performance. During a Machine Audit, a qualified technician conducts a thorough check-up of your equipment, makes adjustments where necessary and provides you valuable insight on how to keep or bring back your machinery in top shape.





# TRAINING

We always customize training to fit your needs.

## OPERATOR TRAINING

After installation of a new machine, on-site operator training is organized. We also offer training for a new operator joining your team.

## APPLICATION TRAINING

Learning the principles of sheet metal bending, laser cutting and punching can result in better performance from your personnel. Training sessions take place at all LVD service centers.

## MAINTENANCE TRAINING

We offer on-site training to ensure your operator is prepared to handle routine/basic maintenance of your machine.

*Learning the principles of sheet metal bending, laser cutting and punching can result in better performance.*



# SOFTWARE

LVD's CADMAN® programming software, developed in-house, offers offline integration of the key sheet metal-working processes of **laser cutting, punching and bending**. The unique database-driven CADMAN software suite ensures quality from the first part with fast 'Art to Part' cycle times.

CADMAN-B for press brakes makes programming formed parts easy. The software **automatically unfolds the part** and determines the **optimum bend sequence** by gauging positions and tool selection for minimum tool stations and part turns.

CADMAN-L for laser cutting machines provides fully automatic, semi-automatic or manual offline programming including nesting, **optimization of cutting and machine parameters**. This software allows the user to **configure the type and value lead-in/lead-out** for different contours depending on the material and thickness to be processed.

CADMAN-P for punching **shortens programming time** with automatic tool selection, optimized tool stations and turret configuration. The module offers full support for standard as well as advanced punching functions with powerful automatic nesting features.

CADMAN-JOB **manages the day-to-day relationship** between a user's ERP system, CAM and workshop to optimize machine production time and fabrication resources. The software creates or imports work orders from an ERP system, generates jobs for bending, punching or laser cutting, minimizing tool/turret setup, lens/nozzle change.



*The unique database-driven CADMAN software suite ensures quality from the first part with fast 'Art to Part' cycle times.*

**CADMAN®**

On the machine controllers, you'll find *Touch-B* for bending and *Touch-L* for laser cutting, designed to give your operator dynamic control with an **easy-to-use interface**.

Updating your *CADMAN* software will ensure the integration of the latest developments, keeping you on the cutting edge.

Contact your local service agent today to see what's new with *CADMAN* and how you can update your software.



# CONTACT

## MAIN SERVICE CENTERS

### LVD Company nv

Nijverheidslaan 2  
B-8560 GULLEGEM  
BELGIUM  
Tel.: +32 56 430 690  
customerservice@lvd.be  
spareparts@lvd.be

### Strippit Inc.

12975 Clarence Center Rd.  
USA-AKRON NY 14001  
UNITED STATES  
Tel.: +1 716 542 4511  
service@strippit.com  
spareparts@strippit.com

### LVD Malaysia SDN. BHD

14 Jalan Kartunis U1/47  
Section U1, Temasya Industrial Park  
MAL-40150 Shah Alam, Selangor Darul Ehsan  
MALAYSIA  
Tel.: +60 355 695 861  
chau@lvd.com.my / general@lvd.com.my

## LOCAL SERVICE CENTERS

### BeNeLux

LVD BeNeLux nv  
Hondschootestraat 112  
B-8560 Gullegem, Belgium  
Tel.: +32 56 43 08 50  
beneluxsupport@lvd.be

### Brazil

LVD do Brazil Ltda  
Rua Dona Francisca 4422  
Joinville - SC - 89.218-111, Brasil  
Tel.: +55 47 3027-4181 (extension 2 for service)  
assistencia@lvdbrasil.com

### China

LVD-Strippit Shanghai Co., Ltd.  
Room 601, Silver Tower, No.933  
West Zhongshan Rd.,  
Shanghai, China, 200051  
Tel.: +86 21 51709170  
info@lvd.cn

### France

LVD sa  
Z.I du Plouich  
Rue du Commerce B.P. 131  
F-59590 Raismes, France  
Tel.: +33 3 27 38 01 38  
info@lvdsa.fr

### Germany

LVD GmbH  
Europastr. 3/1  
77933 Lahr, Germany  
Tel.: +49 07821/92262-0  
service@lvd-gmbh.de

### India

LVD- Strippit India Private Ltd.  
# 310 , 8th Cross, 4th Phase,  
Peenya Industrial Area,  
Bangalore - 560058  
Karnataka, India  
Tel.: +91/08041475983  
service@lvdindia.in

### Indonesia

PT. LVD CENTER.  
Mangga Dua Plaza Blok P / 18.  
Jakarta 10730, Indonesia  
Tel.: +62 21 6120771 / 6120772 / 6120764  
service@lvd.co.id

### Italy

LVD ITALIA s.r.l.  
Via Strasburgo 18/a  
43123 Parma, Italy  
Tel.: +39 0521 290188  
service@lvd.it

### Korea

LVD Korea Ltd.  
434 road 23, Ahnnam ro, Bupyung gu,  
Incheon city, Korea  
Tel.: +82 32 522 7801  
service@lvdkorea.com

### Norway

LVD Norway as  
P.O. Box 78 Ellingsrudåsen  
N-1006 OSLO, Norway  
Tel.: +47 22 30 02 40  
lvd@lvdsn.no

### Poland

LVD-Polska Sp. z o.o.  
ul. Wyspiańskiego 45  
47-206 Kędzierzyn-Koźle, Poland  
Tel.: +48 77 406 12 73  
info@lvd.pl

### Slovakia

LVD S3  
Priemyselna Ulica 1,  
982 01 Tornala, Slovakia  
Tel.: +421 47 5604 743  
service-sk@lvd.be

### Sweden

LVD Sweden AB  
Hulda Lindgrens Gata 6 C,  
SE-421 31 Västra Frölunda, Sweden  
Tel.: +46 31577232  
service@pullmax.se

### Thailand

LVD Thailand Ltd.  
55/49 Moo 3, 345 Road,  
Lumpo, Bangbuathong,  
Nonthaburi 11110, Thailand  
Tel.: +66 2 525 8621-4  
info@lvdthailand.com

### UK

LVD-Pullmax Ltd.  
Unit 3 - Wildmere Road  
BANBURY Oxfordshire, OX16 3JU  
United Kingdom  
Tel.: +44 1295 676800  
service@lvdpullmax.co.uk

For other countries, visit [www.lvdgroup.com](http://www.lvdgroup.com) for more information