



Service Book



service

Key to better productivity

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Don't miss out

08/

New frontiers of service and assistance

Discover our range of innovative support services that make diagnosis and troubleshooting faster and more efficient, including predictive assistance, remote monitoring and augmented reality assistance.

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Service Agreements

Choose the right service agreement for your growing business, eliminate risks and reduce unexpected maintenance costs.

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High-quality tooling

Take the opportunity to increase the quality of your product with Prima Power tools.

We work hard to make your business easy

Our mission is to be your partner for a successful future, providing you with technical support and assistance, digital services, preventive and extended care service agreements, training and consulting services, spare parts, tooling and machine enhancement modules.

Flexibility and customized solutions are our strengths. Rest easy, our relationships are based on trust and collaboration.



WE SUPPORT YOU in making your manufacturing environment as productive as possible

QUALITY, SPEED AND AVAILABILITY
WELL PLANNED MAINTENANCE SHUTDOWNS
REDUCED NUMBER OF UNEXPECTED FAILURES
COMPETITIVE MAINTENANCE COSTS

Worldwide technical support

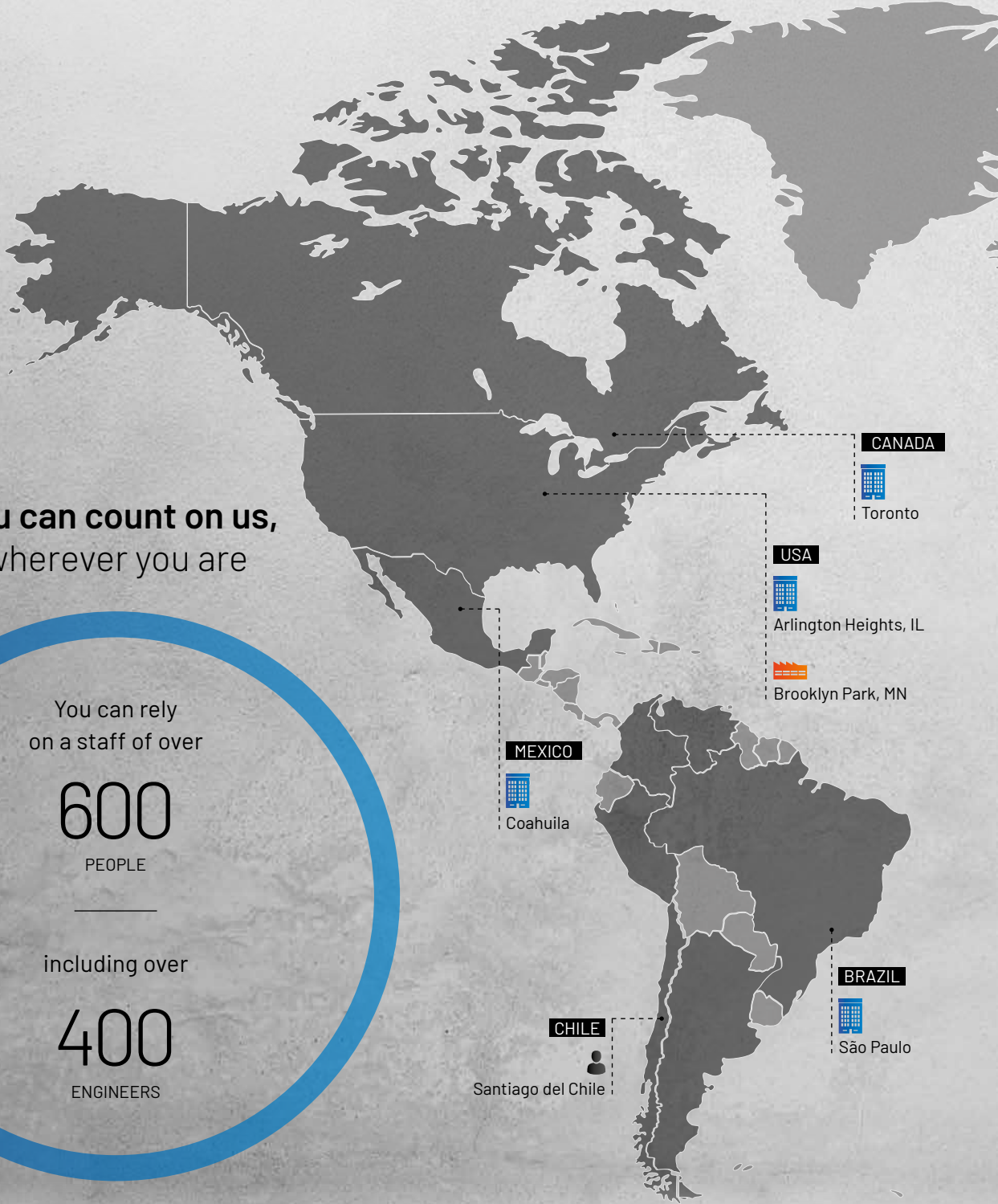
You can count on us,
wherever you are


You can rely
on a staff of over

600
PEOPLE


including over


400
ENGINEERS



 HEADQUARTER

 PLANT

 SUBSIDIARY

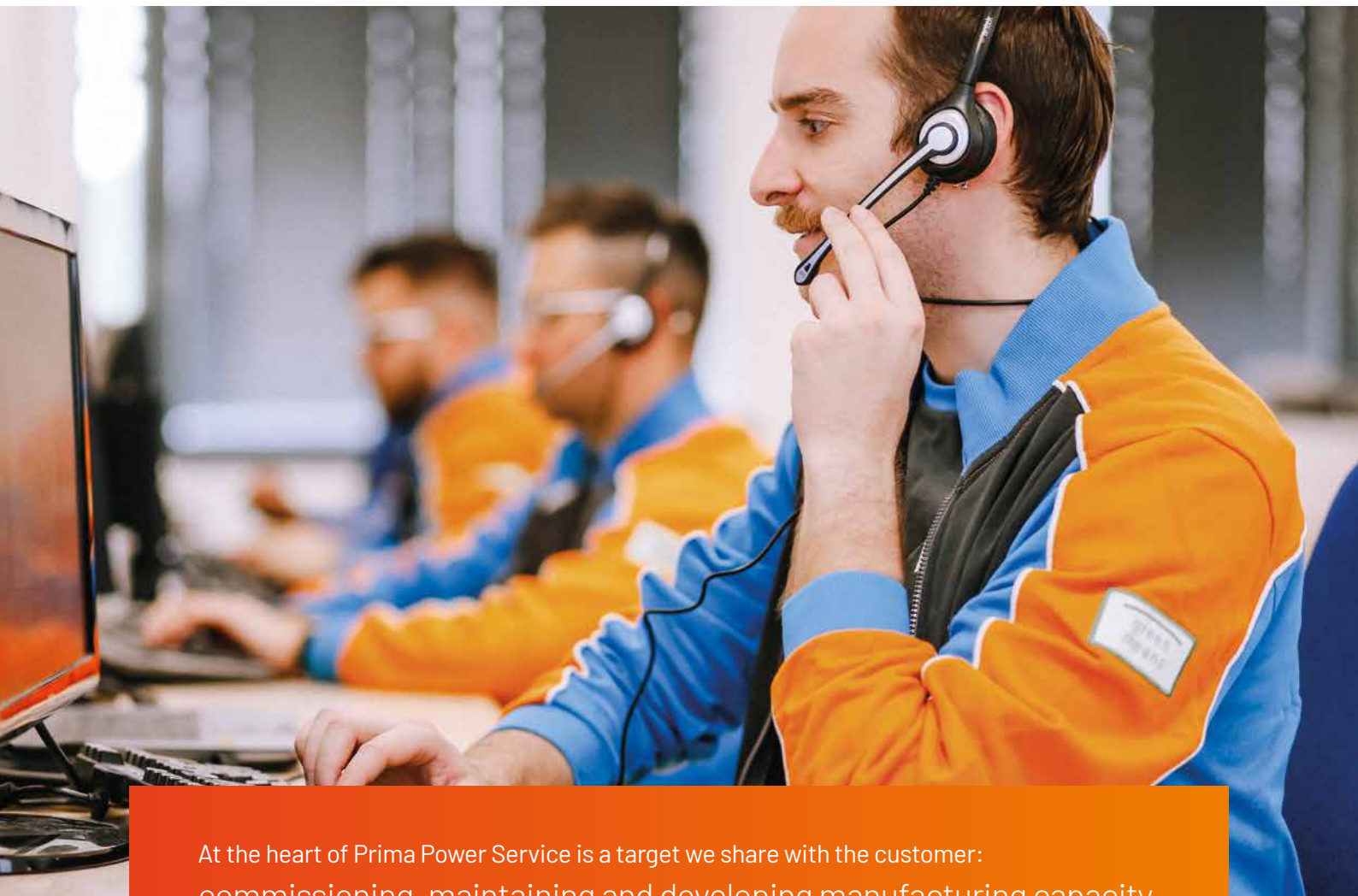
 DEALER



Always by your side

We are at your disposal. We have an international group of field service staff, comprising of fully qualified technicians, with skills in all technologies. For a detailed technical analysis, it is possible to remotely connect to your machine with our remote support, carry out a complete and effective diagnosis, and in many cases, find a solution.

Thanks to our worldwide service, we can support you wherever you are. Our worldwide service network consists of almost 40 subsidiaries and dealers that cover different areas and provide technical support, training, service interventions, and spare parts.



At the heart of Prima Power Service is a target we share with the customer: commissioning, maintaining and developing manufacturing capacity, and ensuring that maximum use can be made of it.

The technical support escalation process



Phone and remote support

Quick and professional: a team of engineers, with skills in all technologies and their applications, is always ready to support you quickly and accurately. Thanks to remote connection, all critical issues can be managed efficiently.

Worldwide: wherever you are, one of our 40 service centers is available for you and will satisfy your needs.



Service intervention

If it is necessary to replace a part on your machine, one of our service engineers will promptly be at your factory to get your machine back into production.

Our purpose is to intervene directly and quickly for maximum uptime and manufacturing efficiency.

More than **400 HIGHLY PROFESSIONAL SERVICE ENGINEERS** in every part of the world



Strong factory tech support

For extremely complex cases, Prima Power have set up a «tech support escalation» that immediately involves the most skilled team to get the best solution in the shortest possible time.

Senior specialized engineers teams:

2D Laser Machines team

Press Brake Machines team

3D Laser Machines team

Systems and Automations team

Combi Laser Machines team

Laser sources team

Punch and Shear Machines team

Software and CAD CAM team

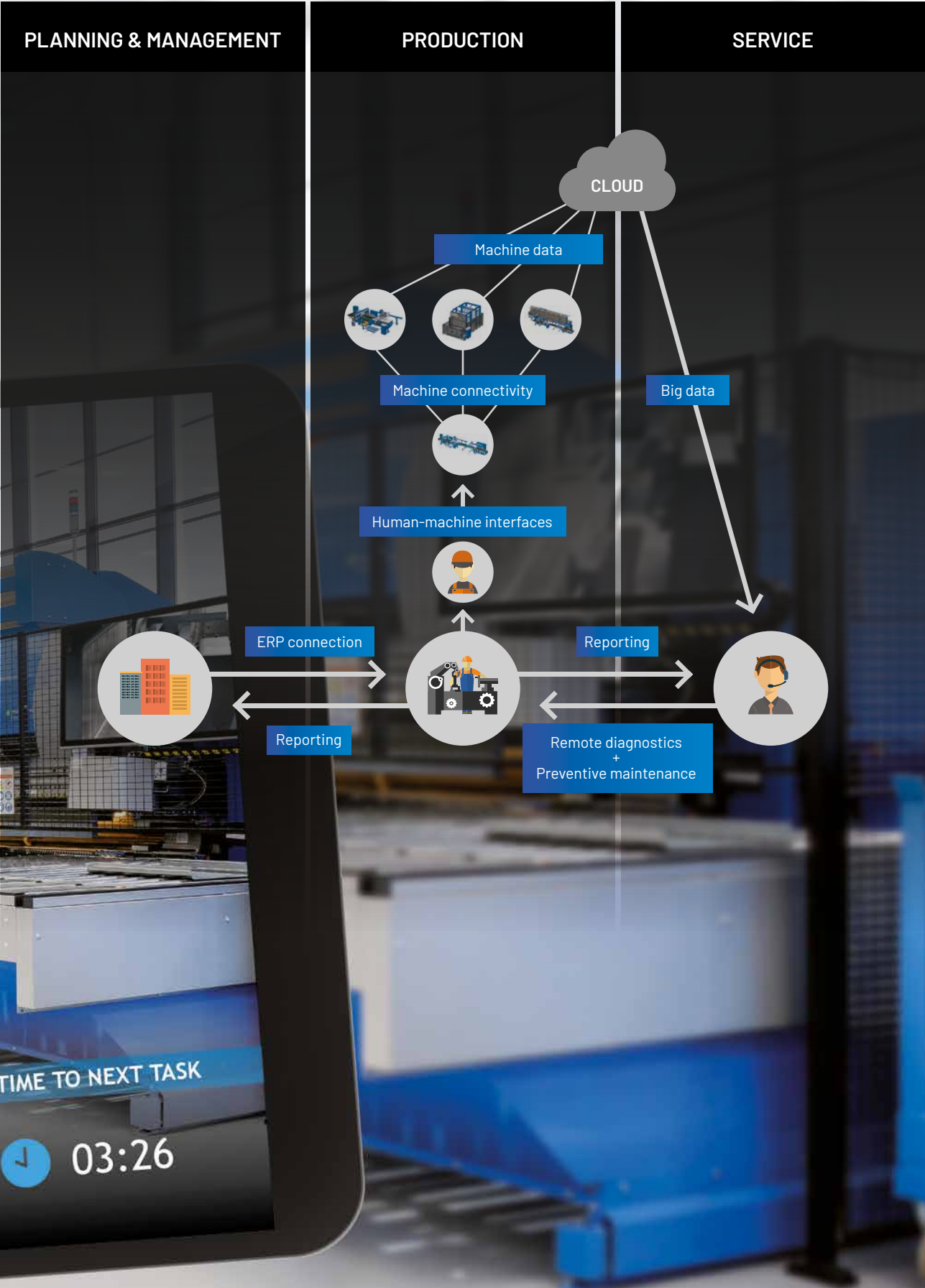
Panel Bender Machines team

Applications team

The revolution of technology: **Industry 4.0 and IoT**

Prima Power is compliant with Industry 4.0 guidelines, helping our customers turn their production sites into smart factories: smart, interconnected machines and factory systems which, equipped with sensors, are able to return a large amount of information (big data); increasingly powerful and optimized software; digital, cloud based remote maintenance and diagnostics. This allows advanced diagnostics with their consequent benefits in terms of time and cost reduction.





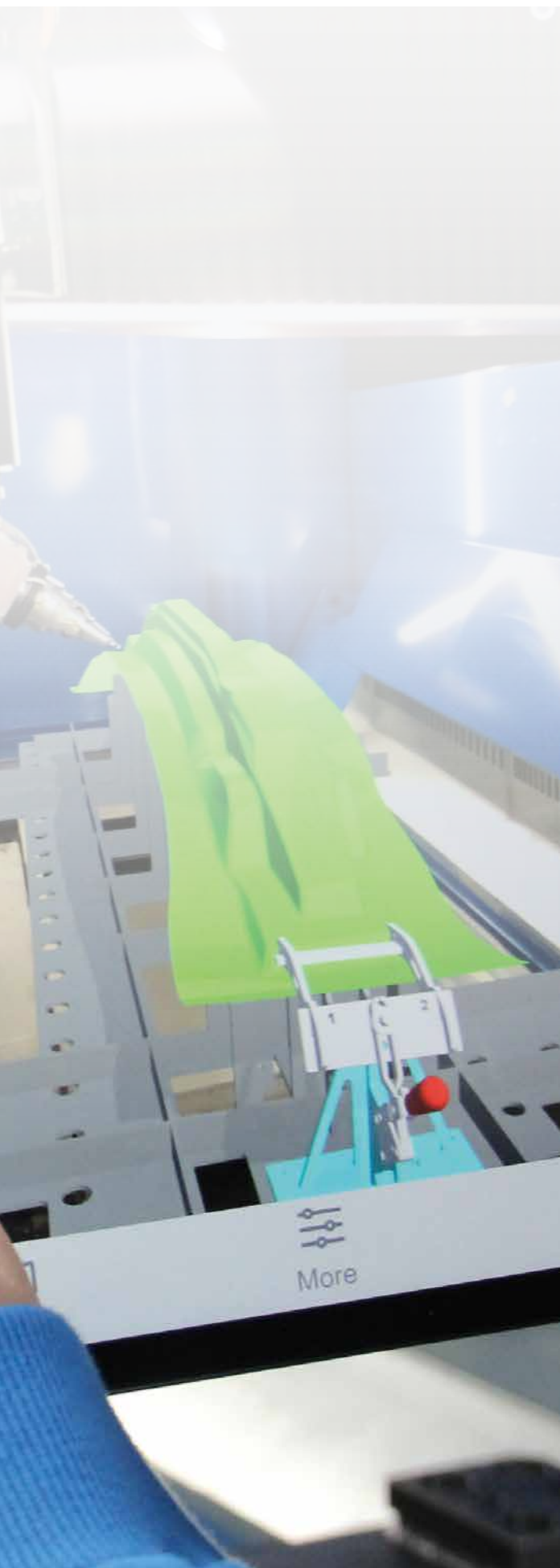
New frontiers of service and assistance

Remote care

A leading-edge technology: thanks to **Prima Power Remote Care**, unexpected alarms can be diagnosed and fixed remotely. In the event that an engineer is needed on-site, the cause of the problem is already known.

If your machine is stopped, with remote monitoring tools it is possible to speed up troubleshooting and ensure that it is up and running again as quickly as possible. We do our best to ensure machine performance and prevent losses of revenue for our customers.

The **remote monitoring system** continually collects machine data and records operational history, along with component usage information and alarms, storing it in the **Prima Power database**. Specific customer production details are not collected.



○ Augmented Reality Remote Assistance

Effective and immediate remote support: your technicians, equipped with smartphones or tablets, can communicate remotely and share video images in real time with our experts.

Our experts can observe the problem directly on your machine, accurately diagnose the issue and give clear instructions to the technician in field, even by inserting drawings and notes directly on the shared images. This service ensures a rapid recovery of production and avoids unnecessary travel expenses.

○ Mixed reality assistance

Virtual view, real advantage: step into the future with new technological glasses that allow physical reality to interact with holograms. Thanks to proprietary applications loaded onto these glasses, Prima Power applies the enormous potential of mixed reality to remotely assisted training and maintenance activities.

Technicians, with their hands free to work on the machine, can be supported during training or maintenance remotely in an environment rich in information, such as 3D models and animations for assembly instructions and replacement of parts.

Service Control Center

The Service Control Center is a completely equipped room with monitors for showing all-important KPI and operational activities:

- Complex cases
- MTBF for each machine model
- Service engineers geographical distribution by technological skill
- Alert management for advanced maintenance





Service agreements

Today, preventive maintenance is far from just changing oil and greasing. Prima Power maintenance tasks are machine-specific and consist of dozens of different measurements, adjustments and software checks that can only be performed by OEM trained persons.

Our philosophy is to monitor machine condition in order to save your time and money. The list of maintenance tasks is updated using the information we collect from the machine base.

All of our Service agreements allow customers to rely on maintenance performed according to latest information. This results in the most economical total cost of ownership.

A service agreement is the preferred way to take care of the machine life cycle. It is the best way to ensure that the maintenance program of the machine is followed and the risk of an unscheduled production stop is minimized.



○ Protect your machine and keep worries away

- Preventive maintenance reduces unexpected failures/shutdowns
 - Planned shutdowns are cheaper than unplanned
 - Machine produces best possible quality
 - Competitive maintenance cost
 - Machine is able to function continuously at full capacity and with optimum process efficiency
 - Safe working environment
-

○ The advantages of Prima Power's Service Agreement

- Discounted fee on labour
 - Technical support free of charge
 - Priority on service interventions
 - Discounted fees on all spare parts
 - Updated action list for maintenance
 - OEM preventive maintenance program
 - Professional alignment tooling and methods
 - Original spare parts with a 6-month warranty
-

○ Software Service Maintenance Agreements

Prima Power software is continuously improved and optimized by our R&D engineers.

The software service maintenance agreements provide during the period of maintenance:

- Phone support
- Online support
- Software updates

Choose the right service agreement for your growing business

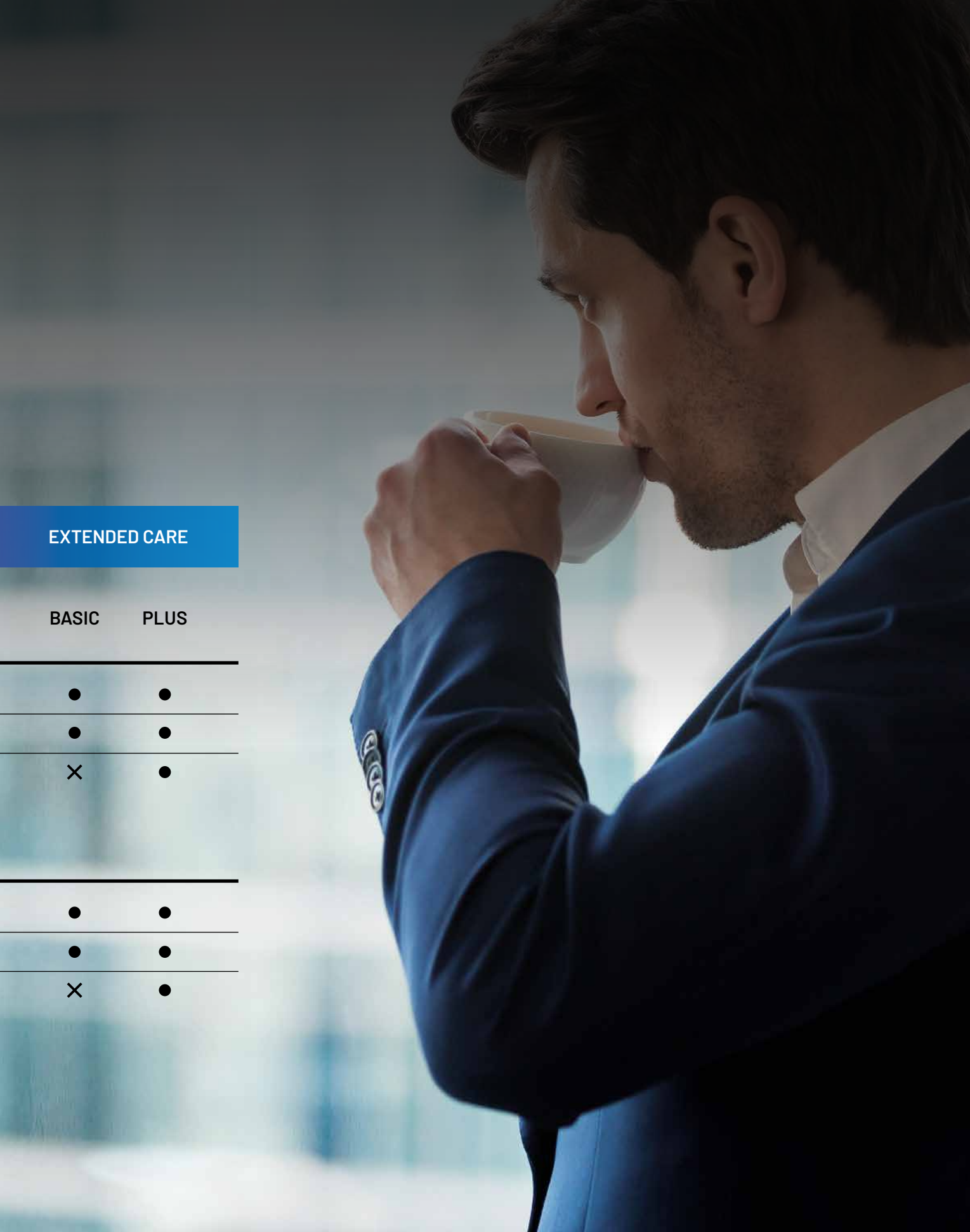
By having even the basic level Preventive care agreement, you can ensure that the maintenance program of your machine is followed and the risk of an unscheduled production stop is reduced.

The higher level Extended Care limits the costs of customer service and spare parts, ideal for those who want to budget their costs.

		PREVENTIVE CARE		WARRANTY EXTENSION	
		BASIC	PLUS	Not for individual sale	
CORRECTIVE MAINTENANCE	Labour	×	×	●	
	Travel	×	×	●	
	Spares	×	×	●	
+					
PREVENTIVE MAINTENANCE	Labour	●	●	×	
	Travel	●	●	×	
	Spares	×	●	×	
=					

● INCLUDED

× NOT INCLUDED



EXTENDED CARE

BASIC	PLUS
●	●
●	●
×	●
<hr/>	
●	●
●	●
×	●

Spare Parts **genuine, fast and easy**

Our genuine spare parts allow Prima Power's machines to work correctly, smoothly, and to maintain optimal performance over a long-term period.

Minimized Downtime: a wide variety of spare parts are available in the shortest time, directly to site from our global logistic network system.

Next to you: the local service center closest to you can provide whatever parts you need and can manage all of your requests.

Click & Buy: on the new generation machines a 3D digital spare parts catalog allows a progressive and guided identification of the necessary parts. Consumables can be purchased directly from our 4.0 digital logistics warehouse. Each delivery can be continuously monitored by our tracking system.

Express & dedicated delivery: additional option for the fastest possible delivery of spare parts to the customer. Option available in many countries.



New or reconditioned?

Genuine spare parts: only top quality parts to guarantee high level accuracy, maximum reliability and prolonged lifetime.

Reconditioned parts: a cost-efficient alternative to a new spare part is in many cases a reconditioned one which meets all technical requirements and has a long service life.

Top rated consumables

Prima Power's consumables are perfectly designed for your machine: they are carefully selected by our R&D engineers in order to achieve the best production.

Each is accurately tested on the machine with all other components to obtain the perfect balance for easy plug-and-play, avoiding any tuning.

We guarantee the best class of Prima Power's consumables and a long life durability.

Spare Part Packages

- Downtime can be minimized by having a selection of spare parts available on-site
- Machine specific spare part packages have been defined to cover normal wear, small accidents and minor failures
- Different types of spare part packages can be prepared based on customer needs

GLOBAL LOGISTIC NETWORK SYSTEM

Prima Power operates logistic centers in north, middle and south Europe, America and Asia.

The centers are responsible for global deliveries and stock more than 35,000 items. We work in integrated partnership with TNT, DHL, UPS and FedEx. The logistics network is integrated with warehouses and service centers around the world.



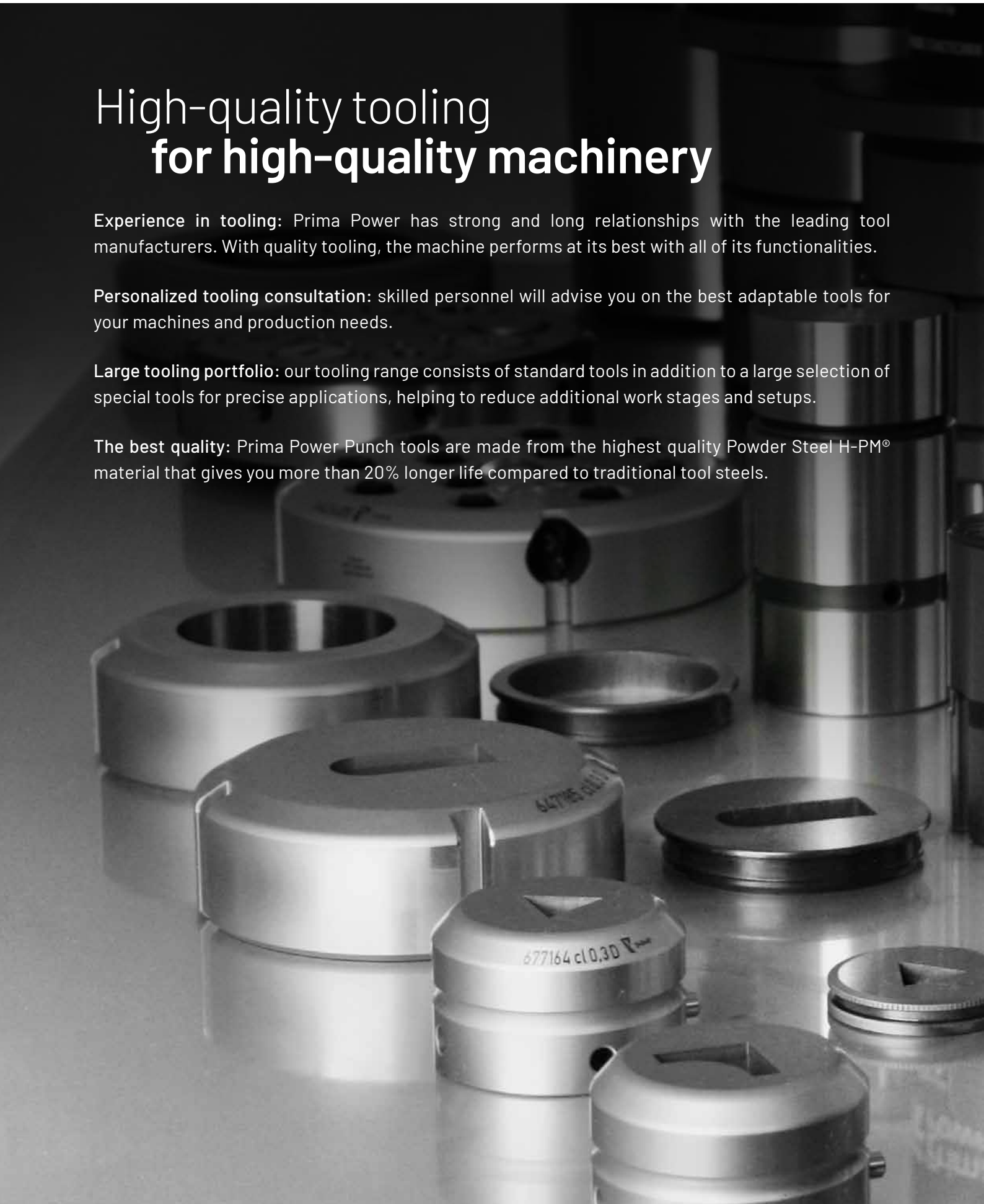
High-quality tooling for high-quality machinery

Experience in tooling: Prima Power has strong and long relationships with the leading tool manufacturers. With quality tooling, the machine performs at its best with all of its functionalities.

Personalized tooling consultation: skilled personnel will advise you on the best adaptable tools for your machines and production needs.

Large tooling portfolio: our tooling range consists of standard tools in addition to a large selection of special tools for precise applications, helping to reduce additional work stages and setups.

The best quality: Prima Power Punch tools are made from the highest quality Powder Steel H-PM[®] material that gives you more than 20% longer life compared to traditional tool steels.





Prima Power Academy

Let us teach you to operate your machine with all of its options to achieve the best possible performance. Our training is uniquely customized according to your needs.

MACHINE USE TRAINING

APPLICATION TRAINING

MAINTENANCE TRAINING

Our technology Centers in Italy, Finland, and USA provide application support and training on large systems for production lines.



Learn how to operate your machinery **with the best productivity**

Process optimization allows you to achieve the maximum potential performance of your machine. Our skilled application engineers are able to teach you how to operate and program your machines in order to maximize utilization and production efficiency.

**MAXIMIZING
PRODUCTION QUALITY**

**MAXIMIZING PRODUCTIVITY
(CYCLE TIME MINIMIZING)**

**MINIMIZING SCRAP,
MATERIAL AND TIME SAVING**

**REDUCING POSSIBLE FAILURES
DUE TO THE PROCESS**

**OPTIMIZING PROCESS ENGINEERING
(THROUGH PROPER FIXTURES
AND CORRECT TOOLS)**

**MINIMIZING WEAR OF
PROCESS CONSUMABLES**

Upgrades: **stay on the cutting edge**

A modern sheet metal working machine can be upgraded with new features and functions during its long lifetime. Prima Power's modular engineering philosophy allows many solutions for improving performance and versatility and for increasing the level of automation. We can even upgrade machines or manufacturing systems years after the original installation. (Subject to analysis of each case).

When new capabilities are added to the production technology already in use, these can allow more diversified production tasks and offer increased productivity. The planning and fulfilling of these possibilities is an essential part of Prima Power services.

- Updating the machine to the latest generation
- Increasing productivity
- Enhancing features
- Industry 4.0 (Smart manufacturing)
- Extended lifetime

STANDARD AND TAILORED SOLUTIONS

Standard upgrades: options that the customer is able to select when they are negotiating a new machine purchase. These kind of upgrades are also available after delivery.

Tailored upgrades: options that may not have been available for the machine when it was purchased. In this case Prima Power can provide a tailored solution for the customer.

Take the lead with automation

Over the years automation has greatly evolved, by increasing performance and adding further features. Prima Power has always worked to allow the updating of older products so that they can have new features, and therefore have a similar performance to the newer models.

When a Customer has a need to increase automation, Prima Power can offer automation solutions for the existing machines as well.

The lifetime of existing Prima Power Night Train storage systems can be extended as well with the modernization solutions.

Advantages of Night Train upgrades

- New server PC with up to date OS
- Possibility to connect new machines
- New Tulus Storage Software
- Smaller investment compared to the new automation
- Sustainable investment (old steel structures can be re-used)

A story destined to endure **relocations & refurbishment**

Machinery relocation service

- Layout design
- Project management service
- Dismantling
- Reconditioning (if required)
- Installation
- Start-up
- Safety acceptance procedure

Refurbishment

Replacing existing machinery with a new one is often not the only possibility.

After a proper machine check-up, we are able to suggest possible adjustments and replacement parts in order to extend lifetime of the machine.



Contacts

Get in touch with Prima Power Service

Available 24/7, 365 days a year

For more detail and live assistance

primapower.com/services





primapower.com/services