

Less downtime.  
More satisfaction.  
Mobile Hydraulics Service.

The Drive & Control Company



# Our goal is to help you make your work more efficient.

With our competent service. We cover the following product sectors:

Axial  
piston  
units

External  
gear  
units

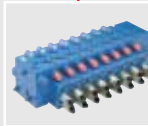
Radial  
piston  
motors

Mobile  
controls

Gears

Mobile  
electronics

Mobile  
service



And the following services:

#### **Commissioning**

- Prototypes
- Optimization of drive systems
- Measurement
- Troubleshooting

#### **Acceptance procedures**

- Approval for series production

#### **Systems review**

#### **Consulting**

- Installation
- Hydraulic connections
- Product selection
- Instructing your personnel
- Stocking of spare parts

#### **Genuine spare parts**

- Guaranteed quality
- Preassembled modules and kits
- Sophisticated logistics
- Day-in-next-day-out shipment
- Supply of spare parts even when the series has been discontinued

#### **Repairs**

based on original specifications

#### **Remanufacturing**

- for series-units with
- Rebuilt in accordance with current manufacturing procedures and tooling
- Same warranty as for new parts

#### **Technical field service**

- On-site solutions to problems

#### **Modernization/modification**

Manufacturer's experience and know-how

#### **Training**

- at our facilities or at customer location
- Basic know-how
- Function
- Troubleshooting

#### **Documentation**

using modern IT systems

#### **Quality systems**

- Quality of the series
- Continual quality improvement
- Quality reporting system

The Mobile Hydraulics Service is your competent partner for everything concerning drive and control systems. We are at your service throughout the world, at 85 locations in which we serve all product sectors in the technological field of mobile hydraulics.

As a result, you cannot only rely on a product portfolio unrivalled in the market, but also on unrivalled advice and a comprehensive service that

leaves nothing to be desired. From consulting to training. From selection of the product to commissioning. From optimization of the

quality to documentation. And the best part, is that you can rely on comprehensive and competent service for all six product sectors. In this

way, the synergistic potential of our diversified company is ideally placed at your disposal.



## Extra service: commissioning and acceptance procedures



Whatever you need – be it final acceptance of new projects, commissioning of established plant types or special measurements and their analysis on your machine or plant – our customer service staff will support you in every respect.



Units set on our test benches are commissioned and checked on the premises by experienced specialists using state-of-the-art measuring instruments and equipment, and the settings are then opti-

mized in accordance with the operating conditions. All the settings of our products and other major components of the hydraulic system are documented in a detailed record.

The cost-efficiency and availability of your machines and plant are to a large extent achieved and ensured in this way.

### **Commissioning**

- Prototypes
- Optimization of drive systems
- Measurement
- Troubleshooting

### **Acceptance procedures**

- Approval for series production

## Competence on site: systems review and consulting



Our experienced and highly qualified service team will advise you on any issues that may arise and help you to locate the problem. In addition, we will also provide assistance and recommendations for optimum installation and, the right hydraulic connections.



Your staff will receive competent on-the-job instruction on operation of your machines. You can be sure of having trained personnel who can

truly make use of the machine's full capabilities and can also remedy minor problems directly.

### **Systems review**

#### **Consulting**

- Installation
- Hydraulic connections
- Product selection
- Instructing your personnel
- Stocking of spare parts



# The original: genuine spare parts from Rexroth



Only genuine parts meeting the quality and manufacturing standards of our new products are used as spare parts and subjected to constant quality inspections.



All components are carefully matched down to the very last detail, using materials developed on the basis of our experience over many decades. Generic parts always pose a potential danger to your machine. It is worth using only genuine parts in order to ensure maximum availability

and optimum performance for your machine. Ultramodern warehouses with preassembled modules and spare parts kits, as well as a sophisticated logistics system ensure that your order is handled without wasting time. Only one day after we receive your order, you can

install the genuine spare parts in your machine (day-in-next-day-out spare parts service). Genuine spare parts remain available even after series production has been discontinued. That is your guarantee for maximum technical safety and for the cost-efficiency of your machines and plant.

## **Genuine spare parts**

- On-line
- Guaranteed quality
- Preassembled modules and kits
- Sophisticated logistics
- Day-in-next-day-out shipment
- Supply of spare parts even when the series has been discontinued

## Less downtime: repair and remanufacturing



You can always rely on the speed and quality of our repair service, as proved by our certification to DIN ISO 9001, QS 9000 and VDA 6.1.



The damage that has occurred is localized, documented and professionally repaired.

The findings obtained in this context are forwarded directly to the project and engineering departments, where they are incorporated into modifications of the product.

Genuine spare parts are used exclusively for our repair work and every single repaired part subsequently reflects the very latest engineering standards.

With our know-how as manufacturer and incorporating the original test data, we ensure that your pumps, motors, control systems, gear mechanisms and accessory parts are repaired and overhauled correctly.

Products which have been repaired in our customer service repair shops subsequently undergo the standard production testing – to the same performance criteria.

In this way, we ensure that these parts have the same characteristics as new products and therefore, are returned to you with the same warranty as new products. Repairs can also be undertaken on your premises. This ensures rapid troubleshooting, repair or replacement of defective parts and recommissioning of your machine.

**Repairs**  
based on original data

**Remanufacturing/  
general overhaul**

- for series units with
- Rebuilt in accordance with current manufacturing procedures and tooling
- Same warranty as for new parts



# Ready for the future: modernization and modification



Your machines may have to be modernized or modified due to new statutory regulations and ecological standards or because of a new product that you wish to launch onto the market or because of an expansion in capacity.



Take advantage of the manufacturer's experience and know-how for such projects. That way, you can be sure of always being up-to-date.

Our engineers will develop retooling measures together with you and prepare efficient possible solutions for your specific requirements. Here too, our service – everything

from a single source – minimizes the organizational effort required on your part and ensures rapid, direct implementation.

**Modernization/modification**  
Manufacturer's experience and know-how



# Technically up-to-date: training and documentation



Our customers can draw on documentation and information materials that are continuously updated, be it in hardcopy form or on electronic media. In addition to product and application brochures, these materials also include repair manuals, spare parts lists and operating manuals.



We organize seminars, courses and conferences in many different countries. Our instructive teaching and qualification systems assist you with the basic and advanced training of your personnel. And we also supply a large variety of teaching materials for training your customers' personnel.

In addition to brochures and catalogues, our CD-ROMs and Internet site provide extensive support for planning, engineering design, costing, ordering and documentation.

## Training

on our premises and on site

- Basic know-how
- Function
- Troubleshooting

## Documentation

using modern IT systems

## Quality systems

- Quality of the series
- Continual quality improvement
- Quality reporting system

We are near at hand –  
wherever you may be.



The Bosch Rexroth sales network spans 86 countries. Our global presence is additionally ensured by 45 Bosch Rexroth sales and service bases in 36 countries, as well as by 85 production locations.



As a result, you and your customers will effectively find highly qualified partners for mobile service in every single part of the world.

#### **Grass-roots presence**

- Production facilities in all economic areas
- Services provided by Bosch Rexroth in 86 countries
- Bosch Rexroth owned, highly qualified service centers

#### **Internet address**

[www.boschrexroth.com/brm](http://www.boschrexroth.com/brm)



## Service partners in the regional companies

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## Service partners in the plants (product sectors)

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<b>Product sector: Mobile Service – Management</b>			
Germany	Elchingen	Günter Feil	Gunter.feil@bru-hyd.com
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<b>Product sector: Axial piston machines</b>			
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Germany	Horb	Gerald Handke	Gerald.Handke@bru-hyd.com
USA	Fountain Inn	Mike Scott	Mike.Scott@boschrexroth-us.com
Japan	Tsuchiura	Kiyohide Nagai	k.nagai@ucd.co.jp
<b>Product sector: Gear technology</b>			
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USA	Lake Zurich	Mike Scott	Mike.Scott@boschrexroth-us.com
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<b>Product sector: Mobile Controls and External gear pumps</b>			
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France	Venissieux	Dieudonne Jop	jop@mannesmann-rexroth.de
<b>Product sector: Radial piston motors</b>			
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\*Excluding external gear pumps

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