



*#friendly*  
*#committed #competent*  
**SERVICE.**





*This is who we are*  
**GROB-WERKE.**







*Technology at its best*

# STEP WITH US INTO A GREEN FUTURE.

At GROB, we strive for continuous progress and improvement. Not only do we strive to develop outstanding solutions and products for our customers, but we also seek to make a contribution to our environment and future generations. This is firmly anchored in our corporate philosophy and lived every day.

We therefore utilize photovoltaics and geothermal energy in our locations and support a wide variety of social projects. We also value SUSTAINABILITY in our internal departments. Our products are based on the highest energy efficiency and regenerative drive systems. We integrate our supplier network in reducing CO2 footprint.



OUR PRODUCT RANGE.

#machiningtechnology #universalmachiningcenters  
#assemblyplants #electromobility #automation  
#additivemanufacturing #digitalization  
#usedmachines #service

*Concentrated competence worldwide*

# INTELLIGENT TECHNOLOGY IS HUMAN.

For generations, we at GROB have lived and experienced this principle by making our customer's requirements the focus of our work. The result is sophisticated technology creating more efficient production processes worldwide and delivering highest quality.



## RESEARCH & DEVELOPMENT

With a high degree of creativity and technical intuition, as well as the best engineering expertise, our developers have worked hard to earn the reputation of being a technology leader.



## ASSEMBLY

From pre-assembly to machine assembly to process commissioning – our employees demonstrate their expertise with optimally coordinated workflows.



## ENGINEERING

With method development and structured problem solving, our employees in Engineering develop innovative concepts representing milestones for precision, dynamics, and reliability.



## COMMISSIONING

With simulation techniques and virtual commissioning, we achieve the highest adherence to delivery dates and product quality.



## PRODUCTION

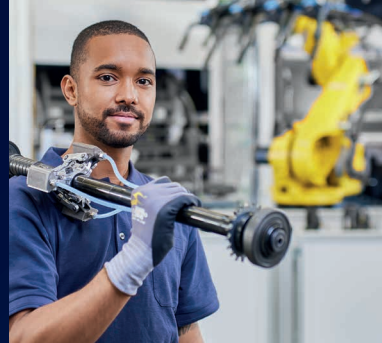
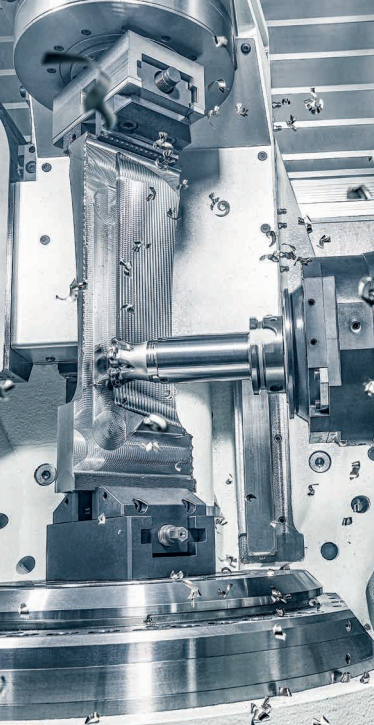
The high degree of vertical integration along the entire value creation chain, numerous machining technologies and our employees' distinctive specialist knowledge create the best conditions for state-of-the-art production.



## TECHNICAL APPLICATION CENTERS

Our production plants in Germany, Brazil, the USA, China, Italy and India have technical application centers for the machining and electromobility sectors, where our customers can experience GROB technologies up close.







*Friendly, committed, competent*

# GROB SERVICE.

From our 24-hour service and comprehensive range of spare parts and training courses to professional machine maintenance: The GROB service spectrum offers you a comprehensive range of services and is available to you worldwide thanks to our global production facilities and service branches.

## 24/7 SUPPORT.

Basic services and Service Level Agreement

## MATERIAL SUPPLY.

GROB<sup>4</sup>Care webshop

Motorized spindles

Spare parts

GROB special tools

Express production

## MACHINE INSPECTION.

Condition analysis

Retrofit and overhaul

PCU retrofit

Maintenance and inspection

Repair service

Non-machining time optimization





EFFICIENCY &  
SUSTAINABILITY



PRODUCTION SAFETY



QUALITY &  
OUTPUT



*Highest quality and outstanding service*

# GOOD SERVICE KNOWS NO BOUNDS.

Our top priority is maximum productivity for your machines. Would you like to have someone there for you around the clock whose most important task is solving your problems? Would you like maximum machine availability without your spare part warehousing costs going sky-high?

Our decades of experience, excellent quality and reliability as one of the world's leading manufacturers of machining centers and complex production and assembly systems make us your constant and reliable partner: All over the world and for the entire lifespan of your machine.

## GROB Service – As versatile as your requirements

It makes no difference to us whether your GROB machine is old or new, or whether you have a small or large machine fleet. You as the customer – with your unique requirements, processes and challenges – are our number one priority at all times. We address your individual challenges and are exactly the partner you need.



### OUR PROMISE TO YOU:

- ⊕ An advisor, who assists with compiling an individual spare and wear part package to suit you
- ⊕ A trainer, who helps you get even more from your machines
- ⊕ An innovator who works with you to implement and advance Industry 4.0 projects
- ⊕ A specialist, who puts your machine through its paces and achieves the same production accuracy you had on the very first day





*Gain new insights*

# GROB PRODUCT STORIES.

EXPERIENCE OUR PRODUCTS AND INNOVATIONS:

- + GROB<sup>4</sup>Care webshop
- + Preventive maintenance & inspection
- + GROB Technical Academy
- + Express production
- + and much more ...



CLICK HERE FOR OUR  
GROB PRODUCT STORIES ON YOUTUBE







## *You can count on us!* **24/7 SUPPORT.**

Your direct contact for prompt and competent assistance:  
The employees of our service hotline are at your disposal around the clock in the event of malfunctions and to answer technical questions. If necessary, our highly qualified service staff will quickly come to you with the right tools and measuring equipment upon request via our hotline.

- ✚ Fast problem-solving by highly qualified technicians
- ✚ No need to own special tools
- ✚ Perfect coordination of material provision and deployment of our service technicians
- ✚ Fast restart of your GROB machine



OUR SERVICE PORTFOLIO.  
#24/7support #materialsupply  
#machineinspection

*Fast and competent help – around the clock*

# BASIC SERVICES AND SERVICE LEVEL AGREEMENT.

## BASIC SERVICES

Would you like to have someone whose most important task is solving your problems?  
We are exactly such a partner: Listening. Finding solutions. Getting it done.

- + GROB Service hotline: Highly qualified technicians are there for you  
24 hours per day, 7 days per week, 360 days per year.
- + Skilled contacts for optimal knowledge transfer.
- + Detailed error analysis, if desired with remote machine diagnosis and subsequent initiation of further steps to quickly put your GROB machine back into operation.
- + Broad network of rapid-response technicians who are quickly on site – including spare parts and special tools as required.

## YOU WANT MORE? – SERVICE LEVEL AGREEMENT

### **When every second counts...**

With GROB's Service Level Agreement (SLA\*), you can reduce machine downtime to a minimum.  
With guaranteed response times for our hotline and our express technicians as well as dispatch standby times for motorized spindles and spare parts, we are at hand immediately.

\*The Service Level Agreement is currently available to you in Germany and Austria for universal machining centers.  
Further machines and systems upon request. The scope of services and product details can be found in the offer.

## OUR PROMISE TO YOU:

- + Callback by a qualified technician within max. 60 minutes
- + Hotline support: Direct accessibility via a special contract phone number
- + Dispatch of a rapid-response technician within 6 hours
- + Dispatch of in-stock spare parts as well as replacement motorized spindles within 6 hours
- + Including flat rate for remote machine diagnosis







### TYPICAL SERVICE CONTENT AT A GLANCE

	BASIC SERVICES	REMOTE SUPPORT	SERVICE LEVEL AGREEMENT (SLA)
Hotline availability: Mon – Fri: 7 am to 6:30 pm and Sat: 7 am to 12 pm <sup>(1)</sup>	Standard phone number +49 (8261) 996-777	Standard phone number +49 (8261) 996-777	Direct availability via a special contract phone number
Callback by a GROB specialist	Subject to availability	Subject to availability	Within max. 60 minutes <sup>(2)</sup>
Departure readiness for on-site service calls <sup>(3)</sup>	Usually on the following working day	Usually on the following working day	Within max. 6 hours <sup>(2)</sup>
Readiness for dispatch of a motorized spindle <sup>(4)</sup>	On the following working day	On the following working day	Within max. 6 hours <sup>(2)</sup>
Remote machine diagnosis <sup>(4)</sup>	Included in the warranty period	Flatrate	Flatrate
Readiness for dispatch of spare parts <b>When the order is received via the Spare Parts Advisor:</b> Mon – Fri: 7 am to 5:30 pm <b>GROB<sup>4</sup>Care webshop:</b> Mon – Fri: 7 am to 8 pm <sup>(5)</sup>	On the following working day	On the following working day	Within max. 6 hours <sup>(1)</sup>

<sup>(1)</sup> Outside of the specified hours of availability: on-call service or forwarding to other GROB locations (24/7/360 except Christmas, New Year's Eve, New Year's Day, Easter, and Pentecost).

<sup>(2)</sup> In case of machine breakdown from the time of assignment and technical clarification within the availability times of the hotline (Mon–Fri 7 am to 6:30 pm and Sat 7 am to 12 pm).

<sup>(3)</sup> Readiness for departure from Mindelheim or other locations, no departure and no travel between 9 pm and 7 am. A service technician may only be mobilized on Friday, Saturday and Sunday within the time agreed upon by the SLA if the service technician can actually carry out the work on Saturday and, if necessary, on Sunday.

<sup>(4)</sup> Transport via chargeable special delivery for in-stock replacement spindles/special tools.

<sup>(5)</sup> Applies to spare parts in stock. Express delivery is optionally available for a fee. Plus evening surcharge from 3 pm without Service Level Agreement.









*95 percent availability of  
spare parts*

## MATERIAL SUPPLY.

Whether through our express production, overhauled spare parts, or the GROB special equipment: With our flexible, fast, and comprehensive supply of spare parts, we ensure your production process reliability and smooth production. Benefit from our spare parts availability of around 95 percent and take advantage of fast delivery with express delivery or special delivery!

- ✚ GROB<sup>4</sup>Care webshop
- ✚ Motorized spindles
- ✚ Spare parts
- ✚ GROB special tools
- ✚ Express production



OUR SERVICE PORTFOLIO.

#24/7support #materialsupply  
#machineinspection

*More than just a webshop*

# GROB<sup>4</sup>CARE WEBSHOP.

Our service and maintenance portal not only gives you access to an interactive spare parts catalog including parts lists and technical drawings, you can also conveniently order spare parts online: worldwide, at any time. GROB<sup>4</sup>Care is the platform for maintenance, scheduling and purchasing.

- + Display of your GROB machines and systems
- + Spare parts inquiry and ordering process
- + Simple integration into your ERP system
- + Availability of spare and wear parts via stock queries in real time
- + Display of your prices and discounts via real-time queries

## The benefits to you as a customer

### ORDER SPARE PARTS ONLINE CONVENIENTLY 24/7

- + Through real-time queries you can have an overview of the warehouse stock, your individual prices and your discounts at all times. You have a machine standstill and are in urgent need of a spare part with only one in stock? Good that GROB<sup>4</sup>Care allows you to reserve items for up to 48 hours. The item is held for you while the order is passing through your internal approval process, so you don't need to worry about availability.

### PROCESS RELIABILITY THANKS TO THE HIGHEST DEGREE OF CUSTOMIZATION

- + Every customer is unique. This applies not only to the produced parts, but also especially to internal processes and workflows. GROB<sup>4</sup>Care allows you to show your individual release and approval process directly, and also to assign various permissions and budgets. Should the maintenance department be able to order spare parts up to a value of €2,000 per month? GROB<sup>4</sup>Care allows you to make this setting extremely easily, so you benefit from absolute process reliability.





# The benefits to you as a maintenance technician

## EVERYTHING AT A GLANCE

- ⊕ The webshop is tailored to your specific needs: Your own GROB machines and systems including parts lists, drawings and technical documentation is displayed in GROB<sup>4</sup>Care. The integrated spare part catalog and highly efficient search tools allow you to find spare parts much faster than through the conventional procedure. This saves you valuable time and, when it comes to a machine standstill, irritation and money.

## DIGITAL PLANNING SUPPORT

- ⊕ GROB<sup>4</sup>Care supports you with watch lists when planning overhauls and preventive maintenance activities. Add spare and wear parts to your shopping cart and call it up again at a later time. GROB<sup>4</sup>Care makes sure that nothing goes astray and that you have all data at hand at all times.

## GROB<sup>4</sup>CARE INTEGRATED INTO YOUR ERP SYSTEM – SIMPLY AND CONVENIENTLY

We meet the needs of your individual processes. We will happily discuss with you the possibility of an individual link to your ERP system for transferring shopping carts from GROB<sup>4</sup>Care to your ordering system quickly and easily.

- ⊕ Setup within 10 minutes
- ⊕ Shopping cart transferred to your ERP system
- ⊕ 48-hour reservation of stock items
- ⊕ Cost saving through process automation
- ⊕ Display of your specific release and approval processes



## TESTIMONIAL – SaarOTEC GmbH

We prefer to use the spare parts catalog in the GROB<sup>4</sup>Care webshop. We can interactively find specific spare parts for our machines in the digital part drawings.

The part drawings of our machines can easily be downloaded as PDF files. This way we have everything in digital form.



*Fast, flexible, efficient*

# MOTORIZED SPINDLE SERVICE.

The various offers of GROB's spindle service prepares you for all circumstances and optimizes your machine availability. Select the supply solution that suits your needs and benefit from our short response times and attractive conditions.

## Your benefits

- + Immediate response after a motorized spindle failure thanks to our extensive replacement spindle warehouse
- + Your machine is down for the shortest possible time
- + Twelve-month warranty as for a new spindle
- + Maximum service life with manufacturer repair
- + Cost and time saving through special prices under a free service agreement

## GLOBAL PRESENCE

Our global repair centers and spindle warehouses ensure fast and highly flexible motorized spindle service.





## REPLACEMENT SPINDLE SERVICE



### **When every minute counts**

The motorized spindle in your GROB machine has failed and needs to be replaced? Not a problem. We immediately take care of the delivery and installation of an overhauled spindle from our replacement spindle warehouse while our experts restore your defective spindle to working order in the GROB Repair Center.

## PARTIAL SPINDLE REPAIR



### **Save up to 75 % on repair costs**

Benefit from a flexible partial repair rather than a full one: In our Repair Center, we take care of the defective parts of your GROB motorized spindle and send the repaired spindle back to you via express shipping if necessary.

## SPINDLE HOTEL



### **Professional storage**

Do you have a replacement spindle but lack the right environment for storage and preventive maintenance? We have the solution: In the GROB Spindle Hotel, our experts store your replacement spindle in an optimal environment and take care of preventive maintenance and inspection if necessary.

## SPINDLE RESERVATION



### **Highly flexible without replacement spindles**

Fast support even without your own replacement spindle: With a spindle reservation, we guarantee an available replacement spindle from our in-house spindle pool at all times. Smooth replacement ensures minimum machine downtime.

**YOU FOCUS ON PRODUCTION –  
WE TAKE CARE OF YOUR MOTORIZED  
SPINDLES ANYWHERE IN THE WORLD!**

A motorized spindle failure costs time and money and causes irritation. Make it easier for yourself with solutions from GROB.



## *All about spare parts*

# GROB SPARE PART STORAGE.

We store spare parts for you at nine different locations worldwide. A high level of vertical integration, a high degree of standardization, and customer-oriented supply concepts guarantee that you receive the spare and wear parts you need on time.

- + GROB Express: Over 2,000 materials of all product groups are available from stock. The materials leave the warehouse within 24 hours or on the same day if necessary.
- + Safety and reliability due to genuine manufacturer-quality spare parts
- + Electrical components such as drives and power modules can also be repaired by our professional partners within 24 hours as and when required

## SPARE PART ASSEMBLIES

The only way for you to prepare for extended machine downtimes independently and flexibly is to store replacement and wear part assemblies. Order quickly and conveniently via our service hotline, your office contact or our GROB<sup>4</sup>Care webshop.

- + Save up to 9 hours in repair time compared to individual spare parts
- + Faster and easier replacement of the entire assembly
- + Also for minor repairs
- + Ensure short downtimes





*The right package for everyone*

# GROB SPECIAL TOOLS.

Our high-quality special tools and measuring instruments allow you to inspect your GROB machine yourself and to replace components quickly and safely with your own experience. Please contact us, and we will be pleased to provide you with a set of special tools to suit your requirements. A training course held by our highly qualified employees will help you to use these special tools correctly.

## Your benefits

- ⊕ Efficient preventive maintenance and repairs for your GROB machine
- ⊕ Repairs and inspections by your own personnel
- ⊕ Shortest possible machine downtimes

## TAKE MATTERS INTO YOUR OWN HANDS!

If you can do it yourself, we will provide you with the tools you require to inspect your GROB machines and replace parts.



*When every minute counts*

# EXPRESS PRODUCTION.

GROB'S FLEXIBLE EXPRESS PRODUCTION SERVICE –  
LONG WAITING TIMES ARE A THING OF THE PAST.

**We know what a machine failure means for you –  
the usual component quality is required in the shortest time despite the standstill.**

We meet this requirement through our flexible express production service, where our decades of experience in producing special components are combined with speed. To provide this exclusive service, we reserve additional production capacities that allow us to fast-track your order. Your parts are prioritized for production and then delivered within the shortest possible time. For this we charge an express surcharge of 50% on the sales price.

## Your benefits

- + We guarantee delivery on time: If delivery is delayed by more than 24 hours, you will receive a 50% discount on the total order price
- + Shortest downtimes due to fastest spare parts supply

COMPONENTS	MAX. PRODUCTION TIME [DAYS]
<b>Sheet metal parts, production components</b> Sawing, milling, turning	1
<b>Turning &amp; milling parts</b> Without heat treatment or coating	1
<b>Complex components</b> Heat treatment, coatings, grinding	3
<b>Sheet metal parts, production components</b> Sawing, milling, turning	1
<b>Turning &amp; milling parts</b> Without heat treatment or coating	1
<b>Complex components</b> Heat treatment, coatings, grinding	3





## PRODUCT EXAMPLES

PRODUCT		CHARACTERISTICS	MAX. PRODUCTION TIME [DAYS]
Cap		Hydraulic casting <ul style="list-style-type: none"> <li>• Inner round grinding</li> <li>• Without surface technology</li> </ul>	1
Housing		Milled from solid block	1
Clamp lever		Clamp lever with tapered fixture <ul style="list-style-type: none"> <li>• Milled from solid block</li> <li>• Case-hardened and tempered</li> </ul>	3
Locating pin		Locating pin with blow-off function <ul style="list-style-type: none"> <li>• Hardened and ground</li> <li>• Tolerance in the range of 5µm</li> </ul>	3
Plate		Sawing and milling <ul style="list-style-type: none"> <li>• Heat and surface treatment</li> </ul>	4
Thrust piece		Sawing and milling <ul style="list-style-type: none"> <li>• Heat and surface treatment</li> <li>• Grinding and polishing</li> </ul>	6









*In good hands*

# MACHINE ANALYSIS.

You're in good hands here! Whether rotary table, motorized spindle, or tool changer: In the GROB repair center we provide professional and fast repair of your machine components.

- ✚ Quality & safety
- ✚ Speed
- ✚ Exclusivity



OUR SERVICE PORTFOLIO.  
#24/7support #materialsupply  
#machineinspection

*Reliability and accuracy are what count*

# CONDITION ANALYSIS.

The GROB condition analysis shows you what needs to be done to restore trouble-free production once again. Whether after a machine crash, in case of tolerance deviations or to define the extent of a potential overhaul – one of the four analysis packages or a condition analysis tailored to your needs will identify the causes and suggest suitable remedies. To meet every demand, machines are inspected for functionality, quality, precision, and output.

## Your benefits

- + Knowledge of the machine's condition and fault causes
- + Sound basis for decisions on modification measures, machine overhauls and modernizations
- + Reliable planning of the machine's future output
- + Risk minimization if older machines continue to be used



## WOULD YOU LIKE TO KNOW WHAT'S GOING ON WITH YOUR MACHINE?

With you, we check your GROB machine thoroughly to find the best solution for possible overhauls, correction or modification measures.







### THE FLEXIBLE GROB CONDITION ANALYSIS: ALL PACKAGES AT A GLANCE

Ahead of any condition analysis, we meet with you to hold an in-depth discussion to precisely understand your needs and identify an inspection scope to suit you. All results are professionally prepared and documented. We then evaluate the results and derive the necessary measures, including possible part recommendations.

ANALYSIS PACKAGES				
CONTENTS	QUICKCHECK	BASIC	ADVANCED	PROFESSIONAL
Information gathering for machine-specific data	•	•	•	•
Ballbar measurement – RENISHAW Ballbar QC20	•	•	•	•
Motorized spindle geometry	—	•	•	•
Analysis according to analysis report	—	—	•	•
Evaluation and interpretation of measurement reports	—	—	—	•
Discussion of results and steps to take	•	•	•	•

Alternatively, we adapt the condition analysis to suit your particular needs.

*From OLD to NEW*

# RETROFIT AND OVERHAUL.

## MACHINE OVERHAUL BY GROB

There can be good reasons to modernize an existing machine or system instead of buying a new one. Identifying potential for improvement and successfully integrating new technologies into your company and products calls for an integrated analysis and professional implementation. Our experienced specialists develop suitable solutions for increasing the capacities of your GROB machines and help you decide which is more efficient – an overhaul or a new acquisition.

## OVER 130 OVERHAULS PER YEAR – CARRIED OUT BY EXPERIENCED GROB PROFESSIONALS

With GROB's Service Level Agreement (SLA\*), you can reduce machine downtime to a minimum. With guaranteed response times for our hotline and our express technicians, as well as dispatch standby times for motorized spindles and spare parts, we are on hand immediately.



BEFORE



AFTER



# Your benefits

## INCREASED PERFORMANCE AND PRODUCTION RELIABILITY

- ⊕ Upgrade your machine to state-of-the-art technology to increase your utilization rate and also your machine's availability

## NEEDS-BASED OVERHAUL

- ⊕ We offer you a tailored overhaul based on the actual condition of your machine

## BEST CONDITIONS

- ⊕ We have access to all documentation required to carry out a professional and efficient overhaul. In addition, genuine spare parts can be accessed at any time

## COMPETENCE AND EXPERIENCE

- ⊕ Our technicians with years of experience know what matters. Benefit from this in-depth knowledge for your next machine overhaul

## VALUE RETENTION

- ⊕ A retrofit or an overhaul will help prolong your machine's useful life. As a result, you get more from your investment and retain the value of your machine over the long term

## MANUFACTURING ACCURACY AND RELIABILITY LIKE ON DAY ONE

After a few years, your GROB machine will not deliver the same accuracy and productivity as in the beginning due to wear.

Consequently, you are not far away from the decision to buy a new one. However, there are attractive alternatives for revitalizing your machine.



## Hardware replacement

# PCU RETROFIT.

### PCU REPLACED BY AN INDUSTRIAL PC (IPC)

- + For all GROB machining centers/linear gantries/transfer lines with a SIEMENS control system
- + PCU replaced by an industrial PC (IPC) running with Windows 10
- + Software modified to suit the new system

## Your benefits

- + Significantly less expensive than a complete upgrade from a control system
- + Maximum IT security thanks to the Windows 10 operating system
- + Familiar HMI with improved performance
- + Permits the use of additional software
- + Machine downtime of approx. one day
- + Option: Spare part availability of electrical components or preventive replacement of all critical electrical components



New control and drive components for machines with PowerLine control systems are generally no longer available. Trading in used components is also becoming increasingly competitive. We offer you two possible solutions. Both solutions provide you with a refurbished component in exchange for the defective one.

All components have to pass a thorough function test prior to delivery. You also get an 18-month warranty on the exchanged components.

## GET YOUR GROB MACHINE FIT FOR YEARS TO COME

For little investment, you can increase your IT security and guarantee a supply of spare parts over the long term.





## PCU RETROFIT PROCEDURE

<b>1. Prerequisite</b>	GROB system with SIEMENS control system and PCU50
<b>2. Software review by GROB's specialist department</b>	Retrofit potential identified
<b>3. Quotation / order</b>	<ul style="list-style-type: none"><li>• Fixed price quotation</li><li>• Order placed by the customer</li></ul>
<b>4. Preparation and testing on the GROB test bench</b>	<ul style="list-style-type: none"><li>• Machine-specific software modified</li><li>• Software simulation on the new IPC on the GROB test bench</li></ul>
<b>5. Pre-installation at GROB</b>	Customer software (NC archive) is finally installed on the IPC
<b>6. On-site implementation</b>	PCU/MMC replaced by IPC, duration approx. 1 day

## Option 1

### SPARE PART AVAILABILITY OF ELECTRICAL COMPONENTS

The spare part availability of electrical components option guarantees you a suitable, immediate replacement should any electrical component fail. A scope of critical electrical spare parts to suit your needs is agreed between you and GROB. We guarantee you availability of the spare parts for your selected period, for example 10 years.

- + Securing of spare part availability until 2030, for example, even if discontinued by the manufacturer
- + Fixed and attractive exchange costs for the entire period
- + Spare part delivery within 24 hours \*

\* 24 hours within Europe for orders placed on weekdays before 5 pm .

## Option 2

### PREVENTIVE REPLACEMENT OF ALL CRITICAL ELECTRICAL COMPONENTS

We also offer the preventive replacement of all critical electrical components for all GROB machines.

- + Increased machine availability
- + Reduced machine downtimes
- + Attractive conditions

*For those already thinking about tomorrow today*

# PREVENTIVE MAINTENANCE AND INSPECTION.

## PROFESSIONAL FUNCTION TESTING AND REPLACEMENT OF WEAR PARTS

As part of the annual inspection, our experts determine the actual condition of your machine and **check safety and function-relevant assemblies using our machine-specific checklists**. Possible fault sources can be detected and eliminated in advance before they even become a problem.

It goes without saying that we provide the test equipment required for a thorough inspection as part of our preventive maintenance and inspection service. Thanks to regular inspection and calibration of the test equipment in combination with the many years of experience of our technicians, all GROB inspections yield **meaningful results of high accuracy**.

## THE RIGHT PACKAGE FOR EVERYONE

With GROB's Service Level Agreement (SLA\*), you can reduce machine downtime to a minimum.

With guaranteed response times for our hotline and our express technicians as well as dispatch standby times for motorized spindles and spare parts, we are at hand immediately.

Maintenance and inspection	GROB maintenance agreement	GROB production safety
<b>One-time manufacturer maintenance</b> <ul style="list-style-type: none"> <li>✓ Machine-specific GROB inspection</li> <li>✓ GROB maintenance</li> <li>◦ 5.0 % loyalty discount on spare parts</li> <li>◦ 3.5 % loyalty discount on the hourly service rate</li> <li>◦ Callback within max. 60 minutes</li> <li>◦ Flat rate for remote machine diagnosis</li> <li>◦ Dispatch of a rapid response technician within max. 6 hours</li> <li>◦ Dispatch of in-stock spare parts and motorized spindles within 6 hours</li> <li>◦ Simplified ordering procedures in case of a machine failure</li> </ul>	<b>3 years of manufacturer maintenance</b> <ul style="list-style-type: none"> <li>✓ Machine-specific GROB inspection</li> <li>✓ GROB maintenance</li> <li>⊕ 5.0 % loyalty discount on spare parts</li> <li>◦ 3.5 % loyalty discount on the hourly service rate</li> <li>◦ Callback within max. 60 minutes</li> <li>◦ Flat rate for remote machine diagnosis</li> <li>◦ Dispatch of a rapid response technician within max. 6 hours</li> <li>◦ Dispatch of in-stock spare parts and motorized spindles within 6 hours</li> <li>◦ Simplified ordering procedures in case of a machine failure</li> </ul>	<b>3 years of GROB production safety</b> <small>(GROB maintenance agreement + Service Level Agreement)</small> <ul style="list-style-type: none"> <li>✓ Machine-specific GROB inspection</li> <li>✓ GROB maintenance</li> <li>⊕ 8.5 % loyalty discount on spare parts</li> <li>⊕ 3.5 % loyalty discount on the hourly service rate</li> <li>✓ Callback within max. 60 minutes</li> <li>✓ Flat rate for remote machine diagnosis</li> <li>✓ Dispatch of a rapid response technician within max. 6 hours</li> <li>✓ Dispatch of in-stock spare parts and motorized spindles within 6 hours</li> <li>✓ Simplified ordering procedures in case of a machine failure</li> </ul>

## TESTIMONIAL – Mr. Bernd Kreis, Milling Department Manager at Sii Precision Parts

GROB's service really deserves praise. You are always in good hands, whether there are problems with the machine or with spare parts. They always help you.

”



## MACHINE-SPECIFIC GROB INSPECTION

- + Inspection of:
  - ▶ Safety functions and safeguards
  - ▶ Hydraulic system, lines, pressure setting and tightness
  - ▶ Lubrication, chip conveyor and pneumatic system
  - ▶ Spindle cooling, filter, electrical cabinet fan
  - ▶ Electrical lines, fluid hoses and measuring systems
  - ▶ Linear guides, ball screws, drives of all axes
  - ▶ Pallet changer, tool change group
  - ▶ Additional tool magazine
- + Motorized spindle check:
  - ▶ Geometry: Mandrel position, radial and axial runout
  - ▶ Rotating union
  - ▶ Clamping force measurement

## GROB MAINTENANCE

- + Scope:
  - ▶ Carrying out maintenance measures related to running performance and time
  - ▶ Includes package with original wear parts and professional replacement
- + The wear part package includes:
  - ▶ Additional and bedway wiper
  - ▶ Motorized spindle lip seal
  - ▶ Tool change system brush
  - ▶ Linear encoder filter element

## INDIVIDUAL EXTENSION

- + Maintenance and inspection for your automation solutions by GROB
- + Additional options such as ballbar measurement upon request



*In good hands*

# REPAIR SERVICE.

## Repair service – mechanical systems

As with all our services, you get a one-to-one consultation even before a repair. During this process, we establish whether to carry out your repairs for a fixed price or according to the findings. In the case of the latter, we first examine and assess the components or the assembly. On the basis of these results, you then decide what is to be done and we repair according to your specific requirements, given the material availability, within just one week. For an unscheduled repair, GROB professionals can optionally carry out an express repair on-site.

## Your benefits

- + Time and cost saving through efficient processes and large purchasing volume
- + Warranty of 12/18 months (also possible for the complete assembly)
- + Reliability and quality assurance by qualified personnel
- + Implementation of product improvements
- + Only original spare parts used
- + High spare part availability





## Repair service – electronic systems

Are you experiencing difficulties maintaining electronic components in a swift and reliable manner? Then we are the right partner for you, we consider ourselves a complete solution provider for mechanical and electronic components in the field of repair service as well.

### FOR GROB AND THIRD-PARTY MACHINES

- + Procurement of rebuilt components or repair service
- + Complete function and performance check
- + Over 30,000 different rebuilt items constantly available from stock (SIEMENS, INDRAMAT, HEIDENHAIN, FANUC and BOSCH)
- + Both current and discontinued materials
- + Motors, performance modules, CPU, NCU, etc.

## Your benefits

- + Significant cost benefits with the same reliability
- + Quick and individual processing
- + 18-month warranty
- + Avoidance of compatibility problems or modification measures
- + Express provisioning without additional costs

## YOU'RE IN GOOD HANDS WITH US...

...in the hands of a manufacturer with years of experience and extensive knowledge. No matter whether an individual component, assembly or an entire GROB machining center – our specialists rectify tolerance faults or malfunctions quickly, competently and for a fair price.



*We all know that time is money*

# NON-MACHINING TIME OPTIMIZATION.

## GROB NON-MACHINING TIME OPTIMIZATION STANDS FOR

- + 100 % transparency and manageability
- + You only pay what you save

We earn on every percentage point by which we shorten your cycle time for you. Fair and cooperative. The savings are especially attractive for machining processes with high non-machining times.

## Your benefits

- + Increasing the output quantity: More parts per time
- + Cost savings by reducing the unit costs
- + Saved machining times can be used for preventive maintenance work
- + The cost-benefit ratio can be clearly calculated and is transparent

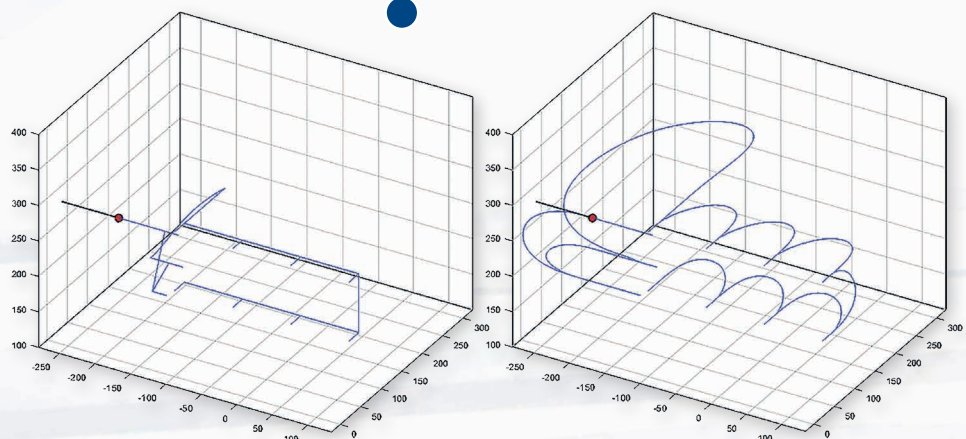
## Requirements

G-Series development stage 5 machining technology with SIEMENS Solution Line, min. software version 2.6

### EXAMPLE

Initial situation: 7.62 seconds non-machining time with conventional programming

- + After optimization non-machining time: 6.39 seconds
- + **Savings: 16 %**





# On target in three steps

## 1. INFORMATION GATHERING

**Let us know if you need assistance with optimization.**

- + For which operation sequence do you require a non-machining time optimization?
- + How many and what part types would you like to optimize?

By means of a GROB parameter file and the trace function on the machine, a custom measurement file called "GTRACE" is created for non-machining time optimization, which is used to assess optimization potential. We also require your NC archives. Of course, the information gathering can also be carried out by a GROB technician.

## 2. DETERMINATION OF THE OPTIMIZATION POTENTIAL

**So that you know how much we can get out for you.**

We then analyze the gathered data and determine your optimization potential. A solid analysis takes time, but it will pay off later for you. When ordering non-machining time optimization, the costs of the analysis will balance out one-to-one according to the number of the various assessments and non-machining time optimizations. At the end of the day, you decide the performance increase to achieve.

## 3. IMPLEMENTATION OF THE NON-MACHINING TIME OPTIMIZATION

**1-2 days per machine, which is worth it.**

Our service includes:

- + NC program optimization
- + Implementation and testing on-site
- + Documentation of the current cycle time for the listed operation procedures

## SAVE TIME AND MONEY WITH THE GROB NON-MACHINING TIME OPTIMIZATION

We can get more out of your machine by improving the performance of the NC axes and by optimizing the motion sequences. As the manufacturer, we know your machine better than anyone else. We can therefore optimize without increasing the wear and without affecting the warranty



*Worldwide throughout the machine service life*

# GROB – GLOBAL AND INTERNATIONAL.

From Bavaria to the world: Since our founding in 1926 in Munich, we as a global, family-managed company have been on a constant growth trajectory developing and manufacturing systems and machine tools. Our customers include the world's leading automotive manufacturers, their suppliers, and renowned companies from the aerospace, mechanical engineering, and other industries. With our production facilities in Germany, Brazil, the USA, China, Italy and India, as well as 14 worldwide service centers and sales branches, we are represented around the globe, ensuring the highest quality.

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