

## Repair Service

### *Service - a key element of our expertise*

The Service Department at EWS is an essential part of our corporate philosophy.

It is our aim to provide our customers with comprehensive sales consulting and full after-sales services.

Our after-sales services include:

- Repair
- Handling of complaints
- On-site troubleshooting
- Spare parts
- Technical support for application of EWS products

### *Spare Parts Sales*

Our services range from single small parts and accessories to complete "repair kits" consisting of bearing and seal packages.

Each EWS driven tool is engraved with a unique serial number to ensure effortless ordering of spare parts.

Using this method guarantees that the required spare part is compatible with the customer owned tool, even if modifications have been made.

Our spare parts department enables us to deliver nearly all EWS spare parts within 24 hours.



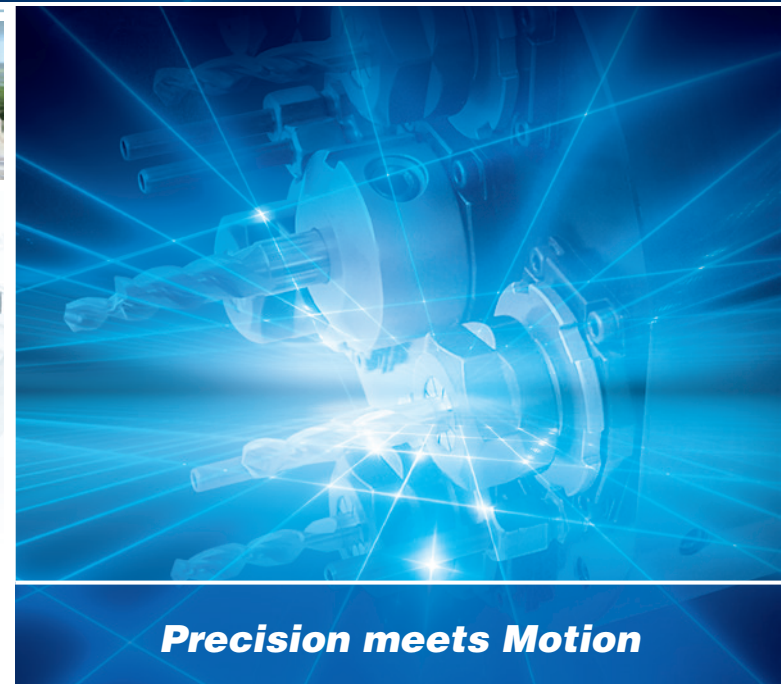
**EWS**  
Tool Technologies

More information  
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**Precision meets Motion**

**EWS . Repair Service**

**EWS**  
Tool Technologies

## Repair Service

**EWS - we write SERVICE in capital letters**



We repair all driven tool holders – regardless of the manufacturer – within just a few days and at a fair price.

Once customer approval is obtained our work begins.

Our aim is to handle repairs professionally and efficiently to the complete satisfaction of our customer.

We have created a system that always ensure traceability, and is our our customers can depend on.

Every tool that we repair passes through the same procedure:

- Arrival + allocation of a repair number
- Acknowledgment of receipt by our Service Department
- Disassembly of the defective tool + fault analysis
- Detailed cost estimate of replacement parts and labor
- Approval by customer to proceed with repair, or return unrepared tool
- Quality test + Return of repaired tool
- Replaced parts will be stored on-site at EWS for 4 weeks, or returned to customer upon request
- Used parts will be disposed of after 4 weeks

Technical support is available for all applications of EWS products. as well es on-site troubleshooting and maintenance at our customer's facility

Our expert staff delivers experience and know how to our customers. We work together with our customer in order to create solutions for their applications, streamline processes, and expertly deliver qualified products.

If requested by the customer, we provide service technicians for the installation and repair of our products or support the customer's in-house maintenance.

