

OPERATION

Would you like straightforward production with minimal down times and high availability? Don't leave anything to chance – ensure your machines are well maintained. You won't just be producing at the highest level; you will also extend the lifespan of your machines. Another point that should never be underestimated: a well maintained or overhauled machine is simply more fun to use – because it runs reliable, it's easier for you to carry out your work.

Get the most out of your machine with Care360 Operation.

EDUCATION

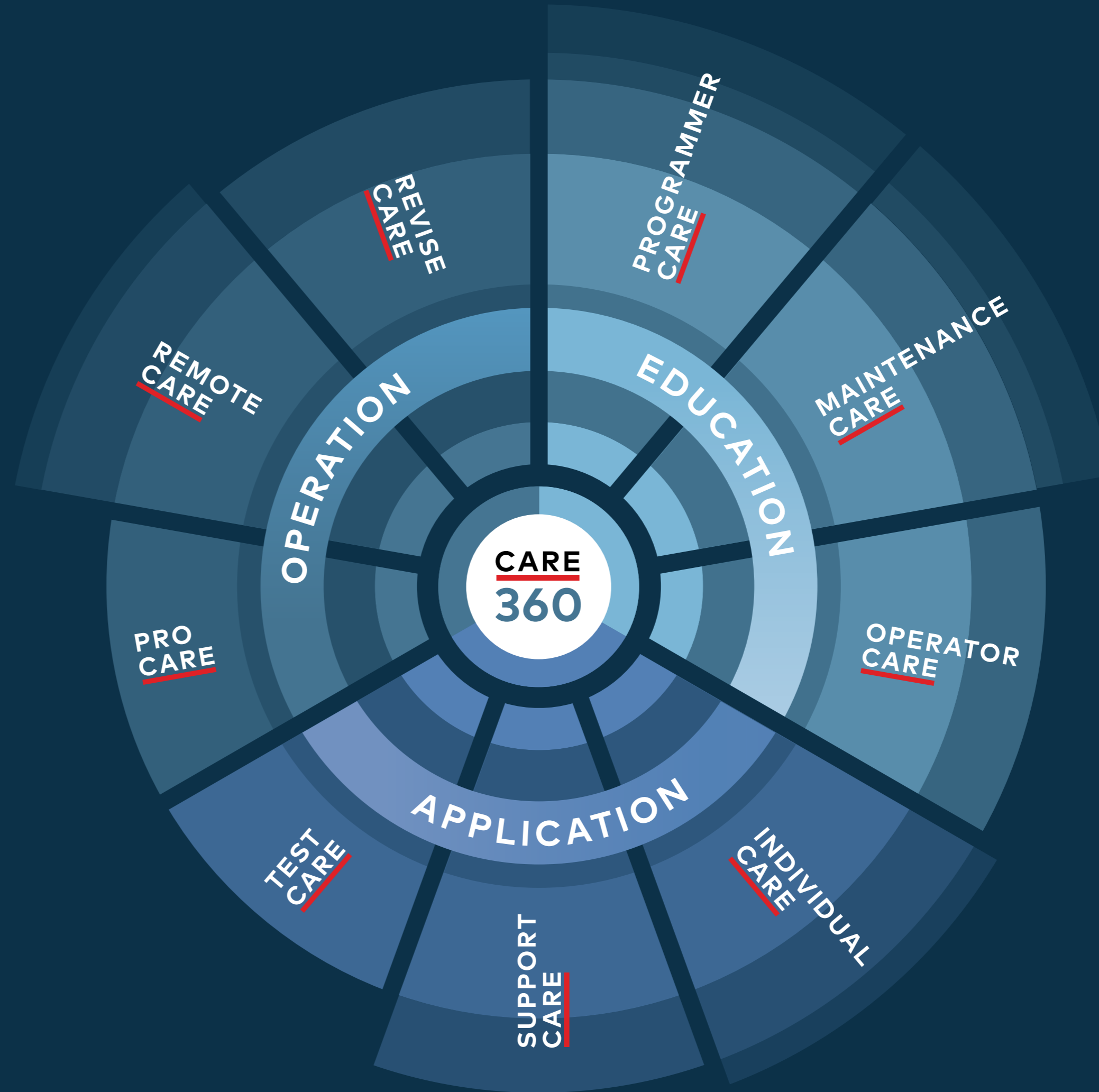
Training in mechanical engineering is more important than ever. The required tasks are multi-purpose and the responsibilities of machine operators, engineers and software designers are increasingly merging. **Our Education programmes provide knowledge at the highest level.**

Solid training of your staff is a decisive market factor, particularly in times of labour shortages and digitalisation. From programming and operation to minimised downtimes through to complex maintenance work, you get customised courses to take you to a next level.

APPLICATION

Our AppliCare package gives you access to our expertise, based on over half a century's experience. **You get support from our experts who know all the Agathon machines from back to front** and can answer all your questions regarding application techniques, grinding trials, support for development or support and optimisation of existing processes – and much more.

We will always find a way and come up with a solution that will help you achieve greater value and ultimately save costs.



**CARE360 – SERVICES
FOR YOUR SUCCESS**

Agathon not only offers you machines that make your day-to-day work easier – but also services with which you can easily reach your goals.



OPERATION

PRO CARE

Are you looking to achieve high productivity and a reliable production with predictable maintenance costs? Then switch to ProCare.

We will inspect your Agathon machine for a fixed price at yearly maintenance intervals.

OUR JOB

- We log the machine condition.
- We measure and check the machine geometry.
- On request we can perform an annual back-up of the machine data and store it in the Agathon archive.

YOUR BENEFITS

- You keep unexpected downtimes low and productivity levels high.
- Our professional maintenance relive your resources.
- The costs can be considered in your budget.
- You avoid investment backlogs.
- You get spare parts at a preferential price.
- We give you detailed action plans.

You can also add our optional ExtendCare to your subscription: our warranty extension for a worry-free operation, years after the expiry of the warranty – up to a maximum of six years from commissioning.

REMOTE CARE

Rapid diagnosis and problem solving with remote maintenance. This service aims at users of machine generations from the 400 series and AGC+5. In case of need, we will help you resume production and initiate further steps for complete and fast resolution of the problem. If you need an Agathon specialist on site, we will schedule them as a priority.

We recommend that you subscribe to the extended remote support:

HOW YOU BENEFIT

- Wider availability of the diagnosis service: Monday to Friday from 6 am to 8 pm (CET).
- Reliable support with the familiar Agathon quality for longer consultation times.

YOUR BENEFITS

- Remote maintenance by professional Agathon diagnosis technicians.
- Reduction of downtime and increase in machine availability.

REVISE CARE

A machine overhaul makes sense, and not just from an economic point of view. **The operators get their familiar machine back as good as new and can pick up working where they left off.** In the Agathon workshop, our specialists dismantle the machine into its components and reassemble it with new mechanical components. This extends the lifespan of the machine by about five years. Our ReviseCare packages are aiming at users of machine generations of the 400 series and subsequent generations.

YOUR BENEFITS

- You receive an almost new machine back and can continue to work with it, as before.
- You lower your maintenance costs.
- You improve machine availability.
- The warranty period is renewed.
- There is no need for training or new staff.



EDUCATION

PROGRAMMER CARE

We will show you the features you should be looking out for in your Agathon machine and how to operate programs. Depending on your previous knowledge, after the training you will be able to program all the geometries yourself. Even users with plenty of experience benefit from tips, hacks and tricks. However, to get the most out of the course, we recommend training at Agathon's premises in Bellach.

YOU WILL LEARN

- To read and understand programs.
- To program complex geometries independently.

YOUR BENEFITS

- No downtime in night shifts as operators can act independently.
- Rapid, independent problem analysis.
- You reduce cycle times and increase production times.
- Expertise is preserved within the company.
- You will be able to solve problems efficiently, and quickly get the machine back into production mode.

MAINTENANCE CARE

After this course you will be able to carry out error analysis and to recognise and rectify mechanical and electric defects. You will also be able to carry out service and maintenance work on your own.

YOU WILL LEARN

- Basic knowledge of the mechanical structure.
- To be familiar with the required maintenance work.
- Gain enhanced understanding of the geometry, mechanics and structure.
- To understand the directions of remote support technicians.
- A basic knowledge of control systems.
- To become familiar with all internal and external devices.
- To recognise and rectify electrical and motor-related defects.
- To back up data.

YOUR BENEFITS

- You will be able to carry out maintenance work, diagnosis and repairs – fast and independently.
- You will reduce downtimes.
- You will be able to exchange components – fast and independently.

TARGET GROUP

Maintenance technicians with basic mechanical and/or electrical knowledge.

OPERATOR CARE

In this training module, you'll learn how to operate the machine safely and find out all about the teach-in process. Advanced machine operators will discover ways of optimising their processes and learn how to setup the different clamping techniques (Shift-B1, B3, HSK). Of course, we will also focus closely on your specific problems and requirements.

YOU WILL LEARN

- The safe operation of the machine.
- How to set up the machine more quickly.
- How to change over more quickly.
- To fix faults more quickly.

YOUR BENEFITS

- Shorter downtime whilst setting.
- Process-reliable handling of work pieces.
- Less rejects.



APPLICATION

TEST CARE

TestCare is the solution for grinding tests and the optimisation of your processes.

Our grinding lab includes all AGC+5 Agathon machines. That means our application technicians get the most out of your workpieces. We have over 50 different grinding wheels and many clamping and dressing tools.

TestCare covers a maximum work period of five days.

YOUR BENEFITS

- Process developments and optimisation.
- Know-how on how to grind a new workpiece.
- New customers, as you will be able to offer new products faster.
- Quicker industrialisation of new products in your production.

YOU RECEIVE

- A cycle time study.
- Process development for the work piece.
- A test of the process with inspection pieces.
- A report on the tools used.
- A written, tested program.

SUPPORT CARE

Is it optimising grinding programs, a specific application issue, or an absent programmer – **our experienced application technicians can help with all your questions online, on the phone or by email.**

YOUR BENEFITS

- Our application technicians have years of experience.
- 40 hours support per year.
- You will rapidly receive solutions for your problems, which will increase your productivity.
- Ideas for new products will be implemented more quickly.

INDIVIDUAL CARE

Would you like optimised processes and an onsite assistance/training of your operators, to improve your set-up and production times? Would you like fresh input for more efficient grinding? Or do you need support in programming new pieces?

IndividualCare focuses on the questions that matter to you and is charged by the hour (min. four hours). We would be happy to prepare a tailor fit quote for you.

YOUR BENEFITS

- You receive solutions tailored to your requirements.
- Knowledge enlargement for operators.
- You reduce your costs and increase profitability.

More details about our Care360 services can be found at www.agathon.ch/en/care360



Our diagnostic engineers are available **Monday to Friday 8:00 am to 4:30 pm (CET).**

AGATHON