

service the felder way

It doesn't matter how well-built or well-designed a machine is, regular maintenance and the support of a knowledgeable service team are essential to keep it running at its best. Felder UK has put a lot into developing its service team, as Service Manager Chris Kealy explains.

It doesn't take a genius to work out that if your woodworking machines are not continuously available and in tip-top working order, the productivity and profitability of your company will suffer. Felder Group has spent 60 years developing and improving its service chain in order to ensure the operational readiness and consistent performance of the machines it supplies at all times - and the Felder service begins long before you take delivery.

Before you make the decision to invest in a Felder machine you'll benefit from a systematic requirement analysis and be provided that includes an individual product solution with an appropriate support package that suits your company from Felder UK's Head Office in Milton Keynes. With the delivery of your new woodworking machine you'll then receive an array of valuable services. Felder's service technicians and engineers, who have all been trained at the Felder Group factory in Austria, will not only commission your new machine, they'll provide advice on how you can get the

best results from it and run test pieces with you to ensure it's performing perfectly. You'll benefit from a tailored inspection and maintenance package from the team of on-the-road service engineers and you'll have access to Felder UK's experienced service desk technicians, who provide immediate and free support. Numerous Felder service centres ensure that a Felder technician is close at hand and spare parts are also readily available should you need them.

If you're one of Felder's CNC customers, you'll be able to have your employees professionally trained on a range of software and machinery courses in Milton Keynes - and you'll benefit from free remote desktop

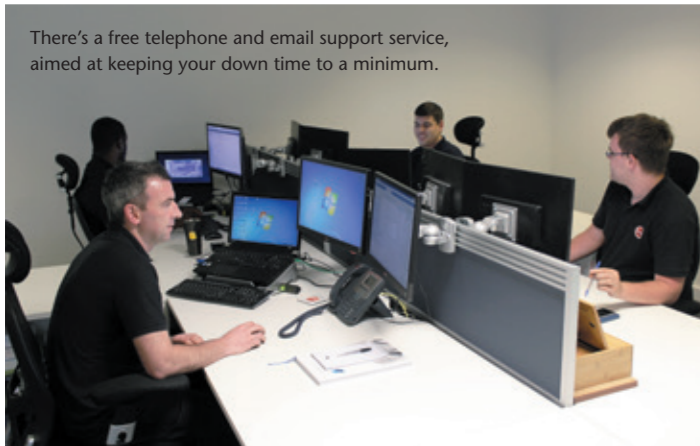
support throughout the life of each of your CNC machines.

From its Head Office in Milton Keynes, Felder UK operates a four-man Service Desk run by Service Manager, Chris Kealy, who is supported by a help desk engineer, a specialist edgebander engineer and a specialist CNC engineer. There's a free telephone and email support service, aimed at keeping your down time to a minimum by discussing any issue you may be experiencing and assisting you to getting your machine back up and running. "Felder Group UK's Service department has grown rapidly and we

The Felder UK Service Team headed up by Service Manager Chris Kealy and CNC Product Manager Richard Hird



After commissioning, you'll be provided with advice on how you can get the best results from your new CNC and the engineers will run test pieces with you to ensure it's performing perfectly.



There's a free telephone and email support service, aimed at keeping your down time to a minimum.



Training courses range from three days in Felder UK's newly-built, state-of-the-art training facility and one day at your premises to five days in the training facility and three days at your premises.



now have full time Service Desk Engineers for all of our key machine categories," assures Chris Kealy. "The Standard, Edgebander and CNC Service Desk engineers offer assistance and help for our many Field Service Engineers and also customers requesting repairs, servicing or spare parts. With an ever-expanding product range, both our Service Desk and Field Service Engineers are able to provide expert support for our range of machines, whether you are a private customer in your home workshop, or a multi-million pound CNC machine customer. As the Service Manager I am really proud of my team. It is growing

and improving every day and training is on-going to provide both job satisfaction and the best customer service we can provide."

For any problems that cannot be fixed over the phone by the help desk, Felder UK has a team of on-the-road engineers on call to assist you. Most of the Field Service Engineers have been with the company for a long time, gaining a vast amount of experience on each of the machines, and all have been trained at the factory in Austria.

"The first service package that Felder UK offers is commissioning of your new Hammer, Felder or Format 4 machine," says Chris. "When the machine is

delivered to your premises one of the engineers will be on hand to set up the machine, test the settings and give you some guidance on how your new machine differs from others you may have used in the past, making sure you get the best result possible."

Chris Kealy is confident that if a machine comes from Felder it will be accurate and precise for many years. That said, all machines need attention from time to time. "We recommend booking an annual inspection and service by one of our trained engineers to help protect your investment," he says. "By having one of our engineers take a thorough look at your machines

they will be able to ascertain any future issues that may occur and prevent them from happening keeping your machine running as it should for longer.

"If your machine does encounter an error or stop working for any reason, a member of our service desk will diagnose the error (for free) over the phone. They will then be able to order any parts needed that we do not keep in stock and arrange one of our engineers to come to your premises and repair your machine. After the engineer has finished the repair he will then test that the machine is in complete working order.

"If anything does go wrong with your CNC machine or its software, we

offer free remote desktop support, making sure that you are back up and running as quickly as possible, keeping your downtime to a minimum. Our CNC department is staffed by experts in their field and they are always ready to offer any assistance they can with any issues that you may experience, even if it's something small like a small change in your design to help make your ideas into a reality. We are always on hand to help.

"We offer different training courses depending on which CNC machine you purchase. This ranges from three days in our newly-built, state-of-the-art training facility and one day at your premises to

five days in our training facility and three days at your premises. Our CNC product specialists have all participated in our in-depth training course at our Headquarters in Austria on all of the machines and have taken a variety of course in all of the software that we would recommend using with our machines. Participating in a training course with us is the best way to get to know your new machine, you will benefit from the vast amounts of knowledge our CNC department has!

To find out more about Felder machines and the service you can expect from Felder UK, call 01908 635000 or visit www.felder-group.co.uk