

## Premium in every respect: Technology and service from CemeCon



We offer a service that is as diverse as the challenges our customers face, and we aspire to be a long-term, successful partner

With a diamond, DC or HiPIMS coating system from CemeCon, tool manufacturers get far more than just high-performance technology. A comprehensive range of services ensures that all coating processes “run smoothly” in the long term. The freedom that comes with in-house coating is complemented by the reassurance of knowing that help is always available: personally, quickly, competently, and always on an equal footing.

“Being able to use outstanding technology in your own company with good training already gives tool manufacturers a clear advantage on the market. Those who can also count on an experienced partner with comprehensive expertise at all times gain additional competitive advantages,” explains Tanja Maubach, Product Manager After-Sales at CemeCon. Her statement is based on many years of practical experience: “Some of the customer systems that we support have been delivering consistently reliable and high-performance coating results at the highest level for over 25 years.”



Many technicians have been looking after the coating systems for a very long time and actively contribute to the continuous further development of CemeCon coating technology

## **Valuable support right from the start**

The CemeCon service begins long before commissioning. Even before the system door closes behind the first batch of cutting tools, CemeCon service technicians are active on site at the customer's premises: for installation, instruction and training of those who operate and monitor the system. All training takes place in accordance with a high, uniform quality standard and can be called up very flexibly. This makes knowledge transfer possible even at short notice: "In the event of staff changes or an expansion of the range of services we offer targeted individual 'refresher trainings'," explains Tanja Maubach.







High-quality consumables and original spare parts are usually dispatched to the customer on the same day after ordering

Once a system is up and running after the start-up phase, the CemeCon service enters the next phase for the customer: thanks to the supply of optimally coordinated consumables, maintenance services and prompt delivery of original spare parts, it ensures the long-term quality of HiPIMS, DC and diamond systems. Customers who opt for a service contract with CemeCon have the best possible all-round protection. In addition to annual maintenance, they also benefit from an extended warranty. And this is also contractually guaranteed: Competent and experienced CemeCon technicians are available seven days a week to provide immediate support.

## **Personal service instead of a call center**

At CemeCon, calls do not end up in a call center or on an answering machine, but directly with an expert contact person who knows what to do immediately. “When a system comes to an unplanned standstill, every second counts. Our technicians know this—and act quickly,” says Andrea Merz, Executive Director Technology Transfer at CemeCon. The situation is then analyzed via online access and often resolved immediately. Or the required spare part is identified remotely and sent to the customer.



Expert CemeCon employees answer customer calls around the clock, every day of the week. They often offer a solution directly via remote access

CemeCon maintains a comprehensive stock of spare parts for all generations of systems at its own coating center in Würselen, the largest of its kind in the world, from where the items can be dispatched on the same day. Installation on site is usually possible without any problems thanks to the pre-trained system operators. If an on-site visit by a CemeCon technician is necessary, they will be dispatched immediately and efficiently worldwide. The right spare part will also be on its way thanks to the perfect preparation. “It is this personal proximity and our sense of the urgency of the situation that sets us apart, alongside our leading coating technology,” emphasizes Andrea Merz.

## **Always at the customer’s side**

The regular supply of original consumables such as targets, CemeCon cleaning solutions for tools or technical oils also makes an essential contribution to the long-term performance of the system and peripherals. This has a significant influence on the quality of the coatings. The wide range of existing and new coating formulations allows for specific special solutions as well as an effective transfer of know-how to customers. In the CemeCon web catalog, customers will find a complete overview, including all relevant information and the option to order directly. If required, a qualified contact person will provide individual advice: “Many of our technicians, myself included, have been with the company for a very long time. They have played a key role in the continuous further development of CemeCon coating technology,” describes

Tanja Maubach.



CemeCon's experienced team of technicians is always ready to provide on-site service worldwide

“For CemeCon, sustainability means that we think far beyond pure sales in our business relationships. Rather, we aim to support our customers as partners over many years and ensure their long-term success,” summarizes the product manager. When it comes to premium coating, this is based on premium service: expert advice, tailored training, fast-response, worldwide troubleshooting remotely or on site, digital tools as well as high-quality consumables and original spare parts, including for old systems. “Our service is as diverse as the challenges our customers face. And we stand by that: Those who trust us should be able to rely on us completely—today, tomorrow and in the future.”

[Worldwide service](#)

[CC800® HiPIMS](#)

[CC800® Diamond](#)

[HiPIMS](#)

[Premium service](#)

[Service package](#)

[24h hotline](#)