

Top service around the clock

Whoever decides in favor of a turnkey coating system including peripherals from CemeCon receives more than just first-class technology. The Customer Care Team takes over the planning, supplies a complete solution including all peripherals and integrates them into the customer's existing infrastructure. In addition, the experts are available 24 hours a day, seven days a week – via hotline and online service – and also support customers on site. Christian Franke is part of the Customer Care Team in Würselen and shows how he and his colleagues work in the CemeCon coating centers worldwide to support technology customers in the challenges of everyday coating.

„Christian Franke and his colleagues from CUSTOMER CARE are available every day on the 24/7-HOTLINE.“

When purchasing a turnkey coating line, customers are trained in the world's largest coating center for cutting tools in Würselen and on site directly on the line. In this way, CemeCon puts them in a position to handle the system safely and to correct faults quickly themselves. If questions do arise in daily operation, Christian Franke and his colleagues from Customer Care are available on the 24/7 hotline. The customer need not fear language barriers: In Würselen alone, the employees speak a total of 19 languages – not counting the international branches and partners. "With the customer's permission, I access the system via the online service in the process and can see what the customer sees on his system display. Then I can start the diagnosis together with him," says Christian Franke, describing the first steps as soon as a customer asks for support by phone.

„The CONSTANT EXCHANGE of all specialists ACROSS DEPARTMENTS is part of everyday life at CemeCon. In this way, we are continuously gaining experience both from PLANT DEVELOPMENT AND CONSTRUCTION as well as our COATING SERVICE. The customer benefits enormously from this BUNDLED COMPETENCE.“

After that, three different scenarios are basically conceivable: "In the vast majority of cases, we can clarify the questions within a very short time and the customer can continue working," says Christian Franke. "A typical message is, for example, the absence of a process gas. This happens, for example, if the valve was not opened after the container was replaced. You are not always directly aware of this.

The problem is solved in a few minutes and the customer can continue with the coating process.



Thanks to online remote access, Christian Franke sees what the customer sees on the system display and can help him quickly.

In some cases another cause is behind the message. "For example, this could be a defective pressure gauge," explains Christian Franke. "We also clarify this by telephone and have the corresponding spare part sent directly to the customer".

„The CemeCon Systems are the MOST ADVANCED TECHNOLOGIES on the market. I enjoy working for the MARKET LEADER and helping TO FURTHER DEVELOP this technology.“

Because the warehouse at the headquarters in Würselen – not least because of the company's own coating service – various spare parts are available in large quantities, these can usually be dispatched on the same day and reach the customer in the twinkling of an eye. Thanks to the service-friendly design of the machine and intensive training when purchasing the system, the component can be replaced quickly and easily without further assistance from CemeCon.



Because CemeCon's own on-site coating service works with over 40 systems itself every day, most spare parts are in stock and can be shipped the same day.

"We are also happy to support the customer personally on site. Our service technicians can be there worldwide within 48 hours," says Christian Franke, who is happy to consult with his colleagues before he leaves. "Since all areas of responsibility are represented here at CemeCon in Würselen, the constant exchange of all specialists across



Christian Franke is happy to support the customer in his own production on site at any time.

Christian Franke greatly appreciates the work in the Customer Care Team: "HiPIMS and diamond coating systems from CemeCon are the most advanced technologies on the market. I enjoy working for the market leader and helping to further develop this technology". Process, software and hardware updates complement the program and ensure continuous development of the customer's coating systems.

„A CEMECON COATING SYSTEM is not just a machine. It is 30 years of ENGINEERING PASSION and the result of our DAILY EXPERIENCE in COATING SERVICES. We wouldn't be satisfied with anything less!“

— Bernd Hermeler, CMO CemeCon AG.

Customer Care ■ Service à l'échelle mondiale ■ Centre de revêtement ■ Clé en main ■
Ligne d'assistance téléphonique 24 h/24 ■ Installation de revêtement ■ Industrie de l'usinage ■
Ersatzteile ■ Schnelle Reaktionszeiten ■ Transfert de connaissances ■ Beschichtungsservice
■ Sécurité des processus ■