

inspiration



THE WOODWORKING MAGAZINE | SEPTEMBER 2016



SUCCESS HAS MANY FACES



INVITATION HOMAG and HOLZMA Treff 20 to 23 September 2016 // 9 am to 5 pm

What can you expect in Schopfloch and Holzbronn?

Integrated solutions from the compact stand-alone machine to the automated batch size 1 plant and innovative developments for furniture and structural element production - look forward to two exciting upcoming industry Treffs. This is your chance to network with experts and colleagues and hear presentations from the world of woodworking that will all make your visit a special experience. All information is available at www.homag-group.com/treffs



Networked production in the joinery

Even if visitors are amazed by the machine outfit and the networking, once reserved mainly to industrial-scale furniture producers: The Daxenberger joinery remains a woodworking shop dedicated to craftsmanship. Despite this, operations at Daxenberger are dominated by the latest technology, ranging from a saw-storage combination to different processing centers and software solutions. The HK visited the showcase joinery in Seon at Chiemsee.

Read more on pages 2 and 8!



OUR TOPICS: COME AND BE INSPIRED!

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HOLZMA: 50 years

Erwin Jenkner showed true entrepreneurial spirit and courage when he founded HOLZMA Plattenaufteiltechnik GmbH 50 years ago.

Two attributes which have always paid off for HOLZMA. Today, we supply customers around the world with our saws, and as the market leader we develop tomorrow's technologies. 50 years of HOLZMA stand for 50 years of innovation and ultra-modern cutting technologies - engineered for our customers and continuously improved together.

Celebrate with us the motto "We are Panel Dividing". Look forward to exciting anniversary offers and a whole lot more!

HOMAG: Solutions over 10 000 sq.m.

HOMAG will be presenting pioneering machines, plants and service concepts over more than 10 000 sq.m. of exhibition space. Discover a world innovation in the field of edge processing, CNC technology from entry level through to industry (including woodWOP user group meeting for software fans) and everything for surface processing from sanding to laminating. Our machines are set for live demos!



Also in focus: Hot topics such as "Industry 4.0" and the networking of stand-alone machines across every performance category.

REGISTER ONLINE:

Technical presentations, current trends, highlights and exchange of knowledge with experts - register now! Either on the website or by getting in touch with your usual contact, allowing us to plan efficiently and provide optimum support. www.homag.com/registration





HOLZMA TREFF // 50 YEARS OF HOLZMA

We are Panel Dividing

Visit our in-house exhibition, the HOLZMA Treff from **Sept. 20-23, 2016** from 9 am to 5 pm daily, and also our open day on **Sept. 25, 2016** from 10 am to 4 pm (no consulting or sales) to mark the HOLZMA anniversary.



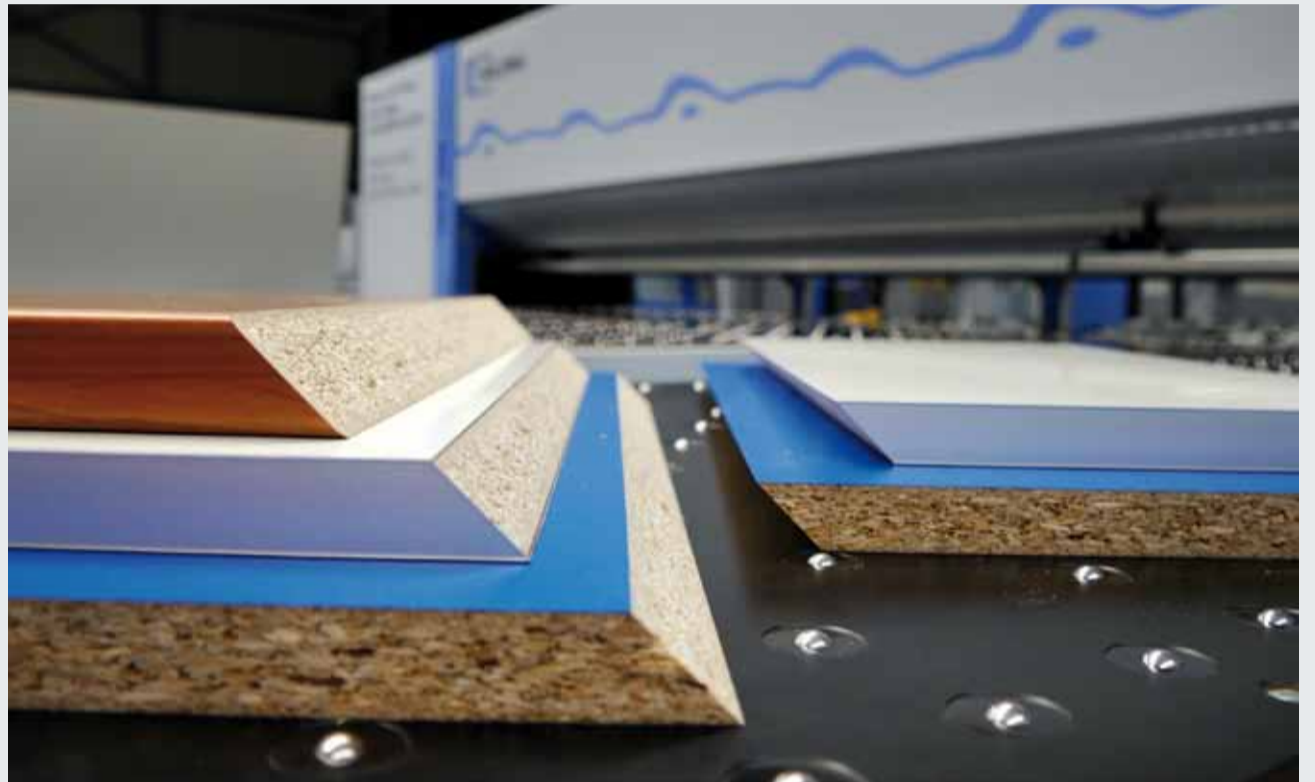
HOLZMA // module45

PREMIERE: Precision bevel cuts straight off the saw

Have you asked yourself why almost any penknife is a multifunction tool today? Because all-rounders save an array of individual tools, offer efficient handling and are amazingly convenient – for instance the new module45 from HOLZMA. This innovation allows you to perform all bevel cuts directly on your HOLZMA saw: quickly, simply and at infinitely variable angles. This innovative supplementary processing unit will be premiered at the HOLZMA Treff. module45 is available for the HPP 130 and for all series 2,3 and 4 models.

The module45 benefits:

- Retrofittable (depending on age and model, ask us)
- Minimal investment cost, maximum benefit
- Simple one-man operation
- Less scrap and higher quality due to lower transport damage – material stays on the machine
- Unbeatable cost-to-performance ratio



HOLZMA // Says thank you!

50 Saws at special rates

HOLZMA is treating buyers with a strictly limited offer to mark the anniversary: As a special thank-you, the company is offering one saw from its 4 series (HPP 400 or HPL 400) to mark every year it has been in business.

The campaign started on **August 1st** and ends on **December 31st 2016** at the latest. The offer lasts only until the 50th anniversary saw is sold.

Secure your anniversary model of choice while stocks last:

HPP 400 or HPL 400 + individual equipment of your choice + anniversary discount on the overall package.



Daxenberger // Saw and store combination

Productivity increase by up to 40 percent

Combining a saw and a storage system opens up measurable time and efficiency benefits due to optimum machine capacity utilization and minimal space requirement for stocked panels. This also applies to Daxenberger (see pages 1 and 8). Here, the plane storage system TLF 211 from HOMAG Automation offers spectacular potential for optimization: Transportation distances are saved, generating more space for panels.

The suction traverse "ST 61" takes care of transport within the store and transfer to the HPP 300 from HOLZMA. And idle running times almost never occur. The Daxenbergers have created a significant competitive benefit simply due

to time savings achieved through the greater speed of the automatic horizontal storage system. This allows a productivity increase of up to 40 percent to be simply achieved - with the same number of staff.

Bernhard Daxenberger was amazed by the good cost-to-performance ratio and predicts that the "plant will have paid for itself in five years". He firmly believes that the HPP 300 and TLF 211 combination is of interest to even smaller joineries.



The automatic plane storage system TLF 211 can accommodate and manage all panels up to the biggest standard format 5 600 x 2 200 mm.

HOLZMA Treff // Expert presentations

Practical expertise surrounding process optimization

Efficient processes hinge on achieving an end-to-end data flow in the workshop. The question is: How to achieve it? Experts will provide answers on the first day of the HOLZMA Treff – **Tuesday 20 September 2016**.



1.30 pm

Woodworking Shop 4.0 – future-proofing with software and workshop organization

Speaker: Niklas Kögel, HOMAG eSOLUTION

2.30 pm

Holzconnection 4.0 – from data muddle to the networked system

Speakers: Daniel Wagner, Schreinerservice24.de
Denys Nagel, Holzconnection GmbH

3.30 pm

CutRite V 10.02 – New features and improvements

Speaker: Arne Mömesheim, HOLZMA

Interested in the presentation?
Please register now
www.homag.com/registration



Open day on **25 September 2016**
from **10 am to 4 pm**, no consulting or sales

HOLZMA // Fast, simple, intuitive

NEW! Operator assistance system

Will panel cutting technology become so complex that it can only be mastered by specialists in future? “No” is HOLZMA’s answer, as we are developing even smarter operating systems - for instance the new operator assistance system.

The functional principle: Along the cutting line is an LED strip which guides the machine operator smoothly and reliably through the panel cutting operation. The operator intuitively understands what to do next – without the need to look at the monitor and without laborious searching or assignment.

AVAILABLE NOW: For almost all HOLZMA series 3 and 4 saws



HOLZMA // CutRite

The optimization continues

In production, efficient processes are key. The basis for this can be created with CutRite. The latest generation of the optimization software – CutRite V 10 – has been on the market for nearly a year. Further improvements are now on their way with Version 10.02, which will be unveiled at the HOLZMA Treff.

Focal areas will include communication between CutRite, the saw and the storage system.

New:

- Automatic reservation of panels during the optimization process
- Improved parameterization for robot-controlled concepts
- Even more effective nesting of small parts - and much more...

The new version of CutRite V 10.02 will be available from November 2016. If you already use CutRite and have a service contract, you can download the update for free. Information on the subject is available from your local sales representative or at:

opti@holzma.de.

Newsletter
CutRite

Subscribe now! More at
www.holzma.com/news



HOLZMA Treff // Highlights

What else is on display at the HOLZMA Treff:

- Edge banders from the entry level class though to industrial-scale plants (including new **airTec** unit)
- Sanding technology with lower space requirement and intuitive operation (SWT 200 and 300)
- Lacquering technology: Spray guns, pumps and lacquering walls for woodworking shops and series production
- Automation technology from the storage system to the packaging machine and assembly press – solutions for even more efficient processes and tailor-made logistics
- Freestyle CNC technology for woodworking shops (Venture 114)

HOLZMA // HPS 320 flexTec

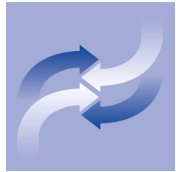
Custom panel cutting on a grand scale

HOLZMA has revolutionized panel cutting in batch size 1 production with the HPS 320 flexTec. The innovative panel dividing cell has been designed specifically for processing single panels, and it completely refines the part flow - with fully automated sequences and unlimited recuts. Of equal interest to woodworking shops and industry.

- Fully automated sequences
- Unlimited recuts
- Highly flexible cutting plan design
- Output: up to 1 500 parts per shift
- Automatic component labeling
- Automatic offcut handling
- Extreme gentle-action material handling



See the HPS 320 flexTec live in action here: youtube.com/holzma



HOMAG TREFF

HOMAG Treff // Machines and systems live

From furniture to high-tech floor production

Over an exhibition area of more than 10 000 sq.m., visitors can expect an array of innovative machines, systems and service concepts at the 24th HOMAG Treff in Schopfloch. Real customer orders in various performance categories including integral

software - for small to large-scale furniture manufacturers as well as door or flooring producers will be on display. Woodworking shop visitors will find plenty to interest them too: A world innovation in edge processing,

HOMAG // **laserTec**

Flexible component production with laserTec zero joint

For premium quality components, there will be two type KFR 610 machines with **laserTec** technology working in future at VARIO Büroeinrichtungen GmbH & Co. KG. The new automated batch size 1 plant copes with at least 1 200 parts per shift at a feed rate of 20 m/min. One of its special features is the high grooving diversity that VARIO is able to choose from. At one machine two grooving booms are provided at the rear of the machine - HOMAG is also equipping the trimming units at the processing

side with standard tools. As an addition to the machine, a two-storey buffer line is being installed which transports the workpieces from the saw to the edge processing plant. At the same time, this means that the saw and edge processing plant output are independent of each other. **The benefits:** By using laser technology VARIO benefits from higher component quality, while the buffer line simplifies the logistical input.

The system will be live in action at the HOMAG Treff.

HOMAG // Profiling

Customized special-purpose line produces high-gloss wall paneling

The wall paneling produced by Fibo from Norway is designed to combine beauty with practicality: Using the new high-performance plant, this manufacturer intends to produce high-gloss walls which are waterproof and comply with necessary hygiene standards. The new wall paneling is produced complete with a click profile and system decor. This is ensured by a customized sawing and profiling system which was designed in cooperation with the customer specifically for this application. The system concept is designed for high precision and performance.

HOMAG Group // Edge technology

HOMAG goes back to its roots

At the birthplace of the first edge banding machine from the HOMAG Treff onwards, edge banders from BRANDT and HOMAG will be on display throughout the year - from the smallest to the biggest and from basic technology through to the high-end machine. Representing practically every performance category, and with a wide range of modular operating unit options, visitors can check out solutions to meet the needs of companies around the globe.

Always demonstration-ready:

- Automated edgebanders from the compact models through to the freely configurable machine

- Processing of diverse materials and edging types
- Zero edge technology with **airTec** and **laserTec**
- sealTec** method to improve water resistance in connection with **airTec** or **laserTec**
- Glue application unit QA65 N for applying all kinds of glue with quick-change system and rapid heating system
- Automation of profile changers or program controlled reproducible adjustment of tools and tracing systems
- Workpiece feed system EZ14 for improved output
- Other features: Processing with air cushion table, return conveyor, power**Touch** operating system



HOMAG // wood**WOP** User Meeting

Preview wood**WOP** 7.1 and nesting

At this year's User Meeting, we will be unveiling wood**WOP** 7.1. The new version will be available from the LIGNA 2017 - why not be among the first to gain a sneak preview of the new version at the HOMAG Treff? For all those considering the nesting method, we will be demonstrating its benefits and relevant software solutions. New features include process technologies such as common line, stay down and stave trimming.

Register now under: www.homag.com/registration



**Fr. 23/09/2016
10.00 am - 3.00 pm**

HOMAG Group // New zero joint solution

PREMIERE: **airTec** - More efficient and almost inaudible

The **airTec** process has become an established zero joint solution in woodworking shops and SMEs. The HOMAG Group will be presenting a new entry-level solution into zero joint technology for the Ambition and KAL 370 **profiLine** series at the Treffs. This is significantly more efficient and available for machines with feed rates from 8 to 25 m/min.

Reduced noise: The noise emissions during the activation process have been significantly reduced, and are now below the noise level of the other processing units. In stand-by, the exhaust air volume has been reduced almost to zero - meaning the **airTec** is only audible during edge banding.

More efficient and resource saving than before: This is made possible by a new energy source principle. At its heart is a rotation air heater (patent registered) which

heats the air and simultaneously stores the warmth for subsequent repeated air heating. The optimized flow in the rotation air heater makes for reduced air consumption. Optimized insulation reduces heating of the surrounding air.

Consistent air flow for high quality: In keeping with the new energy source, air infeed and flow have been optimized in the air outlet nozzle of the **airTec** unit. The resulting constant temperature and volume outflow ensure that the function layer of the edging is evenly melted and ideally bonded onto the narrow surface.

Operation made easy: For users, operating **airTec** is convenient and intuitive using the power**Touch** control system. From this point of operation users can access parameter settings, meaning that pressure specifications are available for all co-extruded and pre-coated edgings.





CNC technology from the entry-level to the highly flexible sanding machine with minimal space requirement – fascinating live machine demos.



HOMAG Treff // Customer presentations

Experience reports from practice

How do machines and plants from the HOMAG Group shape up in practice? At the HOMAG Treff, customers will be talking about their every-day experiences.

The presentations will be held every day from 10 am.



Tuesday 20 September: **Window production**

Wednesday and Thursday 21-22 September:
Furniture and interior fittings

Friday 23 September: **woodWOP user forum**

Interested in the presentation?

Please register now
www.homag.com/registration



HOMAG // Doors

Batch size 1 door rebate processing plant

A door manufacturer will be working in future with a highly flexible plant for batch size 1 production of single and double rebate doors. Particularly impressive features of the new rebate edging, which is used for pre-production of rebate doors, are its flexibility and quality. It allows the user to produce high-grade doors with a jointless transition from the surface to the door strike.

Just as impressive is the output: The plant processes between 400 and 500 door leaves per shift. Fully automatic changeovers between single or double rebate doors and inactive leaves with counter rebates are possible with a minimal resetting gap. The one and a half sided machine and upstream reference rebate trimming unit are capable of complete door leaf edge application. Resetting, e.g. width adjustment and edge changes, is possible without set-up time.

The system will be live in action at the HOMAG Treff.



HOMAG Systems // Nowy Styl Group

Batch size 1

The HOMAG Group built one of the industry's most modern production lines for office furniture manufacturer Nowy Styl Group in Jasło, Poland. The networked factory is not only fully automated but also set up for industrial production of customized furniture.

Jerzy Krzanowski's favorite place is the steel platform from which he surveys the whole production hall. He sees his machines saw, drill and finish edges, and watches wooden parts glide along conveyor belts, disappear into processing stations and finally leave the hall as a table, shelf or cabinet. The co-owner of the fourth largest furniture manufacturer in Europe is proud of his new factory.



„Following the flow of parts from up here is fascinating.“
Jerzy Krzanowski, Nowy Styl Group Director

The production line in the 24 000 square meter hall is one of the most up-to-date furniture plants in the world. The fully automatic machines work with maximum precision. Up to 4 000 furniture components leave the factory every shift. Usually every part looks different. The days when standard furniture left the production line looking identical are finally over.

The plant's control technology comes from the HOMAG Group. This software controls the production process and always knows which part has to be processed, and where. The individual machines work together like a big team. All work steps are well thought through and perfectly synchronized. Generally, the operation of a new



furniture components leave the Nowy Styl Group factory every shift.

plant is simulated repeatedly on a computer in advance. Virtual workpieces go through the production process on the screen. Sawing, edge processing, drilling – everything is tested and improved before the construction of the plant begins.

This meant the HOMAG Group had few problems when it came to implementation at the Nowy Styl Group plant. And a solution for those was quickly found, says Jerzy Krzanowski.

Krzanowski likes showing off his new production line. Even competitors are allowed to see it. The boss offers

a viewing as part of a high-tech tour. Visitors come not only from within Poland, but also from further afield. Jerzy Krzanowski smiles. “They are amazed when they are invited to Poland for a high-tech tour.”

We were on site! The complete report and the video about one of the world's most up-to-date furniture factories can be found here:

www.homag-group.com/references



WEEKE // High demand

Venture 115 with freestyle 5-axis technology

After the world premiere of the Venture 115 with 5-axis configuration, the HOMAG Group is delighted with the level of demand. Reason enough to provide another detailed demonstration of the BMG 110 series at the Treffs. There will be live demonstrations of the 115 in Schopfloch and the smart 4-axis solution Venture 114 in Holzbronn. Both models feature a compact, space-saving machine structure and 360° handling up close to the machine, meaning the processing center can be installed in any optional location. Machines from this series can be put in operation within just a single day.

New range of freedom:

- Compact concept: Up to 15 % reduced footprint (compared to previous 5-axis solutions)
- New safety technology: The machine is freely accessible from all sides (no safety fences, simpler workpiece handling, simpler machine cleaning)
- Modern operating convenience: Traversable power**Touch** terminal as standard
- Convenience package (optional): Certain machine functions can be controlled by pressing a button directly at the machine - saving time



With the BMG 110 series, operation close to the machine was taken literally

HOMAG Group // Edging technology

Saw or nesting? Saw AND nesting!

Which solution is the best for today's panel dividing needs? Users previously had to choose between a pressure beam saw and a nesting solution. Today, ever more companies are discovering the benefits of combining the two solutions: Optimum working with saw AND nesting. The HOMAG Group combines the best of both worlds: Efficient single or book panel cutting with the saw, or trimming, profiling and vertical drilling operations on the nesting plant.

Anyone looking to improve efficiency can take the next step and link the panel dividing saw and the CNC nesting plant to an automatic horizontal storage system. The cross-machine control system assigns the panel to be processed to the panel dividing saw or the nesting machine. Processing steps are automated, panel handling becomes more ergonomic and efficient, and also gentler on the machine.



Did you know? Half format 19 mm MDF panels weigh 70-80 kg, larger formats or thicknesses weigh over 100 kg!



HOMAG // Window technology

New powerProfiler BMB 900 uses profile splitting

The power**Profiler** BMB 800 has been on the market for a year. At the time, the CNC experts termed this allrounder a machine "fit for the future and flexible in day-to-day use" which had a "grip" on window production with its new clamping technology. Was this expectation upheld in the marketplace, and what has happened to date? We decided to investigate.



Volker Schmieder
Manager Application Engineering CNC

Editor: In fall 2015 we presented the new power**Profiler** BMB 800 to the window sector. How has the processing center been taken up by the market?

"Brilliantly! We are delighted that our new window machine generation has met with such an enthusiastic reception from the market. We have already seen successful installations

around the globe in all the relevant performance categories from 20 to 50 window units per shift - both as stand-alone and networked machines. The flexibility of the new clamping and handling technology, the supplementary console table for non-standard elements and our wood**WOP** software all ideally meet the needs of window producers. The BMB covers more different profiles, corner connections, arched components and so on than any other solution on the market."

Editor: Have you already added further developments or new features?

"We have extended the power**Profiler** family to include the BMB 813 model and the BMB 900 series. These are based on processing tables and units from the BMB 800 - but in a dual design: Two identical tables and units enable parallel workpiece processing. Also new in the BMB 813 and BMB 925 models is the double spindle technology: A profile splitting unit with two trimming spindles which adjust relative to each other in the Y and Z axis. This means two profile trimming tools processing one workpiece simultaneously in one longitudinal trimming pass."

Editor: How does this look like in concrete terms?

"Two profiling spindles are guided one behind the other just around 400 mm apart. Even with very short workpieces, this allows an efficient profile splitting trimming process to be achieved. In addition, two tools from the tool towers can be inserted in the trimming spindles simultaneously."

Editor: What is the benefit for customers?

"The particular benefit comes in terms of part output. The new unit makes profile splitting efficient. Instead of two separate trimming passes and two tool changes, now just one is enough. It has also allowed efficient separation into two processes: rough hogging and finish trimming. Tool life is increased and trimming quality becomes significantly better."



BÜTFERING // Flexible sanding

The new SWT 200 – compact, fast, versatile

More high tech with a smaller space requirement – the SWT 200 series was further developed specifically for woodworking shops. Since spring, the SWT 200 has provided enormous flexibility even in this performance category. Ulrich Hartner, Product Manager Surface Processing, explains how.

An overview of the benefits:

- Time savings: Belt change, grit compensation and belt mounting in just a few simple moves
- Easy operation: Intuitive, self-explanatory touch-screen terminal
- Efficient working: Automated workpiece thickness measurement as standard – plus sanding recipes stored in the terminal
- Gentle part handling: Roller table at the machine infeed (standard), fold-away table at the machine outfeed (option)
- Energy efficiency: Up to 35 % lower extraction values
- High-grade fine sanding: H head segmented pad with inner chevron belt (unusual in this performance category)
- High flexibility: Two additional unit slots for finish processing operations



Ulrich Hartner
Product Manager Surface Processing

technology to the changing requirements. This is why we joined forces with our customers to develop the new series of the SWT 200 sanding machine. First and foremost, this fulfills the requirements of our customers and their end users.”

Editor: For which companies would this sanding machine be an indispensable addition?

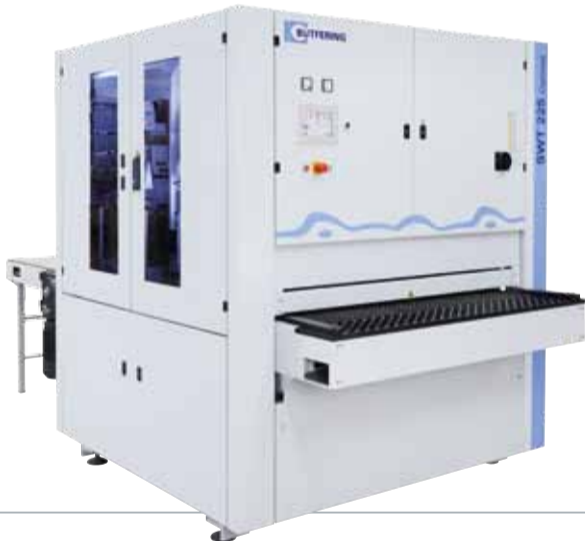
“For all those working in high-end interior fittings, stair construction or solid wood furniture, and whose low piece numbers and in-house infrastructure prevent them from installing larger-sized machines.”

Editor: How has the SWT 200 been received by the market since its launch at the HOLZ-HANDWERK?

“The machine has met with an enthusiastic reception. The sales figures have exceeded our expectations. Long may this continue – given the unbeatable cost-to-performance ratio of the SWT 200 we are confident it will.”



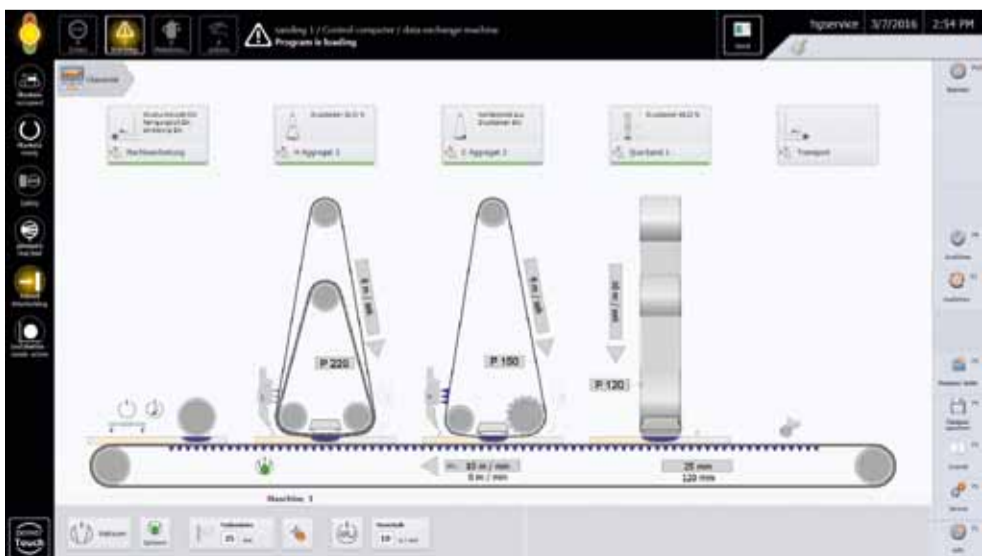
See the SWT 200 live in action here



BÜTFERING // Intuitive operation

SWT 300 with powerTouch

Since the HOLZ-HANDWERK, the intuitive, high-performance powerTouch concept has been integrated as standard in the SWT 300 series. This allows the operator to carry out all settings at the machine using touch and gesture control, and navigate with all the simplicity of a tablet. If controllable parameters – such as increased sanding pressure or speed modification – change, this is indicated clearly and visibly in an appealing design. This “what you see is what you get” approach has met with an enthusiastic response from the market. Operation of an SWT has never been easier.



DÜRR // Spray guns and pumps

Lacquering made easy

As a lacquering specialist on wide-ranging surfaces, Dürr will be demonstrating lacquer application-related products at the HOMAG Treff in Schopfloch. This includes manual and automatic spray guns, pumps and lacquering walls. The range of applications is multifaceted - Dürr offers solutions for protective coatings (lacquer, impregnation), decorative coatings (paint or varnish), fine surface coatings (e.g. for pianos) or glue applications (such as edge banding). Its range is aimed equally at professional joiners wishing to lend their furniture or hand crafted masterpieces a special gloss, and at series production plants demanding the highest product quality from every manufactured item.



Continued from page 1...

Networked production in joineries

... The Daxenberger brothers have taken the "Growing with the HOMAG Group" slogan fully on board. They equipped their joinery with the very latest technology: Office workstations, CNC machines and software solutions are all networked. Hand-held bar code readers link every machine to the central computer. The networking concept and the latest machines are sourced from the HOMAG Group. "Just because we've networked our operations, doesn't make us an industrial outfit", says Bernhard Daxenberger, master joiner and co-director of Schreinerei Daxenberger together with brothers Josef and Simon, dismissing a commonly made assumption. "And we will always remain a joinery dedicated heart and soul to old-fashioned craftsmanship."

The joinery is well structured. All the machines are ideally placed according to their function along the material flow: "This gives us more space and shorter distances to cover", explains Bernhard Daxenberger. The production line starts with cutting using a series 3 panel sizing saw in combination with a TLF 211 plane storage system. These are followed by a single-sided KR 77 Optimat edge bander with an automatic panel return conveyor.

A CNC BOF 311 **profil**Line processing center then tackles the complex trimming and drilling tasks. A BHX 055 Optimat processing center takes care of standard

processing operations. "These machines work so efficiently that they have more than paid back the initial investment", says an enthusiastic Bernhard Daxenberger.

Anyone looking around at Daxenberger will notice the absence of trucks and trolleys loaded with parts parked wherever there's space. "Networked production organization has meant an end to searching. We can locate all material for processing at any moment", explains Bernhard Daxenberger proudly. Bar code labels printout at the panel saw and attached to each part are a decisive organizational factor of the joinery's networked production. The bar code not only identifies the part but enables access to the bill of material and work plan.

But this wasn't enough for the Daxenbergers. They were aiming to achieve seamless networking of the computer and software. They wanted the standard "Schreiner-Plus" software to be able to "talk" to the Imos 3D software and machine control systems. This is where the HOMAG Group's broad experience played a key role. Bernhard Daxenberger fills in some of the background: "We realized that simply buying machines and different software programs would not be enough, and we'd expected to invest a lot of work internally. But all the effort paid off. I'd never want to return to the way we worked before."

Read the full article in the HK 2/2016 or at homag-group.com/references. The HOMAG Group would like to thank the editorial team.



Bernhard Daxenberger points to the bar code label - a decisive factor when it comes to organizing networked production

HOMAG Group // Life Cycle Services

Always at your service



Services these days has a totally different meaning than 20 years ago. Back then, the service department simply carried out commissioning through to final acceptance. Today, it is essential to provide customer services to cover the entire life cycle of the machine - starting from the moment of delivery. The woodworking industry is undergoing rapid development and the demands made on plants and processes by customers are constantly growing. Even the best control software requires regular updates. Experts have to recognize wear on heavily utilized parts and the condition of a machine at an early stage in order to guarantee maximum production availability. Therefore regular servicing is essential.

If a machine ever experiences downtime, a HOMAG Group technician must be available straight away - whether their factory is located in the USA, France, Poland or China. But this does not always have to mean a presence on the ground! Many cases can be quickly and efficiently solved by remote maintenance. To do this, the Service Hotline at home or abroad simply needs to log directly into a machine located thousands of kilometers away. Using the ServiceBoard, the current incident can

be transmitted by video diagnostics live to the HOMAG Group ServiceCenter independently of the manufacturer. The employee then makes the relevant information remotely available, and in 85.2 % of cases the problem can be remedied without a site visit. The ServiceBoard also enables direct access to the eParts spare parts shop.

If a spare part is required, rapid delivery is essential. Short response times and fast deliveries are decisive factors as a recent case in Austria illustrates.

21st June The customer calls. The plant is shutting down for two weeks in August, so spare parts could be installed then. Preparatory inspection in June when the relevant machine is out of action for three days due to low workload. HOMAG Group assembly planners look for technicians for this period. These access all the relevant customer details on their smartphones.

29th June Outward journey. The inspection team reports to the customer in Austria. Inspection begins. The technicians work through the electronic checklist and give the customer's maintenance manager an overview

of the condition of the machine. They then compile a list of recommended spare parts and arrange them in order of urgency. The maintenance manager decides what needs to be replaced. HOMAG Group technicians send an inquiry to the spare part service.

5th July The customer receives a spare part quote and submits the order. HOMAG Group service employees order the parts. They then inform the customer about the delivery date.

3rd August The customer receives the parts on schedule.

7th August Maintenance begins, wearing parts are replaced. A test run is conducted on the plant. Quality check. Normal operation can resume. The probability of a fault was minimized.



1 200 employees work in the HOMAG Group service departments worldwide

650 deliveries of spare parts are processed every day

>150 000 machines electronically documented in eParts in 28 languages