

FELSS

The smarter way of forming.



CONTACT

Our service experts know the answers to your questions and support you with advice and implementation.

Service helpline:	rotary swaging & axial forming T +49 7232 402-222 F +49 7232 402-444	bending & ends processing T +49 8361 9206-555 F +49 8361 9206-920
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Contact times:	Monday–Friday:	8:00 a.m. – 5:00 p.m. <small>(CET/CEST)</small>
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Technical support:	service-support@felss.com
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Orders:	service-orders@felss.com
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www.felss.com

FELSS

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FELSS-SERVICE

www.felss.com

WE KNOW EXACTLY WHAT'S IMPORTANT!

MORE EFFICIENCY THANKS TO THE FELSS-SERVICE BY YOUR SIDE.

The Felss-Group produces machines, manufactures components and develops processes in the field of cold forming. With this experience we know how important good support is.

Our target is to provide the best service in our industry. To achieve this, it is essential to maintain close relationships with our customers.

As a result of this exchange and our decades of expertise, we are always able to provide you the right solutions.

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OUR REQUIREMENT

As your partner it is our mission to offer you individual and customized service.

From classic support in the case of malfunctions to the use of digital services and 24/7 supervision.



CONSULTATION // HELPLINE // FIELD-SERVICE

Our technically qualified & experienced service engineers are pleased to advise you.

- Telephone support
- Individual solutions
- Competent service on site
- Short reaction times
- Process and cycle time analyses
- Machine relocations
- Reliability and predictability



MODERNIZATION // CONVERSION // OVERHAUL

Long-term support for modifications, retrofits and renewals.

- Control system conversions and modifications
- Flexible configuration of lines, machines and stations
- Conversion to new components
- Commissioning and support in the run-up phase
- Automation and machine expansion
- Implementation of online support systems
- Retrofit of Felss-Edge-Device (FED)
- Repairs and reconditioning of components, assemblies and machines at Felss



TOOL SERVICE

Our own tool production ensures reliable deliveries.

- Original parts in manufacturer quality
- Quick delivery of sister tools
- Tool preparation
- Component-specific adaption of tools



REPLACEMENT AND WEAR PARTS

We supply all wear and spare parts for our machines.

- Individual consultation and provision of machine-specific wear and spare parts
- High degree of availability and quick delivery
- Supply of original parts over many years (often more than the usual minimum duration of 10 years)



SERVICE AGREEMENTS

With our modular service level agreements, we respond flexibly to your requirements.

- Service agreements can be combined in modules
- Inspections
- Maintenance
- Agreed response time
- 24/7 on-call service
- ...



DIGITAL SERVICES

As innovator in the field of cold forming, the Felss-Service also offers you advanced digital solutions for industry 4.0.

- Felss-Remote-Support
- Felss-Smart-Glasses
- Felss-Smart-Tool-Management
- Felss-Smart-Spline



TRAINING

We offer you customized trainings and seminars.

- Technology and processes
- Process optimization
- Machine operation
- Inspection and maintenance

