



**Industrial** Tools

**ADU & éVo  
Service Solutions**

Smart Start  
Production Boost  
Tool Care



**More Than Productivity**



# ADU & éVo Service solutions



## SMART START



**Start-up & Commissioning**



**Smart Training**  
Setup, operate, inspect, clean & minor maintenance




## PRODUCTION BOOST



**On-site technician**  
Technical support, optimisation



**Smart-Part**  
Spare parts management



**Certification Training**  
Cutting tools basics  
Maintenance & troubleshooting



**Retro-fit**  
Reconfigure tools for new applications

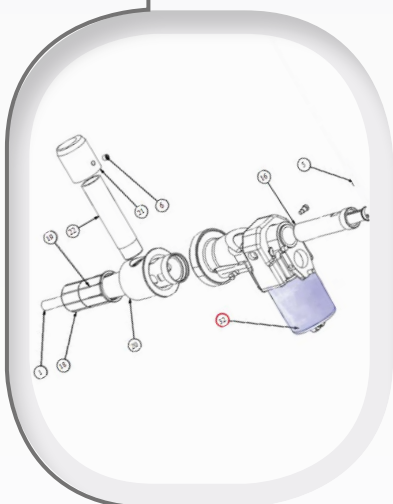


GET THE FULL POTENTIAL OF SETITEC SE

# A complete and flexible offer to suit your needs



## TOOL CARE



### REACTIVE SOLUTIONS



**Fixed price repairs**  
with warranty



**Service Link**  
Online Spare parts support



### PROACTIVE SOLUTIONS



**Basic Care**  
Preventive Maintenance



**Smart Care**  
Preventive Maintenance & Repair



**Peace of Mind**  
Includes Smart Care, On-site tech support, Smart-Part & KPI



SERVICES TO MAXIMIZE YOUR PRODUCTIVITY



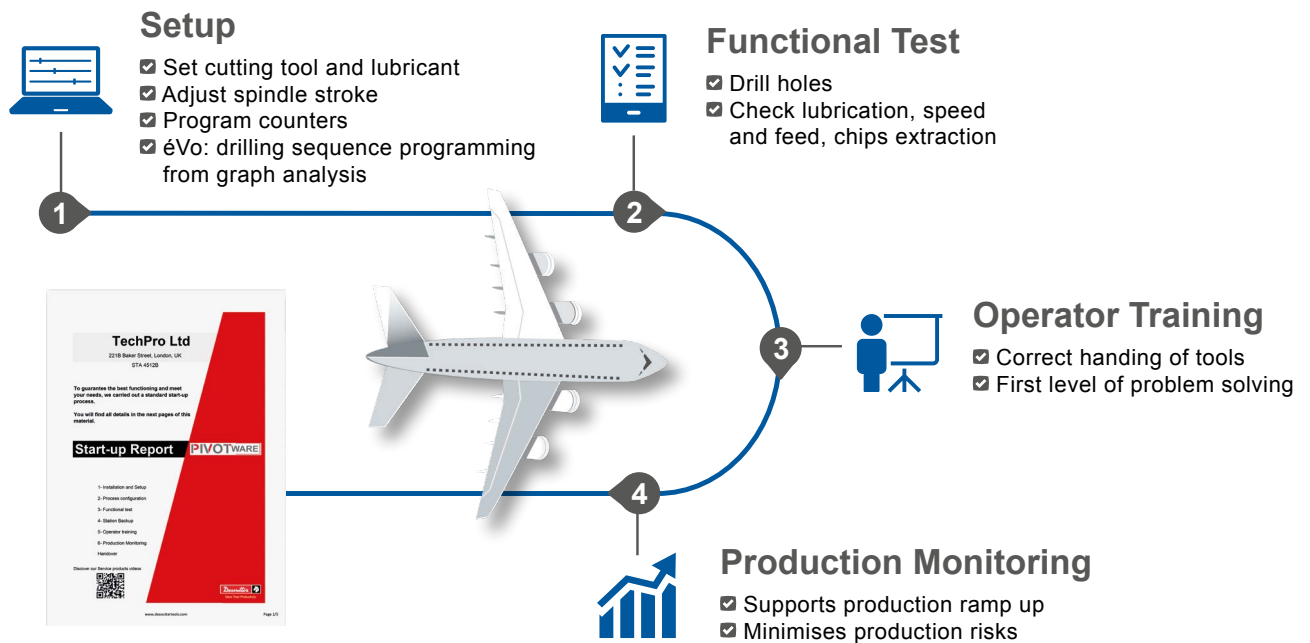
## SMART START

Smart Training



## Start-up & Commissioning

### A standard process



### A detailed report

Nothing is forgotten!



### Benefits

- ✓ Fast and right first time
- ✓ Maintain equipment warranty
- ✓ Avoids delays in Start Of Production







# SMART START

Start-up & Commissioning



## Smart Training

After smart training, the trainee will be able to:

- Change cutting tools
- Adjust spindle stroke
- Adjust lubrication
- Run the external cleaning
- Run “health check” test
- Program basic drilling sequence (éVo)



### Benefits

- ✓ Smart Training allows the customer to take 1st level responsibility for cleaning and operating the tools



## PRODUCTION BOOST

- Certification training
- Retro-fit



### On-site technician

#### Fast and flexible support

- Provides technical support
- Solves problems
- Trains and coaches
- Looks after Smart-Part management

#### Benefits

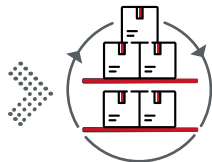
- ✓ On-site presence will allow the best reactivity in case of problem
- ✓ By coaching, training and support, on-site technician can increase uptime and extend tool life



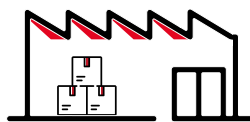
### Smart-Part

#### Optimised spare part stock

- Tools fleet
- Usage
- Consumption
- Lead times



The right stock is calculated and regularly optimised



Stock is held on site



Customers pay for what they use

#### Benefits

- ✓ Spare parts held on site: short Turn Around Time
- ✓ Only pay for what you use
- ✓ The stock is continuously adapted to match the need, based on your fleet, usage, applications...
- ✓ You will not be left with obsolete spare parts





# PRODUCTION BOOST

- On-site technician
- Smart-Part



## Certification training

**Certification covers maintenance and troubleshooting**



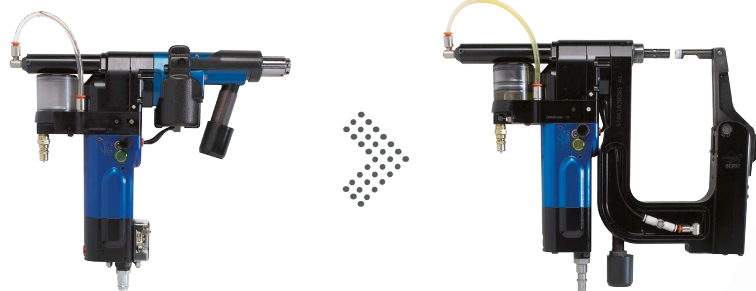
### Benefits

- ✓ Allows the customer to take 1<sup>st</sup> level responsibility to maintain and troubleshoot the fleet of tools
- ✓ Greater customer ownership



## Retro-fit

**Reconfigure existing tools for new applications**



### Benefits

- ✓ No need to invest in new tools



## TOOL CARE

REACTIVE SOLUTIONS

Service Link



### Fixed price repairs

Our fixed price repairs minimise delays and disruption

1



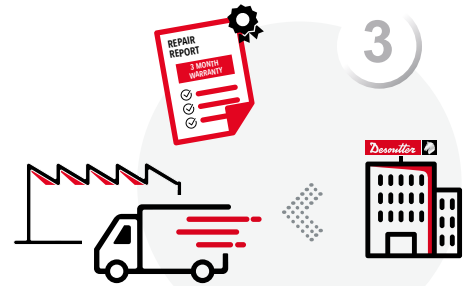
Send the tool to Desoutter workshop with fixed price Purchase Order...

2



We repair it immediately

3



... and ship it back fast with a 3 month warranty



**No quotation required**

*Note: for subassembly replacement, a quotation will be required*

### Benefits



- ✓ Fast repair turnaround time since no quotation required
- ✓ Reduced administration costs
- ✓ Guaranteed high quality with 3 month warranty
- ✓ Increases Uptime in the plant





# TOOL CARE

## REACTIVE SOLUTIONS

Fixed price repairs



## Service Link

### Easy to use online spare parts assistant

With intuitive navigation and simplified order process

Desoutter SETI-TEC Service Link | desouttertools.com

Start page / ADU / ST1200 / Right angle / CC / 17010113 STSE960\_A0 / Spare Parts / ST1200 CC Ø29.5/Ø9.8 - GR 2959RPM - 0.115MM/TR - 0.2/5

Search: st12 | 123 | Order

Spare Parts

- ST1200 CC Ø29.5/Ø9.8 - GR 2959RPM - 0.115MM/TR - 0.2/5
- S/A ST1200 CONCENTRIC COLLET
- S/A ST1200 CC DOUBLE PISTON
- SE PICA PAO Ø17 - 5 ROLLERS 0.20MM
- S/A RA HEAD PICAPAO THREADED
- S/A FEED GEAR 0,115 MM/TR
- S/A PAWL GEAR 42 TEETH
- SUBSET PAWL GEAR + WELDED PINS
- S/A FEED GEAR 27 TEETH
- S/A REDUCTION GEAR ST1200
- S/A GEAR TRAIN R5 12/36 TEETH
- S/A TURBINE PINION P1 6/37 TEETH
- S/A MOTOR BODY CLAMPING MONO
- COUNTER / DOWNCOUNTER DESI

ST1200 CC Ø29.5/Ø9.8 - GR 2959RPM - 0.115MM/TR - 0.2/5

Parts without ordering number are not delivered separately for technical reasons. The use of other than genuine Desoutter replacement parts may result in decreased tool performance and increased maintenance and may, at the company option, invalidate all warranties.

Used in

Ref.no.	Qty	Ordering no.	Description	Service level	Remark
32	1	STSE1430	S/A ST1200 CONCENTRIC COLLET	C2 - PEU CASSER ou SE PERDRE	Spécifique
31	1	STSE1283	S/A PICA-PAO Ø17 - 5 ROLLERS 0.20mm	C2 - PEU CASSER ou SE PERDRE	Spécifique
30	1	STSE1258	S/A RA HEAD PICAPAO THREADED	C2 - PEU CASSER ou SE PERDRE	Spécifique
29	1	STSE1234	S/A FEED GEAR 0,115 MM/TR	C2 - PEU CASSER ou SE PERDRE	Spécifique
28	1	STSE1212	S/A REDUCTION GEAR ST1200	C2 - PEU CASSER ou SE PERDRE	Spécifique
27	1	STSE1207	S/A MOTOR BODY CLAMPING MONO	C1 - USURE PPM	Standard
26	1	STSE0762	S/A COUNTER / DOWNCOUNTER DESI	C2 - PEU CASSER ou SE PERDRE	Spécifique
25	1	ST069023801	SLEEVE INCREASING 1/4-3/8	C2 - PEU CASSER ou SE PERDRE	Standard
24	1	ST069020301	RIC M5 TUBE3	C2 - PEU CASSER ou SE PERDRE	Standard
23	1	ST069011101	MALE COUPLING 11-63/8	C2 - PEU CASSER ou SE PERDRE	Standard
22	1	ST060122401	VACUUM PIPE	C3 - AUCUNE USURE OU CASSE	Spécifique
21	1	ST060002501	VACUUM TUBE	C3 - AUCUNE USURE OU CASSE	Spécifique
20	1	ST042448021	EXTENDED COLLET HOLDER	C3 - AUCUNE USURE OU CASSE	Spécifique
19	1	ST031688007	Concentric collet bushing	C1 - USURE PPM	Spécifique

### Benefits



- ✓ Up to date record of each tool (specification, maintenance history...)
- ✓ Easy to Identify the correct spare parts

- ✓ Simplified ordering process
- ✓ Allows direct interaction with Setitec engineering team



## TOOL CARE

PROACTIVE SOLUTIONS

Peace of Mind



### Basic Care



### Smart Care

**Less breakdowns,  
longer life**

**Increase savings from  
optimised maintenance**

Preventive Maintenance labour*	✓
Preventive Maintenance wear out spare parts included*	✓
Complete health check	✓
Repair by certified technician	–
Repair spare parts included**	–
Phone support	–
Maintenance KPIs	–
Smart-Part	–
On-site production support	–

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Preventive Maintenance wear out spare parts included*	✓
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Repair by certified technician	✓
Repair spare parts included**	✓
Phone support	✓
Maintenance KPIs	–
Smart-Part	–
On-site production support	–

#### Benefits

- ✓ Uptime improved due to less breakdowns
- ✓ Repair costs reduced with regular Preventive Maintenance
- ✓ Tool life extended

#### Benefits

- ✓ Basic Care benefits further extended due to optimised Preventive Maintenance
- ✓ No unexpected cost as both PM and repairs are included
- ✓ Reduced admin and logistics cost due to fixed price and less breakdowns

\* For Smart Care and Peace of Mind, we optimise the timing of the PM according to the tool usage.

\*\* Unless due to damage or misuse.



# TOOL CARE

PROACTIVE SOLUTIONS

- Basic Care
- Smart Care



## Peace of Mind

### Focus on your core business

Preventive Maintenance labour*	✓
Preventive Maintenance wear out spare parts included*	✓
Complete health check	✓
Repair by certified technician	✓
Repair spare parts included**	✓
Phone support	✓
Maintenance KPIs	✓
Smart-Part***	✓
On-site production support	✓



### Benefits

- ✓ Smart Care benefits further extended with on-site technicians who can provide immediate support
- ✓ Uptime further extended as spare parts stock is held on site (Smart-Part)
- ✓ Maintenance KPIs provide visibility on the operational performance of your fleet

\*\*\* See Production Support / Smart-Part.

# More Than Productivity