



# 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

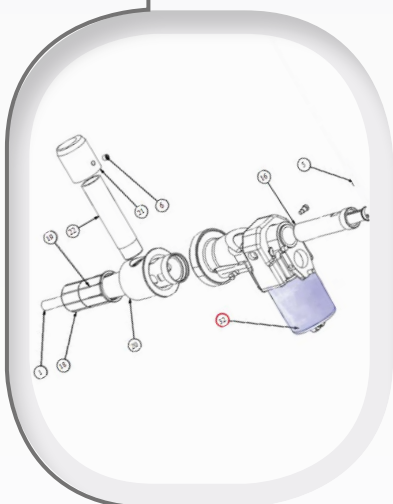


**GET THE FULL POTENTIAL OF SETITEC SERVICE SOLUTIONS**

# 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



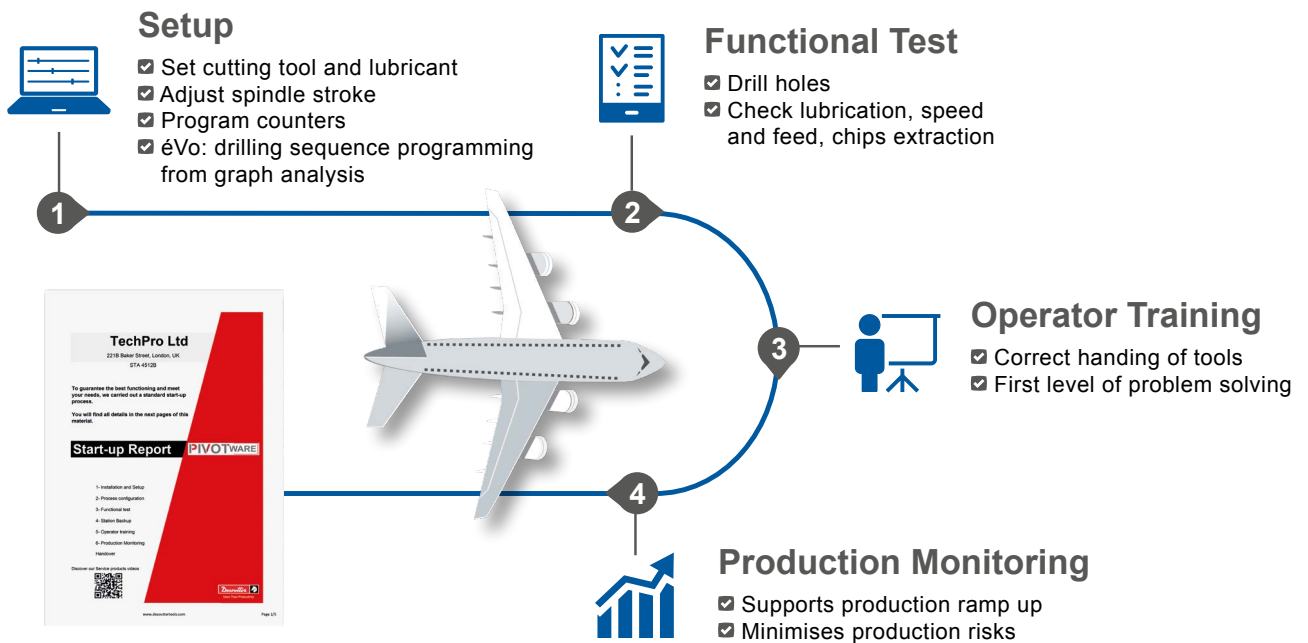
## SMART START

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



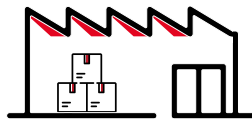
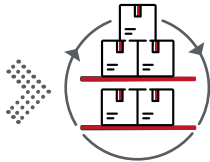
- ✓ On-site presence will allow the best reactivity in case of problem
- ✓ By coaching, training and support, on-site technician can increase uptime and extend tool life



### 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



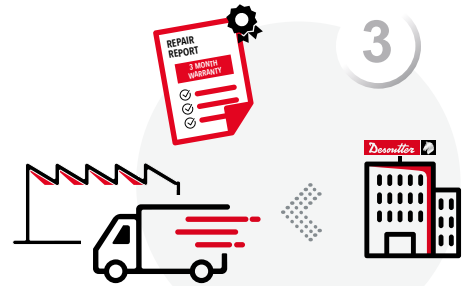
Send the tool to Desoutter workshop with fixed price Purchase Order...

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

The screenshot displays the Desoutter Service Link interface. At the top, there's a search bar with 'st12' entered and a navigation menu. Below the search, a list of spare parts is shown on the left, including items like 'ST1200 CC Ø29.5/Ø9.8 - GR 2959RPM - 0.115MM/TR - 0.2/5'. The main area features a technical drawing of a motor assembly with numbered callouts (1-25). To the right, a detailed view of the 'ST1200 CC Ø29.5/Ø9.8 - GR 2959RPM - 0.115MM/TR - 0.2/5' motor is shown, along with a table of parts used in its assembly.

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	–

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

- ✓ 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