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Ligna 2009: Vollmer Introduces a New Service Package

Biberach/Riß, May 18, 2009 – At Ligna 2009 trade fair in Hannover, Vollmer presents its extended range of services and gives visitors a chance to get briefly acquainted with the recently launched Technology and Services Center (TSC) in Biberach. With the TSC as an umbrella facility, the manufacturer specializing in grinding and eroding machines builds its range of services on three pillars: Training Academy, Service Center, and Finance.

“With our services of financing, training and servicing, we ensure that our grinding machines meet the highest requirements in terms of quality, productivity and service life, allowing our customers to work efficiently and with the latest know-how available,” says Dr.-Ing. Stefan Brand, Managing Director of Vollmer Werke Maschinenfabrik GmbH. “Since we know how important the product-related services are for our customers, we have invested in a new Technology and Service Center, which was launched in early May to facilitate training courses, seminars, trial machining, customer care events and internal trade fairs.”

TSC As an Umbrella Facility for All Services

The new Technology and Service Center (TSC) in Biberach has a useful floor area of 3,000 m² and represents an umbrella facility for the range of services of the Swabian technology and service partner. Vollmer will present its service range, based on the three pillars of the Training Academy, Service Center, and Finance, at Ligna 2009 from May 18 till May 22 at Stand A50 in Hall 13. From financing, training and preventive maintenance, Vollmer covers the entire range of services that are indispensable for the efficient and resource-saving use of grinding and eroding machines in tool production and servicing.

Training Academy with Individual Courses

Once a customer has bought a grinding machine, it is necessary to ensure that the machine operators are trained as effectively as possible to use the machine properly. Vollmer's Training Academy brings a modular training concept, starting from easy operation over to complex programming of the machine, offering the right basic, advanced and follow-up training program for any application. Depending on the customer's preferences, the training sessions can be held on the customer's premises or in the training center of the TSC in Biberach. In its TSC, Vollmer is able to deliver demonstrations, comprehensive training packages and individual concepts, thus facilitating ongoing personal development of its staff.

Service Center for Maintenance and Repair

Vollmer's Service Center represents a package of services relating to inspection, maintenance, repair, technical servicing and replacement part delivery. It is the place where specialists develop new applications and advanced solutions for the current grinding machine range. With additional components, grinding machines can be upgraded in order to allow customers to keep their production and finishing processes at the highest level for years. With the modular Service Level Agreement concept, Vollmer offers customized maintenance and repair solutions, guaranteeing a high availability and short response times. With such an agreement in place, customers can be assured that their grinding machines are always kept in up to date, state of the art. Moreover, Vollmer offers long-term agreements for inspections, maintenance, repairs and tele-servicing. On-site support and remote consulting is provided by service engineers, who not only remedy problems and faults but also support the customer with qualified advice. The Service Center's range is complemented with a fast and smooth replacement part delivery – regardless of whether original or used parts are required. Vollmer presently offers this service from 7 a.m. to 6 p.m.

Finance For Flexible Financing

Vollmer Finance covers all services that allow you to finance your capital projects with assurance and confidence. The current economic situation and new credit-related guidelines such as Basel II make companies look more and more for flexible financing models. With lease, hire purchase or credit financing, Vollmer Finance offers capital project solutions that protect a company's liquidity and lines of credit. In combination with competitive machine insurance and a Service Level Agreement for preventive maintenance, Vollmer's financing models guarantee a remarkable efficiency of its machines and protect the customer's investment.

“Vollmer's services are presented under our trade-fair motto "Precision With Efficiency“, forming part of the related resource-saving philosophy,“ says Dr. Stefan Brand. “With our product-related services, we are able to save not only resources such as energy and material but also financial and human resources.“

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About Vollmer Of America

The VOLLMER Group has evolved as the specialist in re-sharpening and production of PCD tooling, Carbide-tipped circular saws, HSS circular saws, and Band saws. VOLLMER Technology & service offers the latest in grinding, erosion and conditioning machines for tooling and circular saw and band saw blades used in woodworking, metal-cutting, and the processing of composite materials.