

Technical News Bulletin

Steinhausen, April 2020



Emhart Repair Process

- Customers offered the service of repairing select high value items.
- Saving money and resources by repairing a used item instead of buying new.
- A complete up to date list of repair items, can be inquired anytime.

Introduction

Bucher Emhart Glass offers customers the service of repairing select high value items. For customers, this means they can save money and resources by repairing a used item instead of having to buy new.

TNB Update February 2020

Based on past years' experience with this service, Emhart will now adjust some aspects which are specified in this revision of this TNB.

Emhart has revised the list of "individual repair" items.

- You can find a list of items, for which "individual repair" service is available, in this document below.
 - For several items, previously handled as "pool repairs", now an "individual repair" service is available.
 - An up to date full list of repair items, can be inquired anytime.
 - Customers can propose new repair items to this list.
- Emhart will charge a handling fee for repairs, to cover the efforts for handling and administration.
- Mechanical repairs will be provided as far as possible by Ergon Meccanica s.r.l.

Emhart will no longer provide "Pool repair"

- Emhart will discontinue this service.
Due to quality improvements very few used this service. An upgrade to a newer, improved version is favorable, while the success rate of repairing old units (e.g. regarding lifetime after repair) was not satisfactory.
- As long as there is stock of repaired units available, these will be sold on a first come first served basis.

Age limitation for repairs

- Repairs will only be offered for items if their age is a **maximum of 8 years or below**.

General Information:

Individual Repairs

With “*Individual Repairs*” a returned item will be inspected regarding viability / cost-effectiveness of a repair. If repairing the item seems feasible at reasonable cost, a cost estimate for repair will be submitted to customers. Upon order, the repair will be executed and the repaired item will be returned to the customer.

The received item and the respective serial number are followed up through the repair process to ensure that the very same but renewed/repaired item is returned to the customer.

If it turns out, that the returned item cannot be repaired, the item can be scrapped at the site of inspection.

Pool Repairs

“*Pool repair*” items declared as such were exchanged with previously repaired items out of a pool. All pool repair items had a defined price.

Item numbers

The item number of all repair items follows a simple logic. The letters –RS are added as a suffix to the original item number.

Warranty

All repairs, no matter if pool or individual, are performed by the original supplier. The warranty time is 6 months.

Age Limitation for Repairs

Due to life-limiting components or due to general age limitations, some repair items can only be repaired if the age limit is not exceeded. The manufacturing date is either specifically declared or can be read from the serial number.

Serial numbers

Please be aware that the serial number is necessary in any case.

FPS Valves: The first two digits show the year and next two digits show the manufacturing month. The serial number SN: 07-09003 means for example that the valve was produced in September 2007 (07-09XXX).

Motor and Drives: Either a date of production is clearly recognizable or the date is integrated into the first part of the serial number. Having the serial number S./N.:201504081100000 means for example that the item was produced in 2015 April 08 (20150408xxxxxxx).

Table 1: List of presently available “individual repairs”, subject to future change

New Item No	Repaired Item No.	Item Desc
379-1166	379-1166-RS	INDUSTRIAL PC
59-26577	59-26577-RS	COMPUTER, PLC RECOND
59-27114	59-27114-RS	MASTER CONTROLLER RECOND.
59-27115	59-27115-RS	CONTROL BOX RECOND.
59-27116	59-27116-RS	MOTOR CONTROLLER RECOND
59-27183	59-27183-RS	I/O BOX RECOND
59-27284	59-27284-RS	MASTER48 REPAIRED
59-27285	59-27285-RS	MOTOR CONTROLLER RECOND
59-27342	59-27342-RS	LED DISPLAY
601-10520	601-10520-RS	DRIVE JM-D203 RECOND
601-10847	601-10847-RS	DRIVE
601-10848	601-10848-RS	DRIVE
601-11128	601-11128-RS	INDUSTRIAL PC
601-20011	601-20011-RS	SECTION CTRL W/O FPS, RECOND
601-20012	601-20012-RS	SECTION CONTROLLER, RECOND
601-20013	601-20013-RS	MACHINE CONTROLLER RECOND
601-20014	601-20014-RS	IN/OUTPUT MODULE RECOND
601-20015	601-20015-RS	INDUSTRIAL PC, RECOND
601-20067	601-20067-RS	WHC CTRL CPU MODULE RECOND
601-20070	601-20070-RS	SECT. CONTROLL SIS RECOND
601-20071	601-20071-RS	OUTPUT CARD SIS CTRL RECOND
601-20077	601-20077-RS	INDUSTIAL TYPE PC RECOND
601-20106	601-20106-RS	FLEX PAD
601-30013	601-30013-RS	SECTION INTERFACE CARD RECOND
603-10016	603-10016-RS	COMPUTER
603-10167	603-10167-RS	MEASURING HEAD TCS RECOND
603-10171	603-10171-RS	JUNCTION BOX COMPLETE TCS
603-10183	603-10183-RS	HAND HELD TERM.TCS RECOND

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