

best in service

LiSEC

Services

From machine installations to modernization of existing systems, we offer a wide range of services, and stay on your side as a competent and reliable partner throughout the entire life cycle of your systems. Whether you need a customized training program, detailed machine inspections, online support, spare parts or upgrades – the LiSEC service team will take care of it.



Facts & figures:

- 160 service engineers worldwide
- 6 global hubs with branch offices
- Service for around 390 different machine types
- Approx. 4,700 customer locations in over 100 countries worldwide
- The largest global service network in the glass industry
- One-of-a-kind in the industry:
Competence through operators' know-how

Service Products

- Online Support
- Hotline
- Service / Maintenance
- Training
- Long Life
- Spare parts
- Installation
- Repairs



Online Support (HOT)

SUN 22:00 - FRI 21:00 (CET) | Phone: +43-7477 405-5701 | Mail: tbe.service@lisec.com

Emergency contact for urgent issues outside our working hours:

SAT 6:00 - 22:00 (CET) | SUN 6:00 - 22:00 (CET) | Phone: +43-7477 405-5701

Advantages:

- Cost and time savings thanks to immediate assistance in case of downtimes
- 24/5 and standby support on weekends and holidays
- Increased system availability
- Transparency with the performed work
- Better preparation for on-site service calls
- Remote access is subject to explicit approval and monitoring by the customer

Phone: +43-7477 405-5701
E-Mail: tbe.service@lisec.com

Services:

- Telephone support with a direct data connection to your LiSEC systems for immediate and targeted diagnostics and troubleshooting
- Pre-installed access software with multilevel security processes on all new machines with connectivity capabilities



Live Support System LiSEC.eye

Digital service support for your company

With LiSEC.eye you secure an additional advantage in online support. This digital solution visually supports your employees in finding solutions at your company.

Apple



Google



Video LiSEC.eye



Inspection and Maintenance (STS)

Preventative maintenance provides you with high system availability, production output remains at the desired level and unexpected downtimes are avoided.

Advantages:

- Higher production reliability
- Stable production output
- Less downtimes
- Improved processing quality
- Improved planning due to regular service
- Extended service life
- Maintains the value of your system
- Exact report on the machine
- Desired/preferred dates possible

Phone: +43-7477 405-0
E-Mail: service.austria@lisec.com

Services:

- Extensive inspection
- Documenting services and repairs
- Analysis of required spare parts
- Optimising parameter settings and recipes
- Functional check of safety systems
- Detailed documentation of machine condition

Avoid breakdowns

During regular inspections, settings are verified and repairs get done. Using maintenance checklists, our technicians and our maintenance personnel prevent potential disruptions and precisely document the machine condition.

Avoid emergency repairs

Scheduling inspections early allows coordinating them with downtimes and maintenance in other production areas. Scheduled service calls are more cost-effective than „emergency repairs“, where time pressure necessitates special measures that rack up unplanned additional costs.

Avoid unplanned production downtimes

Periodic inspections identify which parts need to be replaced urgently and which have to be available until the next routine maintenance, thus preventing any unforeseen loss of production. As additional advantage, regular maintenance of new systems also retains the entitlement to full warranty.

Stay in control

The extensive documentation of required spare parts as well as completed repairs and adjustments gives you an overview of the current state of your machines and allows you to plan ahead.

Training

Correct usage and maintenance of your LiSEC systems are the basic prerequisite for flawless operation and contribute significantly to a consistently high product quality. In addition, the service life of your LiSEC systems increases considerably.

According to our motto „Best in Training“, we therefore offer tailor-made training for you and your employees at our location in Seitenstetten. State-of-the-art equipment and software solutions provide the fastest, most efficient introduction into machine technology. It is also possible to carry out training on your own machines in our factory before they are delivered to you.

Our seminar rooms allow combining theoretical knowledge with practical exercises.

The advantages of a training programme:

- Full production output is more quickly achieved
- Higher machine availability
- Increased product quality
- Increased skills of the operating personnel
- Increased technological expertise of your employees
- Training programmes tailored to meet your exact requirements
- Increased employee motivation

Phone: +43-7477 405-0

E-Mail: training@liseccom



Good planning is key

The LiSEC training program includes many different machine and software training courses. Details of the training content can be found on our website at: www.liseccom/service/training/

Service/Training

We offer personalized trainings for operators or maintenance personnel on request.

Long Life

Electrical components generally have a shorter life cycle than mechanical components. Systematic upgrades can increase the lifetime of many plants - Longlife.

The Longlife department provides modifications beyond the usual spare part range, such as PC upgrades, drive retrofitting and similar modifications.

Replacing outdated components and enhancing the machine with new, modern technology brings existing plants back up to date. The advantage for the plant operator is the lower cost of modernizing an existing plant compared to the purchase of equivalent new equipment. The solid basic components of the machine remain unchanged.

Advantages:

- Ensuring spare part availability through sustainable modifications with serial parts
- Upgrade to the latest program versions still maintained by LiSEC
- Retrofitting of product developments, based on the series machines
- Advice on possible retrofits
- Advice on obsolete components and resulting conversions

Phone: +43-7477 405-0

E-Mail: sales@lisec.com



Spare parts (SWP)

We supply you with spare parts for all LiSEC systems and guarantee the availability of spare parts or equivalents for at least 10 years. With this comprehensive service package, you are best equipped in case of an emergency.

Advantages:

- Fast support provided by top specialists from LiSEC
- Worldwide spare parts supply
- Fast transmission of software updates
- Worldwide warehouse and logistics network for fast response times and a comprehensive spare parts supply
- Availability of spare parts for older machines

Phone: +43-7477 405-5703

E-Mail: spareparts.austria@lisec.com

Delivery times:

- Economy: within 5 working days (MON - FRI)*
- Express: within 1 working day (MON - FRI)*
- Saturday deliveries and special transport available on request*



* Warehouse availability required. This does not include items that must be programmed, processed or tested. Valid within the European Union. There may be delays with third countries due to customs procedures.

Installation (IPM)

Customised system planning.

LiSEC places great importance on comprehensive personal consultation and customer support. From the first inquiry through to the commissioning of your system, the project management ensures the efficient coordination of the processes.

All components are already pre-assembled at LiSEC. This expedites the final assembly in your production, which saves you time and additional costs. We make sure that everything runs. On request, we also offer assembly support, then a start-up team from LiSEC stays with you after the commissioning to provide you with expertise and practical experience in record time.

The advantages of meticulous planning:

- Personal consultation with a contact partner for you
- Everything from a single source
- Improved processes
- Planning and representation in 3D perspective view

Phone: +43-7477 405-0

E-Mail: coordination@liseccom



Repairs

With the globally largest service network with more than 160 service technicians we are able to respond to customer requests as fast as possible in order to carry out repairs. By that, we can eliminate possible standstills as fast as possible to ensure the productivity of the machines. Due to comprehensive and intensive training courses of our service technicians we are able to guarantee the quality of the services world-wide.

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E-Mail: service.austria@liseccom

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