LINGL-SERVICE
WE PROVIDE MORE !

LINGL-Customer Service
Your reliable partner

WHAT IS GOOD SERVICE?

Good service is not made by machines, algorithms, artificial intelligence or knowledge databases. Nor by the digital twin.

However, these important tools support us in a great way in our daily work.
For developments, optimisations and trouble-shooting.

Really good service is made by the people.
They make the difference. The people at LINGL!

Our account managers, service engineers, fitters, commissioning engineers, process engineers, robotics specialists, drive engineers, electrical designers, mechanical designers, project managers, salespeople and representatives.

But not only through the people who are in direct contact with you - our customers - but also through the many "invisible"

LINGL staff:
In purchasing, IT, warehouse, work preparation, manufacturing, quality management, logistics, shipping, export, accounting, controlling, occupational safety, HR, etc.

Just like our apprentices, who work with us from the very beginning to ensure that we are "customer-oriented" in everything we do.

THE BEST SERVICE COMES ABOUT WHEN CUSTOMER ORIENTATION IS NOT JUST A WORD, BUT AN ATTITUDE!
WE ARE WORKING ON IT AND WE ARE GETTING BETTER DAY BY DAY!
YOUR LINGL - TEAM !

SERVICE – ORGANISATION

Commercial account manager Order processing & Logistics	**Technical account manager** Construction & Troubleshooting	**In-house production,** Assembly & Service Technician

RETROFIT

Machine and plant checks are often the first step towards retro-fitting. The identification of bottlenecks, recognition of optimisation and modernisation possibilities.

Where is potential for increasing performance, improving quality, saving energy or further automation?

The development of retrofit solutions and the implementation of retrofit projects is carried out by experienced technical account managers and project managers.

Are you satisfied with your production facility?

In case of decreasing efficiency due to unplanned interruptions and downtimes, as well as increasing operating costs are only symptoms to be combated, therefore the possibility of retrofit measures should be examined.
Most of the retrofit projects are handled completely by the service department. This integrated order processing enables a fast procedure with minimal interfaces. Including service and project management.

MODERNISATION, OPTIMISATION, UPGRADE

We have the right solutions:

- ✅ Control technology (upgrade from Simatic S5 to S7 / TIA)
- ✅ Process control systems (upgrade from NT and XP systems to WinCC)
- ✅ Update of the machine operating and visualisation system (MBVL)
- ✅ Drive technology (on latest series from Danfoss, Lenze and SEW)
- ✅ Robotics (exchange of individual robots, including state-of-the-art gripping technology)
- ✅ Conversion from hydraulics to pneumatics or electrics (e.g. package unloading gripper)
- ✅ Replacement of steel wheels with low-maintenance and low-wear Lauradmid rollers
- ✅ Replacement of chains and sprockets with toothed belt solutions
- ✅ Optimisation of burner groups with efficient pure gas injector burners
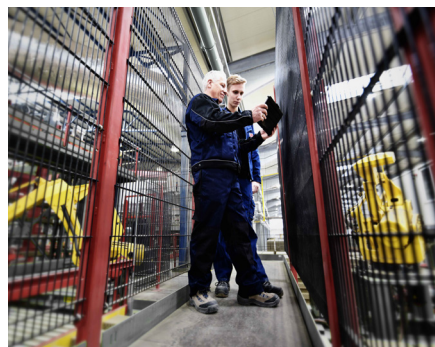
Modernisations (e.g. gearboxes, motors, inverters)	**Optimisations** (machine conversions and efficiency improvements)	**Upgrades** (e.g. control conversions, operating system upgrades)

WHICH SERVICE BRINGS BENEFIT TO YOU?

Only one thing decides whether our service offers are suitable and right for you! The benefit you see from our services?

LINGL services bring you benefits consisting of:

- ✅ Reliability in the production processes
- ✅ Support in the event of staff shortages
- ✅ Practical training for your employees
- ✅ Quality assurance of your products
- ✅ Longevity of your machines and systems
- ✅ Reduction of downtimes

Does your plant still comply with current safety regulations and requirements?

We would also be happy to carry out an appropriate **safety inspection** at your facility.

24H SERVICE-HOTLINE

📞 **+49 8282 825 55**

www.lingl.com

24/7

Maintenance & Servicing	Robot-service	Machine and plant checks	Troubleshooting
Process analyses	Material analyses	Seminars & Trainings	Remote-Service
Kiln und burner maintenance	Mobile lab dryer	Security-technology	24h-service