

You can count on us! Our contact persons support you in all questions concerning your individual application.



For the optimal operation of your coating system, we will jointly find ways to achieve long-term production reliability. Benefit from our services and the reliable, professional support of your system.

Key services at a glance:

Technical support, teleservice & service app with video function

Application support, safety-on-site, training & consulting

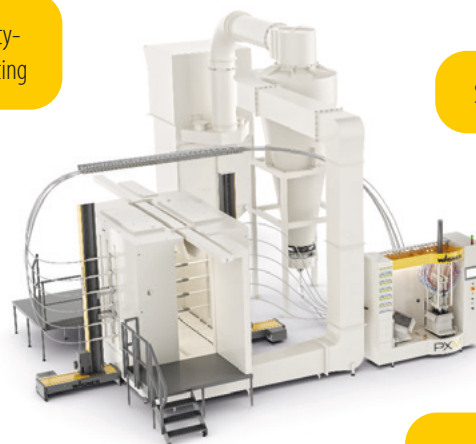
Service parts

Individual service agreements & maintenance concept

Field service

Extended reachability & shortened reaction time

Repair, loaner service & exchange service



Technical support

- Clarification of technical questions
- Identification of service parts
- Concept elaboration for modernization / modification / overhaul
- Warranty processing
- Incident management

Teleservice

- Remote access in case of malfunctions
- Video support with the WAGNER service app

- Extended reachability
- Shortened reaction time

Service parts

Spare & wear parts, retrofit sets

- Inquiries about price / delivery times
- Offers and orders
- Status query of your orders

Service sets

- Simplified handling throughout the service lifecycle
- Sensible package composition depending on system usage

WAGNER 365 WebShop for spare & wear parts

- Faster order processing
- 24/7 access to stock, price and delivery times

Field service

On-site support:

- Maintenance
- Inspection
- Trouble shooting
- Repair
- Modification
- Modernization
- Overhaul
- Production start-up
- Equipment relocation

- Extended reachability („call-on-service“) optional
- Shortened reaction time

Your benefits

- Direct communication with experts
- Prompt problem solving
- Fast and cost-effective help
- Shortened fault times



Your benefits

- Fast processing
- High availability
- Advantageous service sets
 - Plannable / optimally coordinated
 - Simplified stocking

Your benefits

- Service by experts on site
- Competent support in the system lifecycle
- Taking local conditions into account



Service Portfolio

Repair

- Repair of devices & components
- Loaner service
Bridging the repair time with a loaner device
- Exchange service (only possible for defined devices)
Exchange of the defective device for a generally overhauled device
- TÜW (Technical Check WAGNER)
- Inspection of the repaired devices and components in accordance with operator obligations, according to legal requirements BetrSichV §14; BGR500; VDE0701/0702 and TRBS1201 Teil 3

Trainings

- Liquid & powder trainings
 - Practical and/or theoretical elements
 - Presence trainings and webinars
- Information on the latest application technology
- Tips & tricks in coating
- Target groups: System operators, production/quality managers, maintenance staff, material manufacturers,...
- Individual trainings
- Online Academy
 - Online platform
 - Webinars, video tutorials, modern learning techniques

Application support

- Increase coating quality
- Process related production support
- Optimization of system parameters
- Increase productivity
- Support in the concept development of system modifications and new planning

Your benefits

- Repair time bridging with loan device
- Competent repair through factory service



Your benefits

- Trained staff
- Knowledge sharing
- Extended know-how
- More efficient asset utilization
- Help for self-help



Your benefits

- Production optimization of your system
- Improvement of the processes
- Best coating results



Safety check

- Explosion safety according to BetrSichV §§ 15 & 16
 - Additionally every 3 years: equipment, protective systems, safety, control and regulation devices
 - Additionally every 6 years: Explosion protection
- Air flow measurement
 - Annual measurement of air flows in the system
 - Calculation of the total air performance of the booth from measurements and comparison with target values
- TÜV (Technical check WAGNER)
- Testing of fire protection suppression system

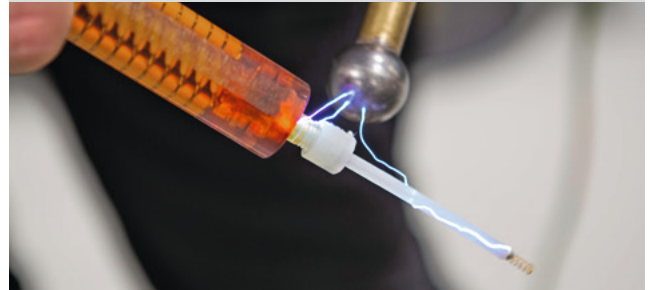
Further services

Individual service agreement exactly according to your needs:

- Inspection / Maintenance
- Extended reachability
- Shortened reaction time
- Teleservice
- Safety checks
- Warranty extension
- Spare part packages / recommendations
- Maintenance concepts

Your benefits

- Safety of your system
- Tested according to all regulations
- Fulfilment of industrial safety ordinance
- Ensuring the necessary documentation



Your benefits

- Individual agreements for your needs
- Customer-specific service part recommendations

If you have any questions, the Service Sales team will help you:

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