

Gleason



Gleason

Global Services

Service Support Solutions



THE
TOTAL GEAR
SOLUTIONS
PROVIDER



Gleason

Global Services

**We keep you in motion
with Service Solutions**

Worldwide Service & Parts Capabilities:



- ✓ 250 Service Professionals
- ✓ ● 30 Field Service Offices

- ✓ □ 8 Regional Stock Locations
- ✓ Serving Customers in 50 Countries

24/7 Anywhere, all the time, around the clock. Visit www.gleason.com/services to find out how Gleason Global Services (GGS) can keep you a step ahead of the competition.



Comprehensive Services

Geographic proximity to our customers is key in providing timely and personalized service and support. As the industry leader in gear cutting tools and equipment, with a manufacturing presence on three continents, sales and service representatives serving over 50 countries, and a growing number of regional Technical Support Centers, Gleason capabilities are far-reaching. Our broad-based infrastructure and strong world-wide presence place us in a unique position to be able to effectively respond to our customers' service needs with "Total Service Solutions". As a result, we are able to meet and exceed our customers' expectations with the highest quality service, delivered in the shortest possible time.

Better yet, as the OEM we can customize a Services package designed to address the specific requirements of your machine installation, and to ultimately optimize the performance of your equipment. These Services can range from spare and repair parts support, to wide-range of service programs, to the complete upgrade and modernization of any Gleason machine.

Find out how the Gleason Service and Support Team can help meet your objectives for higher machine performance, and a better bottom line.



The Gleason Advantage

- ✓ **Support** 250 service professionals serving over 50 countries.
- ✓ **Service Parts** Rapid deployment from 8 global stock locations.
- ✓ **Training** Industry's largest array of training programs available to support customers globally.
- ✓ **Service Programs** Available in a variety of customized levels.
- ✓ **Application Development** Solutions to optimize processes.
- ✓ **Equipment Upgrades** Comprehensive solutions to lower total cost of ownership.
- ✓ **Remote Services** Designed for rapid response anywhere, anytime.
- ✓ **24 Hours, 7 Days Per week** After-hours coverage to keep Gleason machines up and running.



Parts

The Gleason Customer Service and Support Team focuses its efforts every day on reducing costly machine downtime to the shortest period possible. That's why we offer, in stock and available for delivery today, thousands of new, made-to-print OEM quality parts for all current Gleason, Gleason-Pfauter, Gleason-Hurth and Gleason-M&M machines. We also carry a select inventory of parts for many older Gleason machines. Compare the advantages of ordering your spare and repair parts direct from Gleason.

- **Precision Parts:** All parts are made to the latest engineering print tolerances and specifications, ensuring precise “fit, form and function” of each and every part.
- **Expert Assistance:** Highly experienced Gleason service help ensure that correct parts are identified, specified and ordered the first time.
- **Global inventories, 24/7 Parts and Service Hotline,** and a streamlined order entry and fulfillment system ensure the fastest possible delivery on a greater number of readily available parts – many available for delivery in 24 hours or less.

Even rent the tools:

For some special or infrequent maintenance and repairs, it is more economical to rent tools from Gleason Global Services rather than buy them.





Training

Advanced new technologies, tougher customer standards and leaner organizations make it imperative that your operators and maintenance staff reach their full potential by acquiring all the necessary skills and knowledge to get the most out of your Gleason machines.

The Gleason Training Team works with your staff to ensure a fast, comprehensive ramp-up of skills and capabilities for every new machine. Classroom and hands-on training can take place in a variety of stages, at a Gleason facility and/or at the customer's location, and involving a wide range of operation and maintenance issues. Customized training packages can be designed and implemented to meet the special requirements of any customer and facility.



Gleason Training offers a wide variety of training courses on bevel, cylindrical gear, and gear metrology topics. These courses cover the range from helping our customers understand the basics of gearing to applying the sophisticated software tools needed to solve strength or noise problems.

Visit www.gleason.com/services to find out what courses are available.

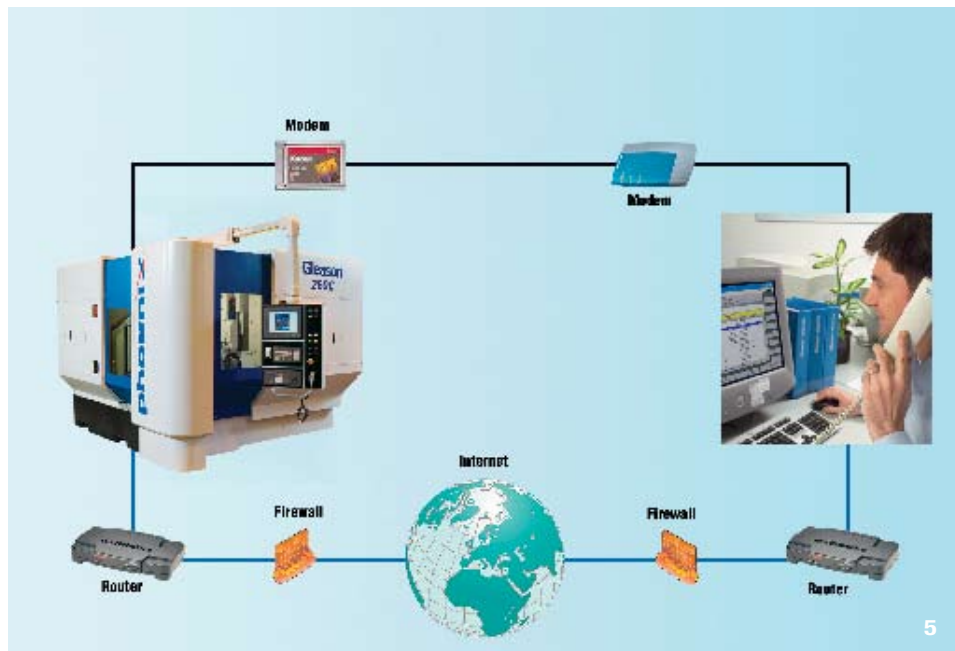


Remote Diagnostics

Machine downtime can cause costly production delays until a service specialist arrives and accurately diagnoses a problem. Remote Service Technologies are used to identify, diagnose, repair and monitor products in order to detect problems and minimize costs due to downtime.

Remote Connection: Secure remote connections enable Gleason Service specialists to see a live view of your machine's computer. This allows them to view hardware status, maintain software, use diagnostic tools, and communicate with your operators from anywhere in the world.

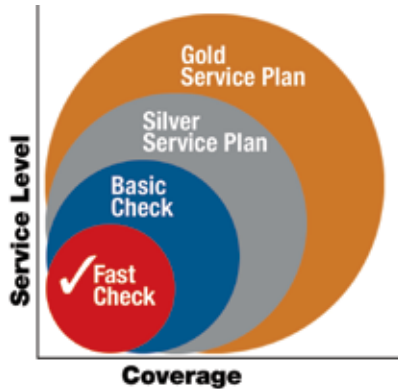
Remote Diagnostics: Advanced remote diagnostics tools give Gleason Service specialists the ability to test and observe your machine's behavior and performance. Faulty hardware & software components can be identified and in many cases corrected.





Service Programs

Protect your investment with Service Programs from Gleason Global Services. Flexible service coverage options are available to help ensure your machines meet reliability and performance expectations. By choosing a **Basic, Silver, Gold** Preventative Maintenance option,



Extended Warranty or Fast Check Inspection you will help guarantee machine uptime and return on your investment. Regularly scheduled maintenance or inspections are performed by Factory Trained Service Technician and presented with a detailed report at completion of service.

Service Program Advantages

- ✓ Regular Inspections
- ✓ Minimize Downtime
- ✓ Cost Control to positively impact your Annual Budget
- ✓ Extended Life of your Machine
- ✓ Highest Operational Security
- ✓ Lower Total Cost of Ownership

Options:

Application Check

- ✓ Our experienced service engineers 'audit' the machine and offer valuable insight into optimizing the process.



Laser Check

- ✓ We use precision laser instrumentation and the QM system to conduct a thorough examination to improve accuracies and repeatability.



E-Check

- ✓ Electrical safety issues are identified and addressed after maintenance.



Consumables Package

- ✓ Wear and spare parts are installed as needed.



Calibration of Gear Inspection System

- ✓ Ensuring that inspection systems are meeting the latest ISO standards for test and calibration laboratories and the QM system.



Data Backup

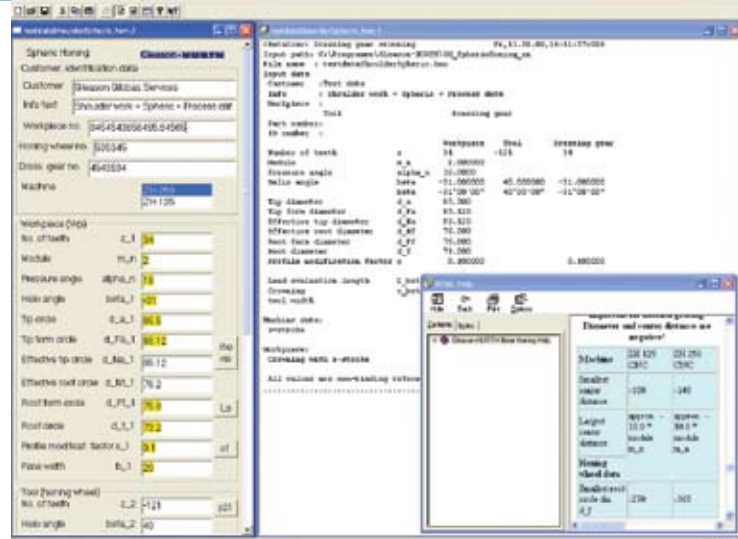
- ✓ Critical data from the entire PM process is archived on Gleason servers and provided to customer on CD-ROM.





Application Development

Our application know-how gives you custom-tailored results and solutions to complex production tasks for Gleason machines. The expertise of the workforce constitutes a core competency of Gleason. Our engineers combine expertise in gear design, manufacturing, processing, testing, assembly and solving field problems. Gleason offers the complete package. We design and evaluate gears using Gleason software such as Tooth Contact Analysis [TCA], Under Cut Study, Finite Element Analysis, [FEA] and 3-D flank from Generation.



Gleason Application Software

Calculating and optimizing the process data facilitates the task of setting up the machine and helps to avoid incorrect input data.



Equipment Upgrades

Few companies today can remain competitive by operating gear-making machines below their peak efficiencies. Some companies keep pace by continuously making the investment in new machines and the latest technology. Others opt for the next best thing: working with the Gleason Service and Support team to ensure that their existing Gleason equipment is always operating at its original, like-new level. Only Gleason offers:

Machine Upgrade Programs

The performance, reliability and efficiency of most existing Gleason machines can be significantly improved through an upgrade program that includes the right combination of the latest CNC controls, assemblies, work spindles, tooling, and new processes.

Recontrol, Retrofit, Rebuild

Upgrade controllers and software to current technology.

Complete Rebuilding, Remanufacturing

Gleason technicians have the experience and tools to return your existing machines to “like new” condition and long-term performance. Depending on the scope of the project, the work can be done either on-site or at a Gleason manufacturing site.

Visit www.gleason.com/services for more details.



Get Started Today!

Scan and e-mail us: service@gleason.com

Contact me about:

- Fast Check Programs
- Basic Service Programs
- Silver Service Programs
- Gold Service Programs
- Extended Service Programs
- Remote Services

- Machine Upgrades
- Hardware/Software Upgrades
- Refurbishment
- Spindle Service
- Relocations
- Calibration Services
- Tools

- Spare Parts Packages
- Training and Gear School Courses
- 24/7 Support
- Energy Consultation
- Application Engineering Services
- Process/Productivity Improvements

Other _____

Name _____

Title _____

Company _____

Address _____

City _____ State _____

Zip Code _____ Country _____

Phone _____ Fax _____

Email _____

Gleason Field Service Offices

Argentina

Buenos Aires
Tel. +54 11 4521 2001

Australia

Parramatta
Tel. +61 2 963 347 99

Brazil

Sao Paulo (SP)
Tel. +55 11 3673 3844

China

Beijing
Tel. +86 10 5979 9907

Jiangsu (Suzhou)
Tel. +86 512 6271 8767

Czech & Slovak Republic

Brno
Tel. +420 5 111 204 90

Finland

Vantaa
Tel: +358 989 551

France

Roissy CDG Cedex (Paris)
Tel: +33 (0)1 493 890 00

Germany

Kassel
Tel: +49 (0)561 31 09 96 0

Ludwigsburg
Tel: +49 (0)7141 404 0

Munich
Tel: +49 (0)89 35401 0

India
Bangalore
Tel: +91 802 852 4376

Mumbai
Tel: +91 222 836 2354

New Delhi
Tel: +91 115 544 1803

Italy

Bologna
Tel: +39 05 135 196 11

Japan
Tokyo
Tel: +81 (0)3 5560 2801

Nagoya
Tel: +81 (0)6 2804 7211

Osaka
Tel: +81 (0)6 6202 4111

Mexico

Mexico, D.F.
Tel: +52 5277 5545

Queretaro, Qro
Tel: +52 442 2189 340

South Korea

Seoul
Tel. +82 2 210 405 00

Kyunggi
Tel. +82 31 387 2961

Spain

Barcelona
Tel. +34 93 24 564 07

Switzerland

Studen
Tel. +41 (0)32 3 66 61 71

Sweden

Vasteras
Tel. +46 21 12 94 10

Taiwan

Taipei
Tel: +886 2 277 231 35

United Kingdom

Plymouth, England
Tel: +44 (0)1752 724 424

United States

Rochester, NY
Tel: 800 765 6525

Dayton, OH
Tel: 800 765 6525

Farmington Hills, MI
Tel: 800 765 6525