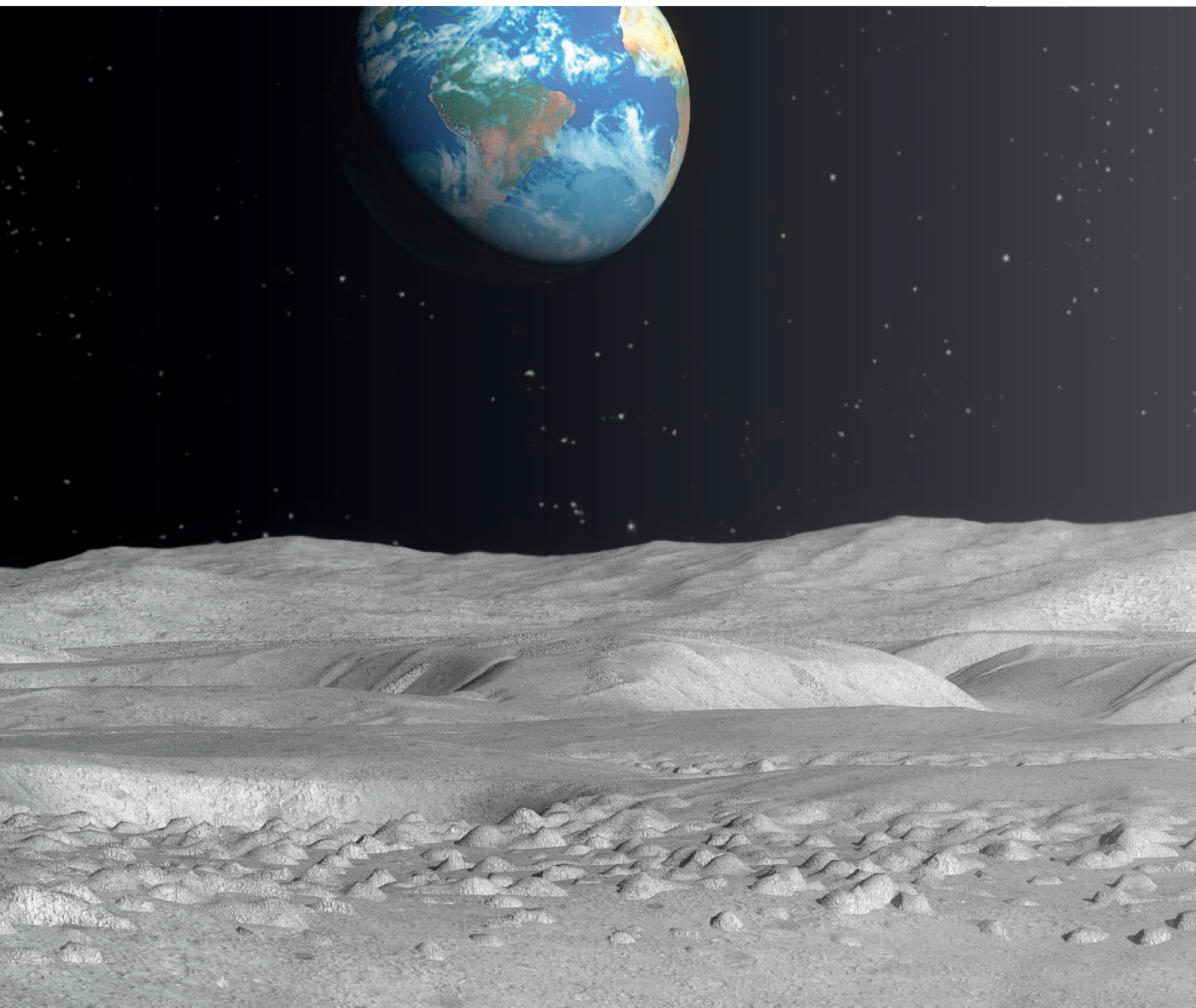




International Service

competent, reliable, solution orientated

There are places where our service network cannot be reached...



... everywhere else on earth just
<http://service.bauergears.com>

Danfoss Group Global


- > My Product List
- Product finder


BAUER Geared Motors

- > Home
- > Product Portfolio
- > Energy Efficiency
- > red dot award 2010
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Danfoss Bauer Global Service

Admittedly, we do have an advantage, because our sales companies and assembly plants haven't only been spread across the globe since yesterday. And they enable us to provide reliable service worldwide through our global network.

The combination of our own companies and qualified partners trained by us ensures that you get a quick and uncomplicated solution for your problems.

And as requirements with regard to service differ, we have taken that into account in our organization.


[SHARE](#)







Online Service


You might "only" have a technical question about our geared motors, or you may need our spare parts service. Our team of specialists is at your disposal via a hotline and/or the Internet, 24/7 and 365 days a year.

Features of this service module:

- Qualified specialised personnel
- Constant availability
- Quick reaction times
- Parts available at short notice

Our online service is there to help and assist you whenever necessary. Do not hesitate to call our experienced technicians at locations all over the world. We'll be glad to help you.

> Find a partner worldwide...




Onsite Service

You can call out our "On Site Service" whenever you would like to discuss technical questions with our specialists "in confidence". Our experts will be glad to help you to select the right motor for your application or support you in the project planning process.

Features of this service module:

- On-site support
- Advice from experts
- Support in project planning
- Support during the commissioning phase




Parts Logistics


Our decentralised warehouse network ensures that the parts you require are available at short notice and anywhere in the world, thus preventing long machine downtimes and expensive production standstills. It also means that you don't need to stock such parts yourself.

Features of this service module:

- Parts available at short notice
- No need to stock parts yourself
- Support from Danfoss Bauer or partners
- Networked warehouses



Field Service




Repair and Maintenance

Search

Local Sites

> Print Page



Visit our country related sites

Click on a link below to see the country sites containing all regional specific information and events.

- > Germany
- > Austria
- > Switzerland
- > Great Britain
- > United States

Global Service - how to organise customer benefit

“Local presence”

They roll so easily off the tongue, catchwords like “customer orientation” or “customer focus”. And it’s not as if the idea behind them is a new one. Our great-grandfathers knew that you have to make an effort to win and keep customers.

You’ll soon know whether a supplier is making that effort. But what’s the good of a salesman or a service technician doing their best for their customers if they don’t have the corresponding organisation behind them?

Structured support

Danfoss Bauer is organised – we have a multilayered and finely tuned organisation that enables us to offer you reliable, flexible and efficient service with sustained communication that is really worthy of the name.

We can network you to all that we have – more than 70 subsidiaries, assembly plants and partner companies, and that really is “customer focus”, so that in fact, we could call our worldwide service a “local presence”.

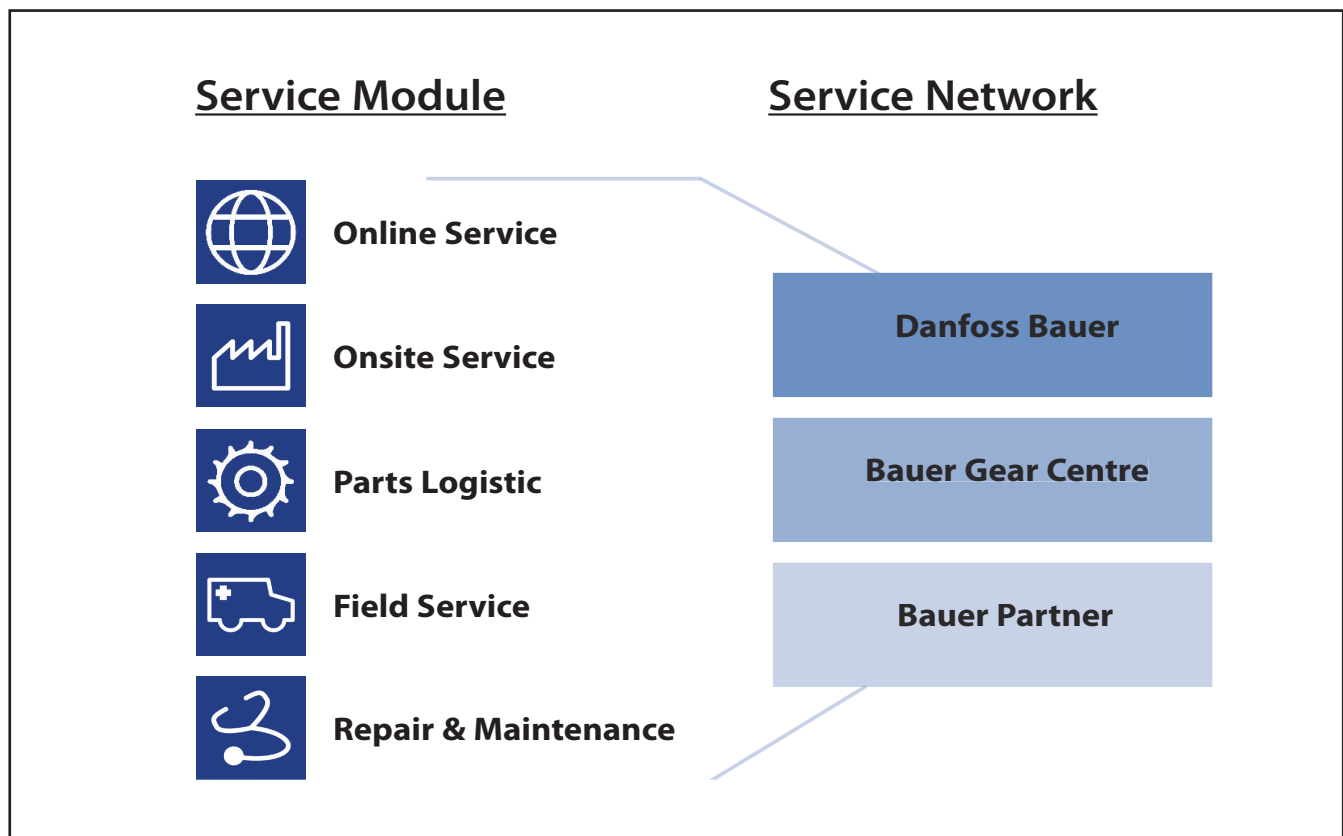
The advantages for you are longer service life for machines and shorter downtimes, in other words, higher availability, assured production and quality, and that truly does represent added value, planned and organised benefit for you.

The Global Service Concept

Admittedly, we do have an advantage, because our sales companies and assembly plants haven’t only been spread across the globe since yesterday. And they enable us to provide reliable service worldwide through our global network.

The combination of our own companies and qualified partners trained by us ensures that you get a quick and uncomplicated solution for your problems.

And as requirements with regard to service differ, we have taken that into account in our organisation.





Online Service

You might “only” have a technical question about our geared motors, or you may need our spare parts service. Our team of specialists is at your disposal via a hotline and/or the Internet, 24/7 and 365 days a year.

Features of this service module:

- *Qualified specialised personnel*
- *Constant availability*
- *Quick reaction times*
- *Parts available at short notice*



Field Service

But despite intelligent technology and clever organisation, we still can't do without the good old customer service staff. Our own technicians or technicians trained and authorised by us can carry out maintenance and repair work or preventive servicing measures on your premises.

Features of this service module:

- *Qualified technicians worldwide*
- *Quick on-site help*
- *Longer service life of geared motors*
- *Short plant downtimes*
- *Prevention of lost output*



Onsite Service

You can call out our “On Site Service” whenever you would like to discuss technical questions with our specialists “in confidence”. Our experts will be glad to help you to select the right motor for your application or support you in the project planning process.

Features of this service module:

- *On-site support*
- *Advice from experts*
- *Support in project planning*
- *Support during commissioning*



Repair & Maintenance

We offer a diagnostic service and subsequent servicing or preventive overhaul of Danfoss Bauer geared motors worldwide, with the aid of state-of-the-art analytical equipment such as thermal imaging cameras.

Features of this service module:

- *Qualified diagnosis*
- *Speedy servicing*
- *Short plant downtimes*
- *Prevention of lost output*
- *Qualified service partners*



Parts Logistic

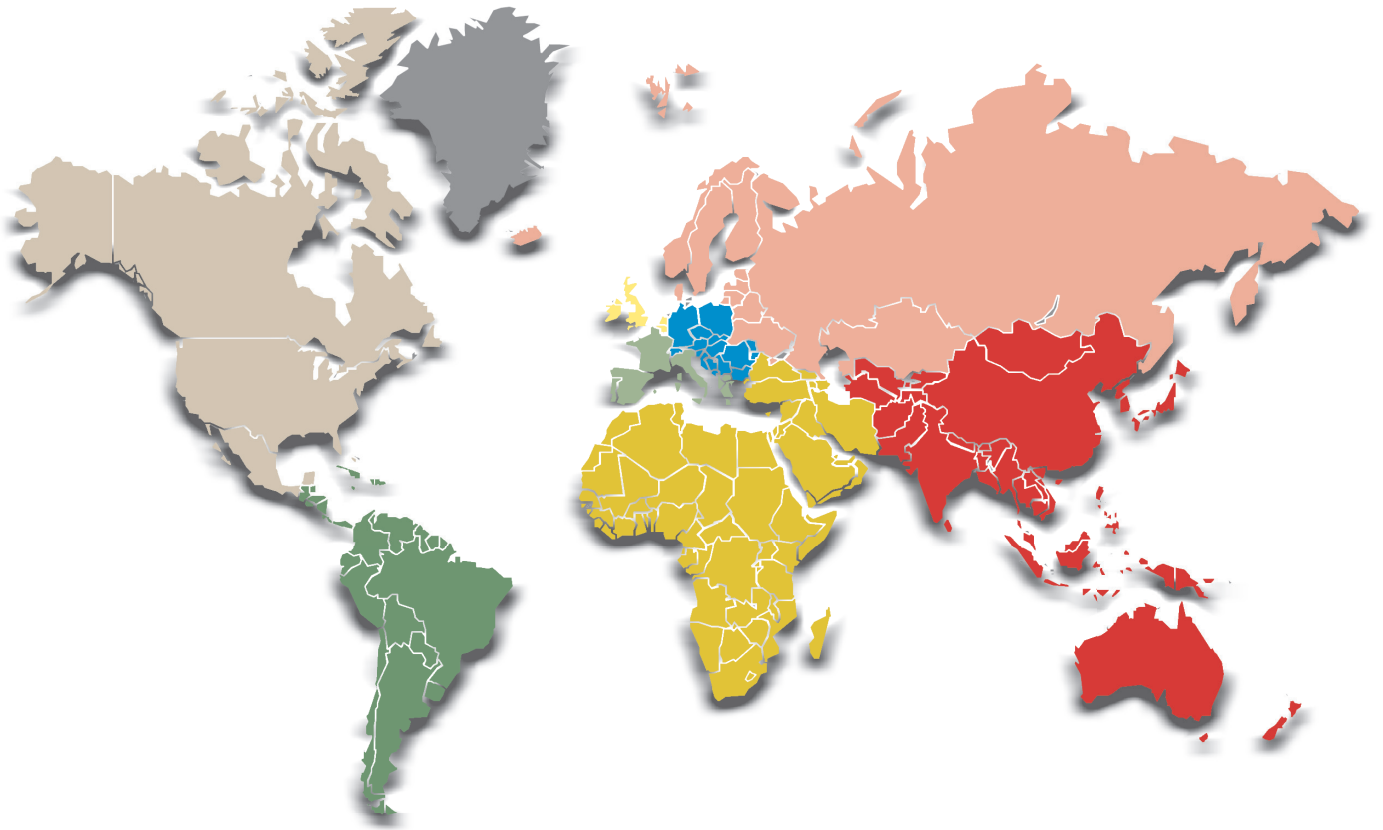
Our decentralised warehouse network ensures that the parts you require are available at short notice and anywhere in the world, thus preventing long machine downtimes and expensive production standstills. It also means that you don't need to stock such parts yourself.

Features of this service module:


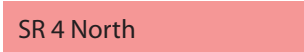






- *Parts available at short notice*
- *No need to stock parts yourself*
- *Support from BAUER or partners*
- *Networked warehouses*








Danfoss Bauer - Global Service at your doorstep





8 Service Regions....

| | | |
|--|---|---|
|  SR 1 Central |  SR 4 North |  SR 7 Latin America |
|  SR 2 South |  SR 5 North America |  SR 8 Middle East Africa |
|  SR 3 West |  SR 6 Asia Pacific | |

5 Service Modules....

| | | | | |
|---|---|---|--|---|
|  Online Service |  Onsite Service |  Parts Logistic |  Field Service |  Repair |
|---|---|---|--|---|

1 Partner Worldwide....

| | | |
|---|---|---|
|  | http://service.bauergears.com |  |
|---|---|---|



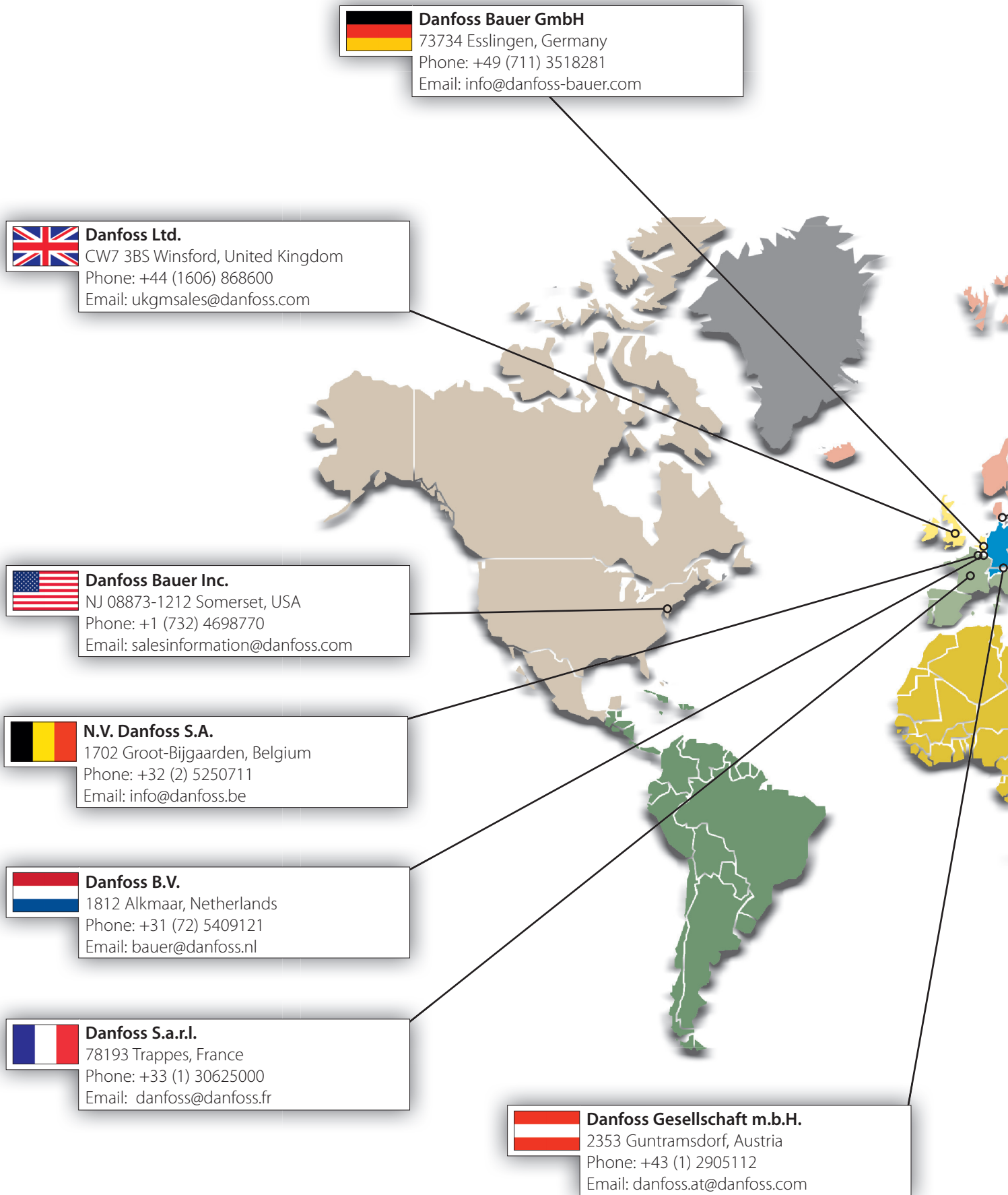
Your service region (SR) in overview ...

| Country | SR |
|--------------------------|----|
| Afghanistan | 6 |
| Albania | 2 |
| Algeria | 8 |
| Angola | 8 |
| Argentina | 7 |
| Armenia | 8 |
| Australia | 6 |
| Austria | 1 |
| Azerbaijan | 8 |
| Bahrain | 8 |
| Bangladesh | 6 |
| Belarus | 4 |
| Belgium | 3 |
| Bolivia | 7 |
| Bosnia And Herzegovina | 1 |
| Botswana | 8 |
| Brazil | 7 |
| Bulgaria | 1 |
| Cambodia | 6 |
| Cameroon | 8 |
| Canada | 5 |
| Central African Republic | 8 |
| Chile | 7 |
| China | 6 |
| Colombia | 7 |
| Congo | 8 |
| Costa Rica | 7 |
| Cote d'Ivoire | 8 |
| Croatia | 1 |
| Cuba | 7 |
| Cyprus | 2 |
| Czech Republic | 1 |
| Denmark | 4 |
| Djibouti | 8 |
| Dominican Republic | 7 |
| Ecuador | 7 |
| Egypt | 8 |
| El Salvador | 7 |
| Equatorial Guinea | 7 |
| Estonia | 4 |
| Ethiopia | 8 |
| Finland | 4 |
| France | 2 |
| French Guiana | 7 |
| Gabon | 8 |
| Gambia | 8 |
| Georgia | 4 |
| Germany | 1 |
| Ghana | 8 |
| Greece | 2 |

| Country | SR |
|---------------|----|
| Guatemala | 7 |
| Guinea | 8 |
| Guinea-Bissau | 8 |
| Guyana | 7 |
| Haiti | 7 |
| Honduras | 7 |
| Hong Kong | 6 |
| Hungary | 1 |
| Iceland | 4 |
| India | 6 |
| Indonesia | 6 |
| Iran | 8 |
| Iraq | 8 |
| Ireland | 3 |
| Israel | 8 |
| Italy | 2 |
| Japan | 6 |
| Jordan | 8 |
| Kazakhstan | 4 |
| Kenya | 8 |
| Korea | 6 |
| Kuwait | 8 |
| Kyrgyzstan | 6 |
| Latvia | 4 |
| Lebanon | 8 |
| Liberia | 8 |
| Libya | 8 |
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| Macedonia | 1 |
| Madagascar | 8 |
| Malawi | 8 |
| Malaysia | 6 |
| Mali | 8 |
| Mexico | 5 |
| Moldova | 1 |
| Mongolia | 6 |
| Morocco | 8 |
| Mozambique | 8 |
| Myanmar | 6 |
| Namibia | 8 |
| Nepal | 6 |
| Netherlands | 3 |
| New Zealand | 6 |
| Nicaragua | 7 |
| Niger | 8 |
| Nigeria | 8 |
| Norway | 4 |
| Oman | 8 |
| Pakistan | 6 |

| Country | SR |
|----------------------|----|
| Panama | 7 |
| Papua New Guinea | 6 |
| Paraguay | 7 |
| Peru | 7 |
| Philippines | 6 |
| Poland | 1 |
| Portugal | 2 |
| Puerto Rico | 7 |
| Qatar | 8 |
| Romania | 1 |
| Russian Federation | 4 |
| Rwanda | 6 |
| Saudi Arabia | 8 |
| Senegal | 8 |
| Serbia & Montenegro | 1 |
| Sierra Leone | 8 |
| Singapore | 6 |
| Slovakia | 1 |
| Slovenia | 1 |
| Somalia | 8 |
| South Africa | 8 |
| Spain | 2 |
| Sri Lanka | 6 |
| Sudan | 8 |
| Swaziland | 8 |
| Sweden | 4 |
| Switzerland | 1 |
| Syrian | 8 |
| Taiwan | 6 |
| Tajikistan | 6 |
| Tanzania | 8 |
| Tchad | 8 |
| Thailand | 6 |
| Togo | 8 |
| Tunisia | 8 |
| Turkey | 8 |
| Turkmenistan | 8 |
| Uganda | 8 |
| Ukraine | 4 |
| United Arab Emirates | 8 |
| United Kingdom | 3 |
| United States | 5 |
| Uruguay | 7 |
| Uzbekistan | 6 |
| Venezuela | 7 |
| Vietnam | 6 |
| Yemen | 8 |
| Zaire | 8 |
| Zambia | 8 |
| Zimbabwe | 8 |


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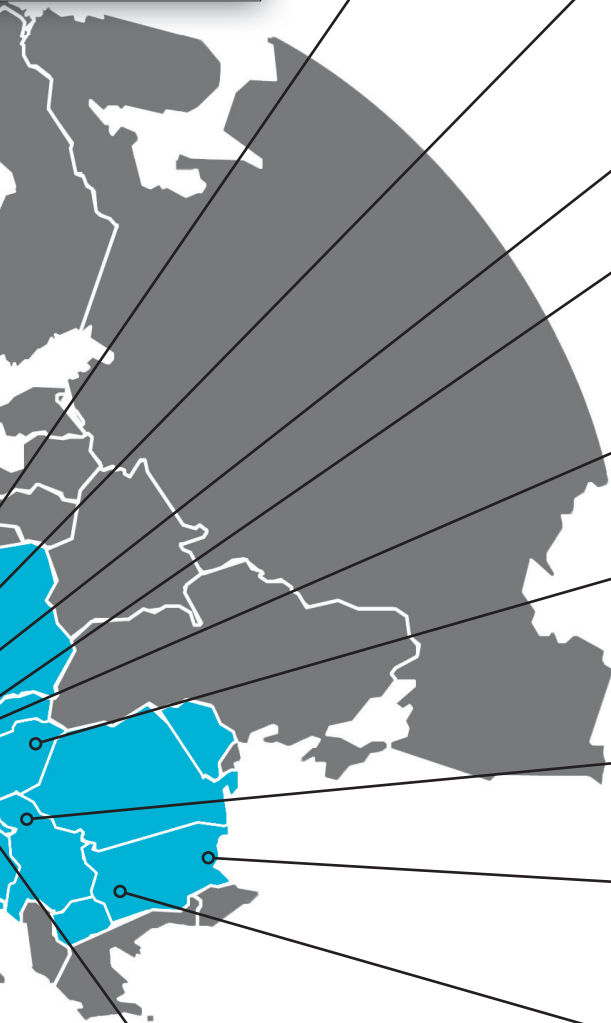
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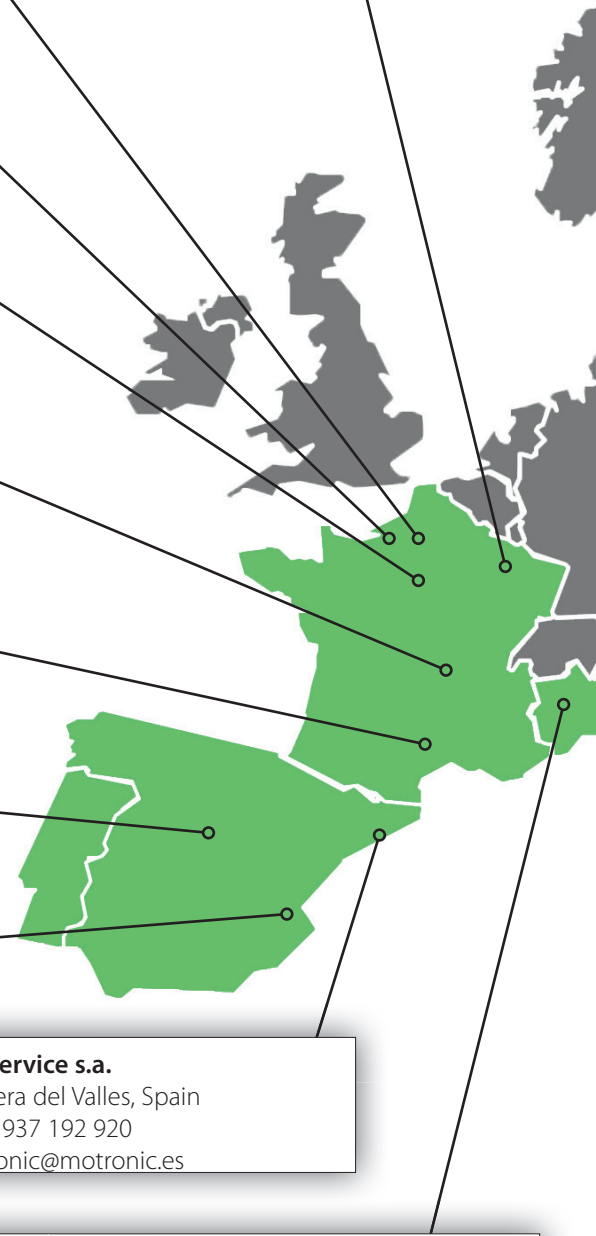
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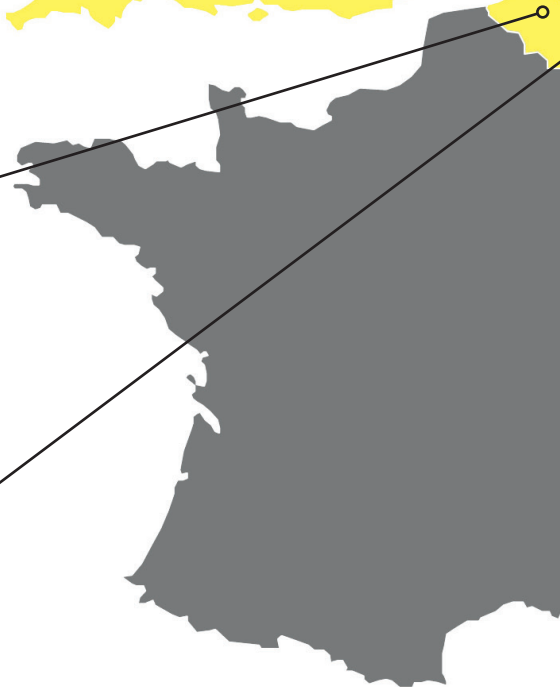


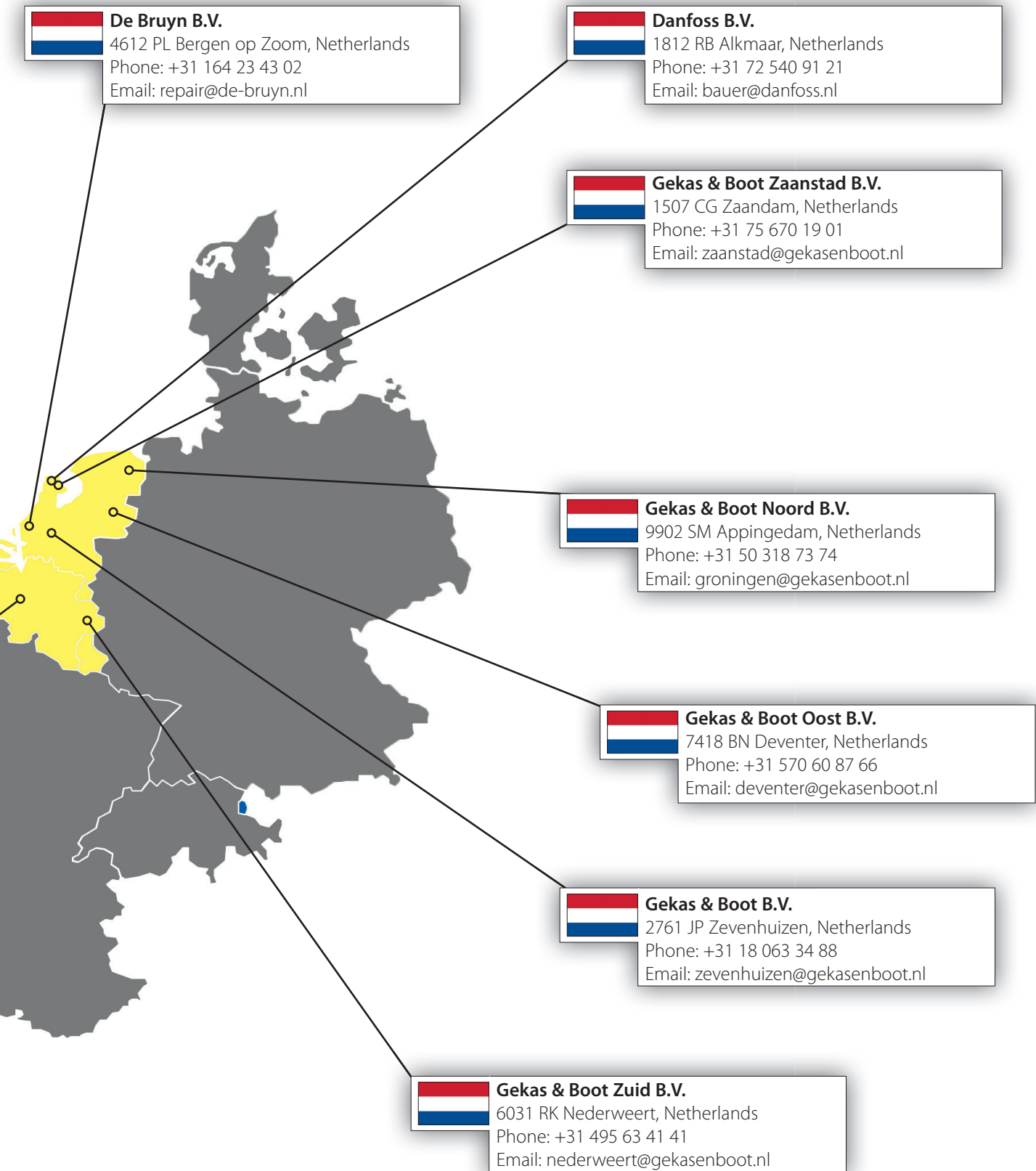
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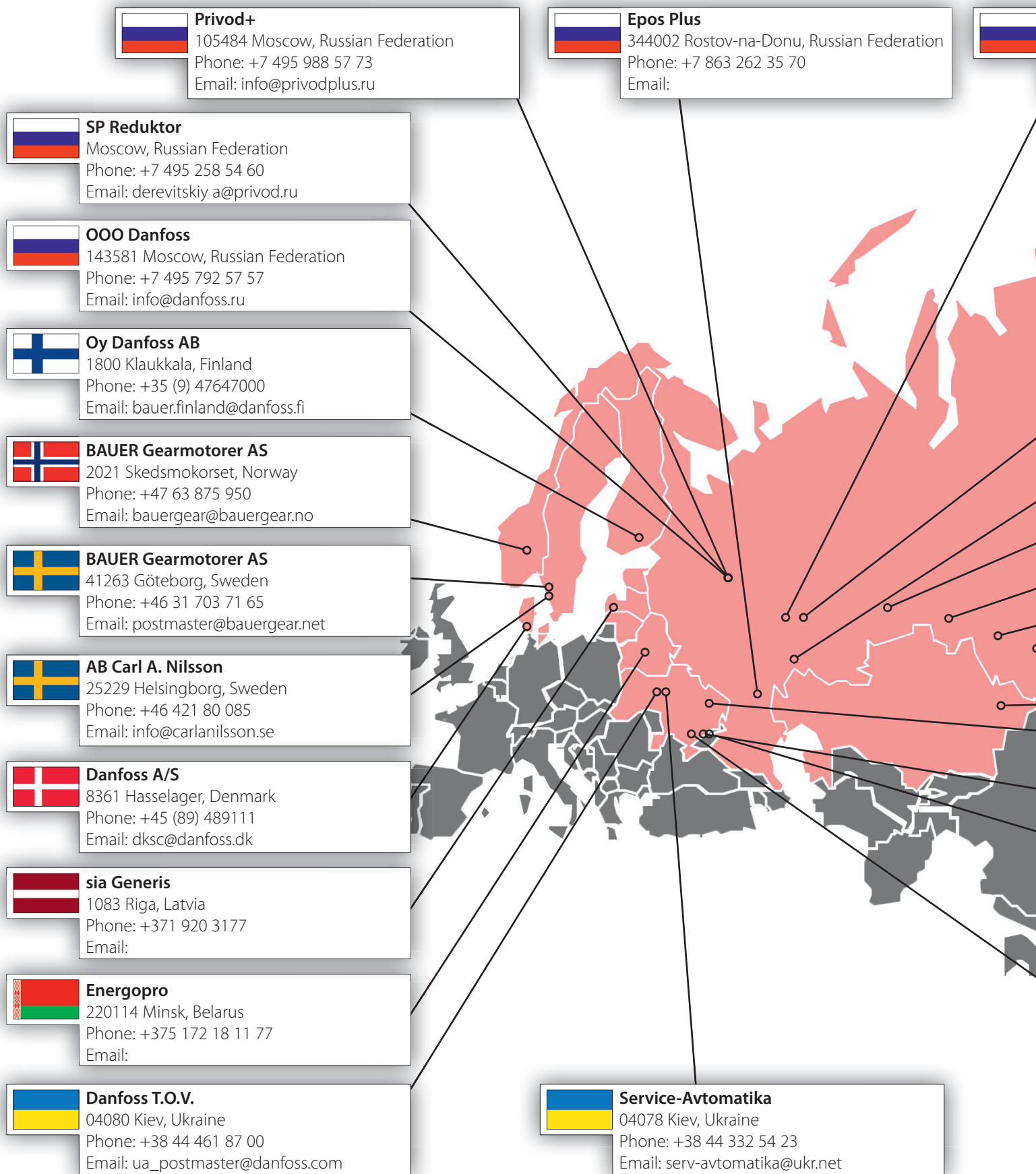
Email: info@danfoss.be






Service Region 4


NORTH








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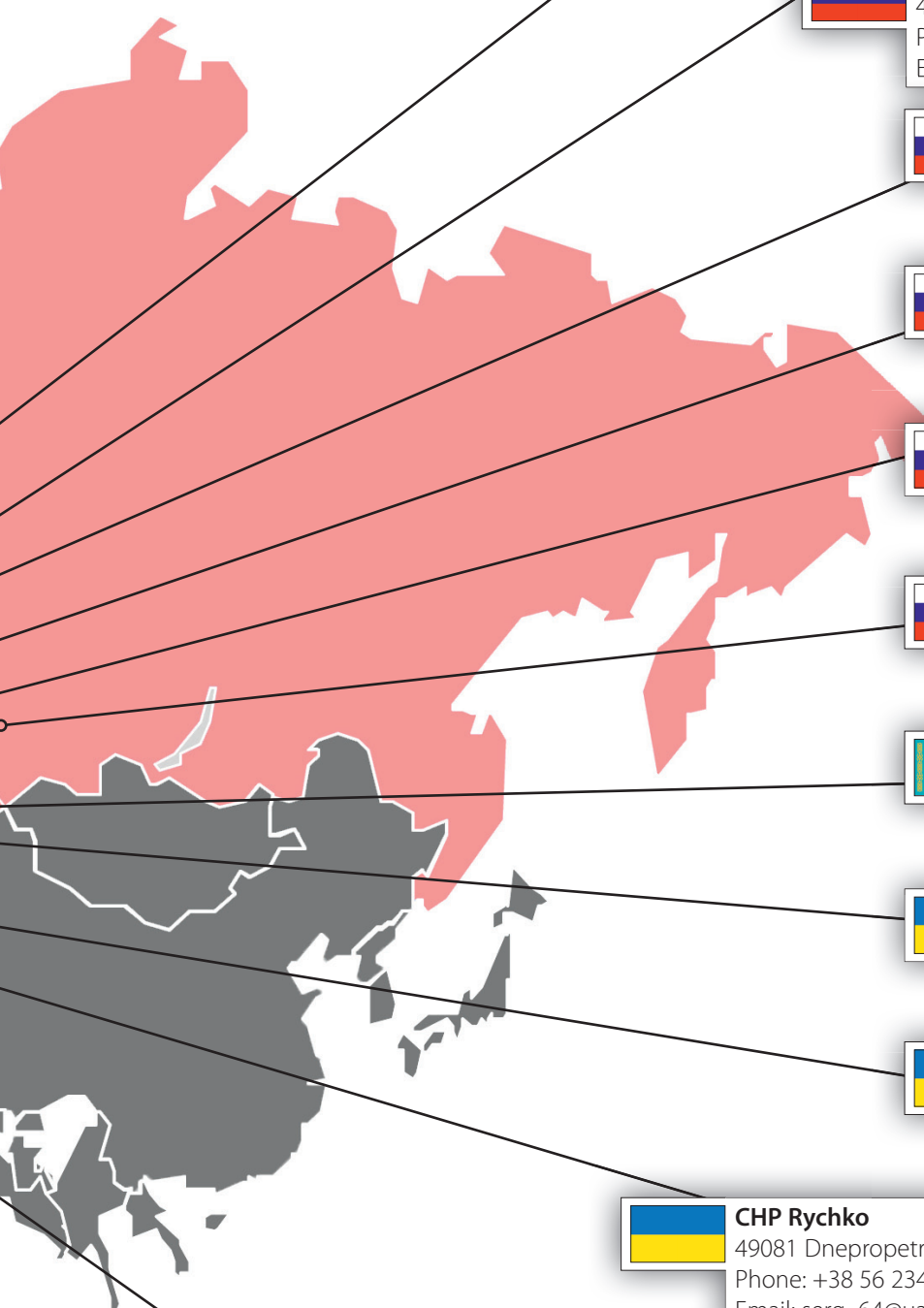
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Jung y Cia LTDA

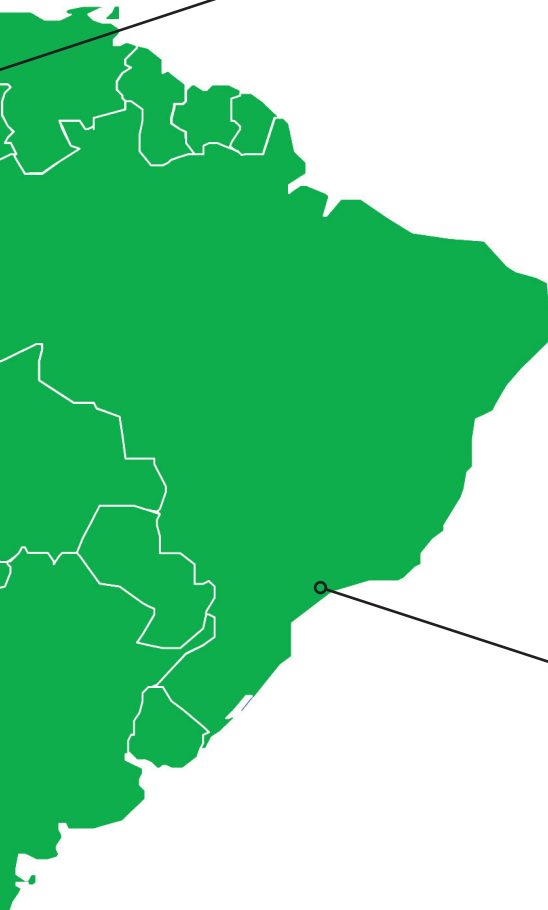
14478 Santiago de Chile, Chile

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Email: jung@jung.cl



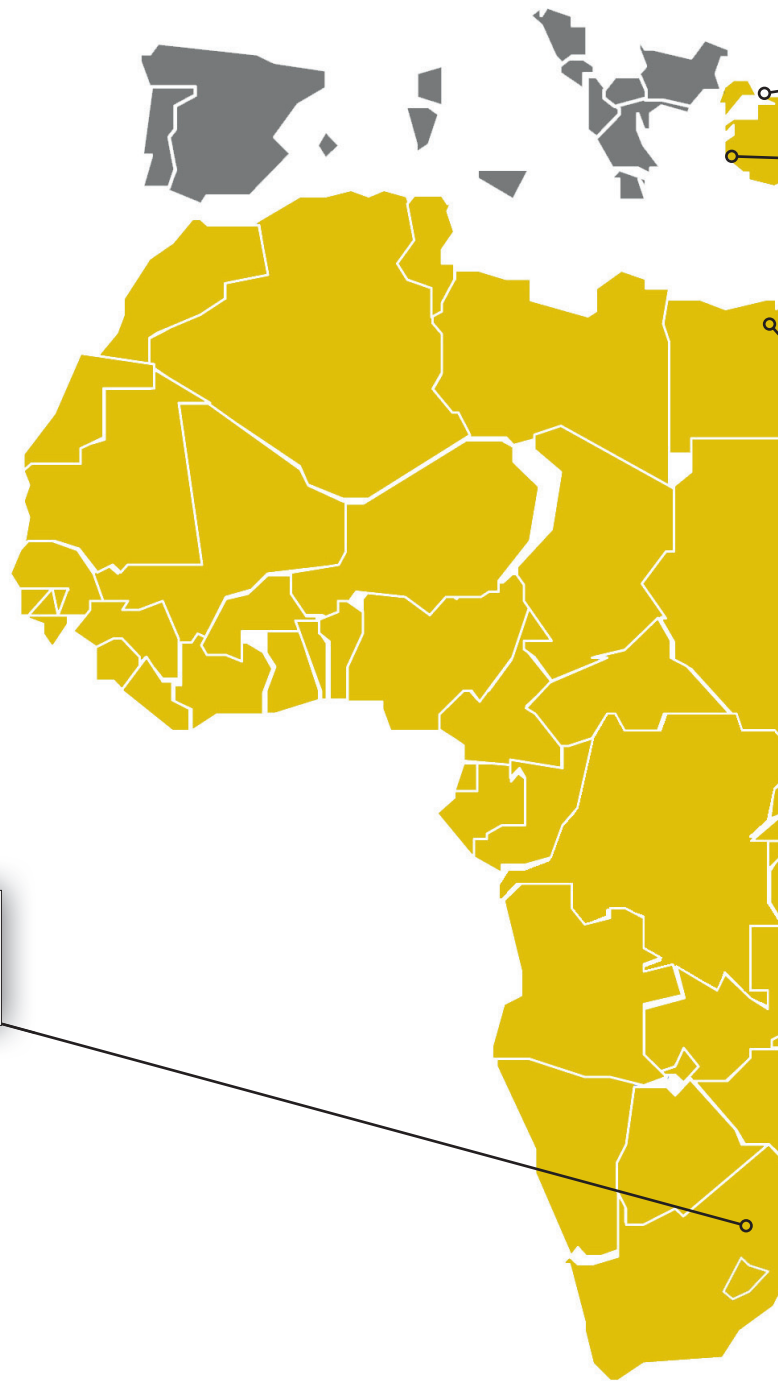
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Service Region 8

MEA (Middle East, Africa)

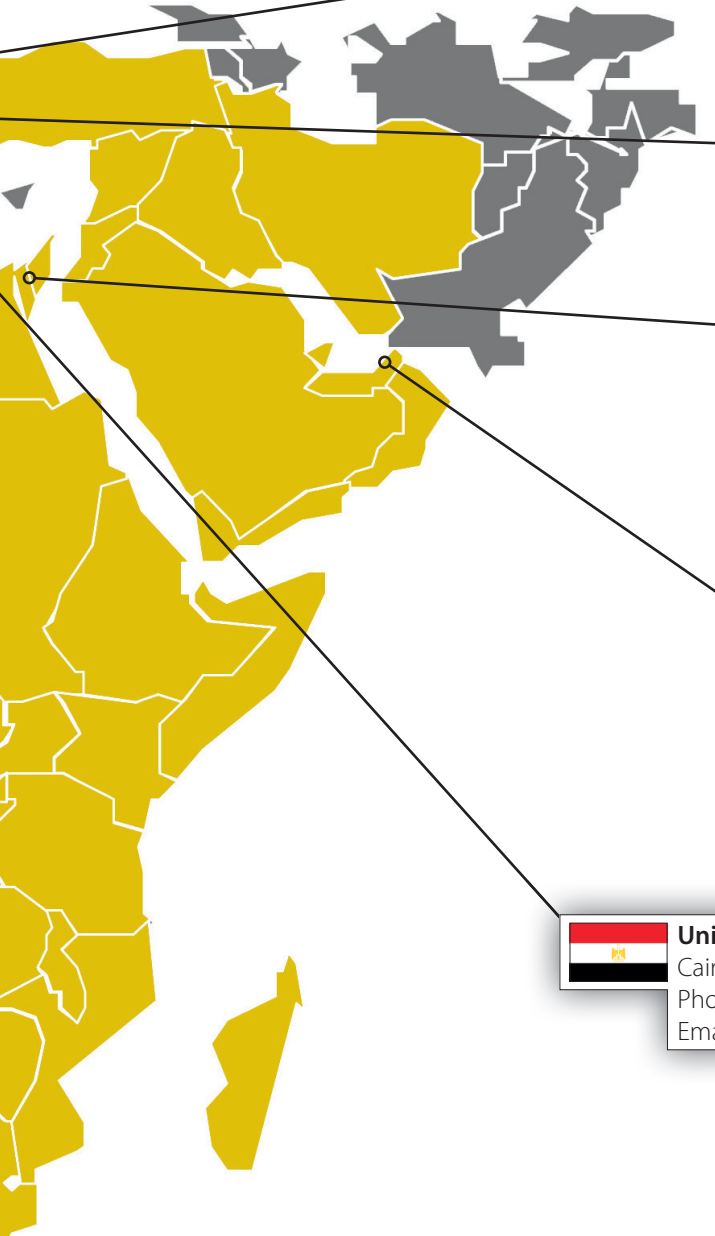


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The Gear Motor Academy



As one of the leading suppliers in drive technology we do not only put value to technology and reliable high quality products but also comprehensive services. Only well informed and trained employees are able to configure drive systems independently and optimally, to put them into service, to service and to diagnose them. This competence leads to an increased satisfaction and improved motivation of the employees. An important aspect of daily work. Our experienced trainers offer training topics which have the target of making employees to drive specialists. Moreover it requires the participation in all seminars.

<http://academy.bauergears.com>

| Training | Information | Contents |
|--------------------------|--|--|
| Basic | The seminar is important for all those who wish to become familiarized with drive technology. The participants will have the basics of geared motors and their usage conveyed to them. | <ul style="list-style-type: none"> • Introduction of the current Danfoss Bauer geared motor range • Definition and dimensioning of the service factor during gearbox selection • Impact of radial forces on the dimensioning of geared motors • Definition of the IP - Enclosures • Basics for the calculation and selection of geared motors • Selection of geared motors for frequency inverter duty |
| Drive engineering | The seminar is laid down for those who perform drive engineering and selection. Drive specific factors for mains and inverter duty will be covered. The calculation of standard applications such as hoists, travel drives, roller conveyors etc. are shown. | <ul style="list-style-type: none"> • Introduction to technical mechanics and physics • Derivation of drive specific formulae • Calculation of differing machines (Controlled drives, Non-controlled drives, Travel drives, Hoists, Chain conveyors, Roller conveyors, Turntable, Belt conveyors) |
| Application | The seminar is important for all who wish to deepen their knowledge of drive technology. Deepened knowledge of applications for geared motors in differing industry sectors and their design will be conveyed. | <ul style="list-style-type: none"> • Design and functionality of 3 phase, Pole changing, DC, Synchronous and Servo motors • Design and functionality of frequency inverters and their control • Difference between mains and inverter duty • Industry sector solutions from Danfoss Bauer (ATEX, Aseptic, Monorail, BasicMetal) • Industry sectors and their design (Ambient conditions, Service factors, Modifications to the geared motors) |
| ATEX | The seminar addresses mainly skilled technicians who are responsible for the use and planning of plants in explosion protection areas. Emphasis is laid on the basics of explosion protection, the guidelines 94/9/EG and 1999/92/EG. The explosion protection types for gas and dust explosion protection and the implementation of the guideline 94/9/EG on Danfoss Bauer geared motors. | <ul style="list-style-type: none"> • Explosion protection in general • EC-Guidelines 94/9/EG and 1999/92/EG • Explosion protection types for gas explosion protection according to EN 60079 and dust explosion protection according to EN 61241 • Selection of motors, gearboxes and extras • What has to be observed regarding gearbox service factors • Notes on service and maintenance of Danfoss Bauer geared motors |
| Disassembly and Assembly | The seminar addresses mainly to skilled technicians who are responsible for the maintenance and repair of electrical geared motors. The main focus is the professional disassembly and reassembly of the geared motor range. | <ul style="list-style-type: none"> • Professional disassembly and assembly of gearbox, motor, brake and back-stop • Composition of Danfoss Bauer brakes • Mounting position and speed change • Lubricant quantities • Service and maintenance - procedures • Spare part and repair logistics |



The BAUER Symposiums



As geared motor manufacturer we have searched for a way to get away from the “Blind Dates” which are to be found at trade fairs, and reach more intensive discussions in a comfortable atmosphere which go beyond the quality of the “What new?” questions. For this reason, we developed the Symposium Concept.

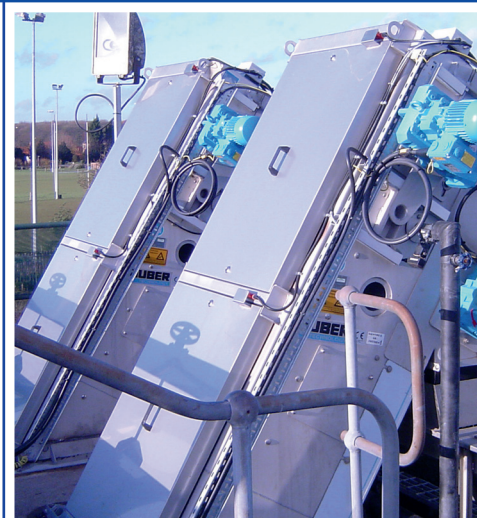
The symposiums are held under differing topics at differing places throughout the year. The closeness to the customer is a pre-requisite avoiding unnecessary travel and accommodation. Preferentially, the symposiums are held at partner companies or hotels with corresponding presentation rooms.

The topics change from year to year. We don't only fall back on our own consultants, also consultants from Science and Technology, management consultancy and industry. The topics of the symposiums held so far can be found as example in the table below.

The forums are performed in a single day and are free of charge. Learning from an educational standpoint that teaching in “small” classes leads to a higher result, the number of participants is limited to 20.

<http://forum.bauergears.com>

| Topic | Information |
|---------|---|
| Hygiene | <p>The continually growing requirements on the food & beverage industry result in higher hygiene and process safety. For this reason the Hygiene Symposium concentrates on the following topics:</p> <ul style="list-style-type: none"> • Hygiene requirements on production plants in the food & beverage industry • General explanations to the new guidelines for the food & beverage industry • Inactivation of suspended microorganisms and biofilms on surfaces • Why paint coatings and not always stainless steel for surfaces? |
| Energy | <p>The environmental handling of energy and other resources is becoming more and more important. For this reason the Energy Symposium concentrates on the following topics:</p> <ul style="list-style-type: none"> • Total Cost of Ownership (TCO) in Drive Technology • Efficiency and Standards - Attain savings through consistent use of the new regulations • Motor technologies - Increase in efficiency through correct selection • Energy saving with frequency inverters |
| Service | <p>Maintenance plays an ever increasing role in the total costing structure of a company. For this reason the Hygiene Symposium concentrates on the following topics:</p> <ul style="list-style-type: none"> • Total Productive Maintenance: Increasing Productivity through Maintenance • So cheap doesn't become expensive: Optimising the total costs for maintenance of machines and plants • Effect of lubrication on geared motors • Globalisation of Service – a Challenge? |



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