



Sumitomo Drive Technologies

MORE UPTIME, MORE VALUE

**TAILORED SERVICES FOR MAXIMUM
MACHINE AVAILABILITY**



AVAILABILITY IS A CRITICAL FACTOR IN REMAINING COMPETITIVE

Machine operators need each of the components to work as they should. This is especially true for gear motors and drives. Unscheduled downtime costs a lot of money and puts you at a competitive disadvantage.

Our services help you to maximize machine availability and ensure trouble-free, highly efficient operations, while considering the requirements and possibilities specific to your business. You choose

the exact services you need from our service portfolio to optimally complement the work done by your in-house service teams.

Our services are available **for third-party products** as well.

Our goal is to ensure all interactions with our customers are to their full and complete satisfaction – both on-site and off-site.



ON-SITE-SERVICE

We also offer a range of on-site services and workshops



24/7 HOTLINE

Need help immediately?
You can reach us day or night at
+32 3 450 12 34



CUSTOMER SERVICE HUB

Use our live chat to get the support you need.
You can find this at
www.sumitomodriveservice.com

YOUR HIGH-PERFORMANCE SERVICE PARTNER

INSPECTIONS

We perform inspections and analyze the condition of your Gear motors, Gearboxes and Drives as well as any malfunctions that may have occurred. This service is available on-site and for third-party components.

REPAIRS

We repair your Gear motors, Gearboxes and Drives from our product portfolio or from outside manufacturers on-site or in our Sumitomo Drive Technologies service centers.

REPLACEMENT SERVICE

Do you have a damaged Gear motor, Gearbox or Drive that has to be replaced and need this done fast? We deliver the parts you need quickly to help minimize downtimes.

CUSTOMIZING

Do you need customized Gear motors, Gearboxes and Drives for your machines and applications? We're there to help.

TRAINING

Is your team looking to expand the tasks it performs in-house? We train your employees to optimally maintain, service, and repair our products.

On-site service in particular requires professional experts with practical experience. Knowing the ins and outs of the Gear motors, Gearboxes and Drives, processes, and their importance for the customer's operations is the only way to make the right decisions quickly.

We use cutting-edge IT systems to support our technicians at our workshops. All relevant information is available whenever you need it. This includes maintenance instructions, installation information, historical data on drives, availability, and, now more than ever before, **condition monitoring for preventive maintenance**.

Our experts draw on the full power of our advanced, high-experienced service organization when carrying out their work. Reliable information on all spare parts and shipments is available. In addition, they are ready for delivery in no time.

We work hand-in-hand with your teams to ensure that your machines run as efficiently and smoothly as possible.

Our service is tailored to meet your specific needs no matter where you are in the world.



INSPECTIONS

What condition are your Gearbox and Drives in? What steps are recommended when it comes to maintenance or to resolve malfunctions as quickly and at the lowest cost possible?

Our team of experts has the knowledge and tools for the targeted inspection of Gear motors, Gearboxes and Drives, including components from other manufacturers. This gives your technicians peace of mind, helping make Sumitomo Drive Technologies a crucial partner for machine lifecycle management.

REPLACEMENT SERVICE

One thing matters most when it comes to replacing damaged components or entire Gear motors, Gearboxes and Drives: that's speed.

There are several service levels to choose from based on the machine or component. We will replace any of our original parts within 24 hours wherever possible and necessary.

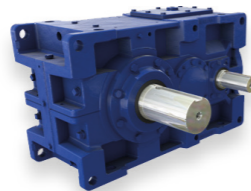
Minimize cost risks: Our service portfolio also includes extended warranties with matching service pledges.



SUMITOMO DRIVE TECHNOLOGIES PRODUCT RANGE



Hansen P4



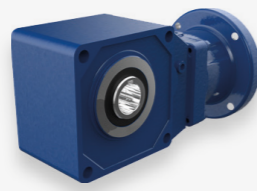
PARAMAX® 9000



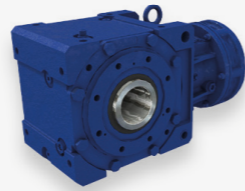
Cyclo® HBB



Cyclo® Drive 6000



HYPONIC®



BUDDYBOX® BBB4



BUDDYBOX® BBB5



P4 M4ACC M5CT

REPAIRS

We repair Gear motors, Gearboxes and Drives at our plants and service locations or on-site at your company. **This includes gear motors from Sumitomo Drive Technologies and its affiliates as well as products from other manufacturers.**

We are able to deliver our repair services thanks to our qualified specialists and technicians. They have many years of experience with Gear motors, Gearboxes and our customers' different applications and business fields.

But that's not all. Our technicians are supported by the many employees in our network of Sumitomo Drive Technologies service and repair locations across Europe and around the world, which is something no other company in the sector can offer. We keep components in stock in special service warehouses at these locations, which enables us to respond quickly to your needs.

By opting for Sumitomo Drive Technologies repair services, you're relying on a strong global technology partner with vast experience. Take advantage of an agile network as well as an experienced service organization and enjoy working with our expert staff. We all work towards one common goal: to maximize the availability of your machines.



"Many of our customers have come to recognize the long-term benefits of signing up for one or all of our service programs in order to maximize uptime, protect the value of their investments, and reduce the cost of operating their machines."

Kelly Mac Iver
Senior Service Sales Manager - Service and Aftermarket EMEA



CUSTOMIZING

Are you looking for more than just what comes in the box? Do you want to increase the efficiency and productivity of your machines by making adjustments tailored to your customers or their business areas? No problem. **We have the expertise and capacity to adjust Gear motors, Gearboxes and Drives to your requirements.**

Get in touch with our experts and engineers to discuss what you need.

TRAINING

Anyone who has ever had been tasked with maintaining and servicing a machine knows that the expertise the technicians possess and the equipment they use are key when it comes to proactive maintenance, quickly eliminating faults, or performing repair work.

Our tip: Have our experienced service experts train your technicians. Not only are Sumitomo Drive Technologies technicians familiar with our Gear motors, Gearboxes and Drives inside and out, they also have practical experience in performing maintenance and servicing. On top of that, they understand just how much pressure can be involved in the process and know how to come up with solutions quickly and reliably.

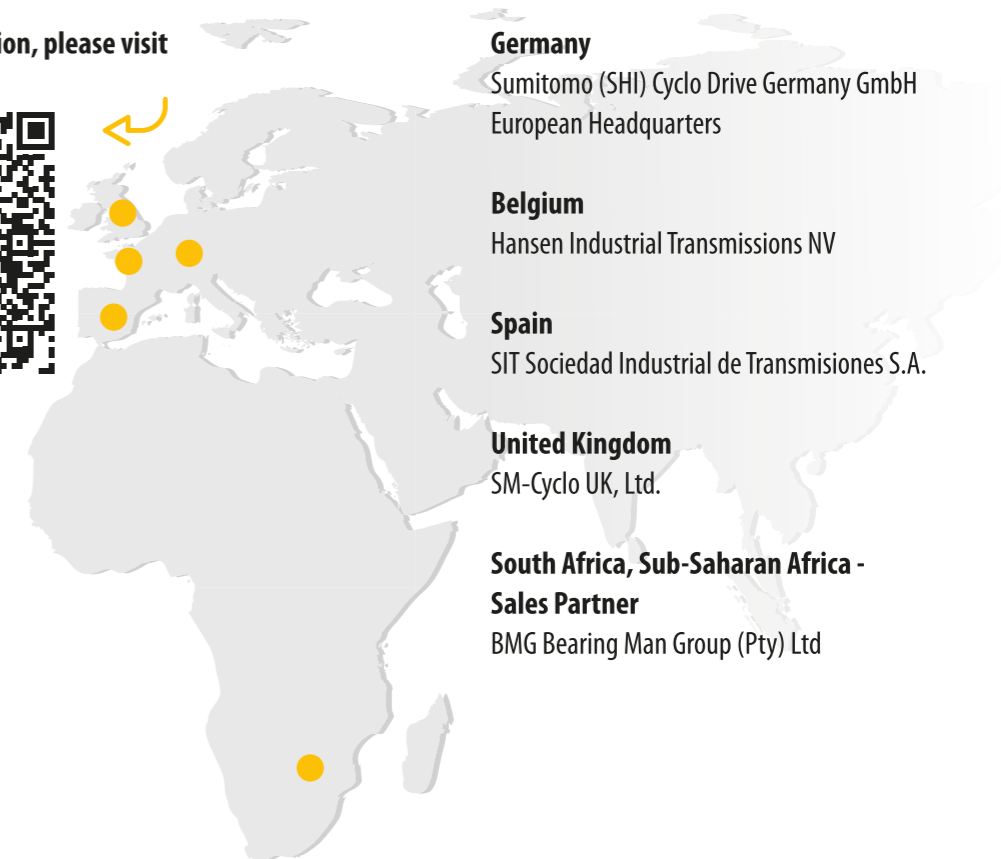


APPLICATIONS

- | | |
|-------------|------------------------|
| Mining | Shipping |
| Chemicals | Steel |
| Production | Electricity generation |
| Grain | Water and sewage |
| Rubber | Pulp and paper |
| Oil and gas | Cement |
| Plastics | Sugar |

FIND THE RIGHT PARTNER QUICKLY WITH OUR EMEA NETWORK

For more information, please visit



Germany

Sumitomo (SHI) Cyclo Drive Germany GmbH
European Headquarters

Belgium

Hansen Industrial Transmissions NV

Spain

SIT Sociedad Industrial de Transmisiones S.A.

United Kingdom

SM-Cyclo UK, Ltd.

South Africa, Sub-Saharan Africa - Sales Partner

BMG Bearing Man Group (Pty) Ltd



Find your closest Sumitomo Drive Technologies facility here.

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