

Ersa SERVICES

Solutions for the most successful companies.



At home in every cultural area and time zone
with our own facilities

Globally active
Worldwide service network



Since 1921, Ersa and soldering have enjoyed a uniquely successful union in the electronics processing industry. From the very beginning, the focus was on the entire soldering process with its diverse applications.

In keeping with our corporate philosophy, we offer attractive services and packages to optimize the manufacturing processes for our customers. We are particularly proud of our comprehensive system consultancy for every aspect of soldering which our customers then convert into immeasurable added value in their production – be it as a specific application, in the form of complex process details or with regard to total cost of ownership!

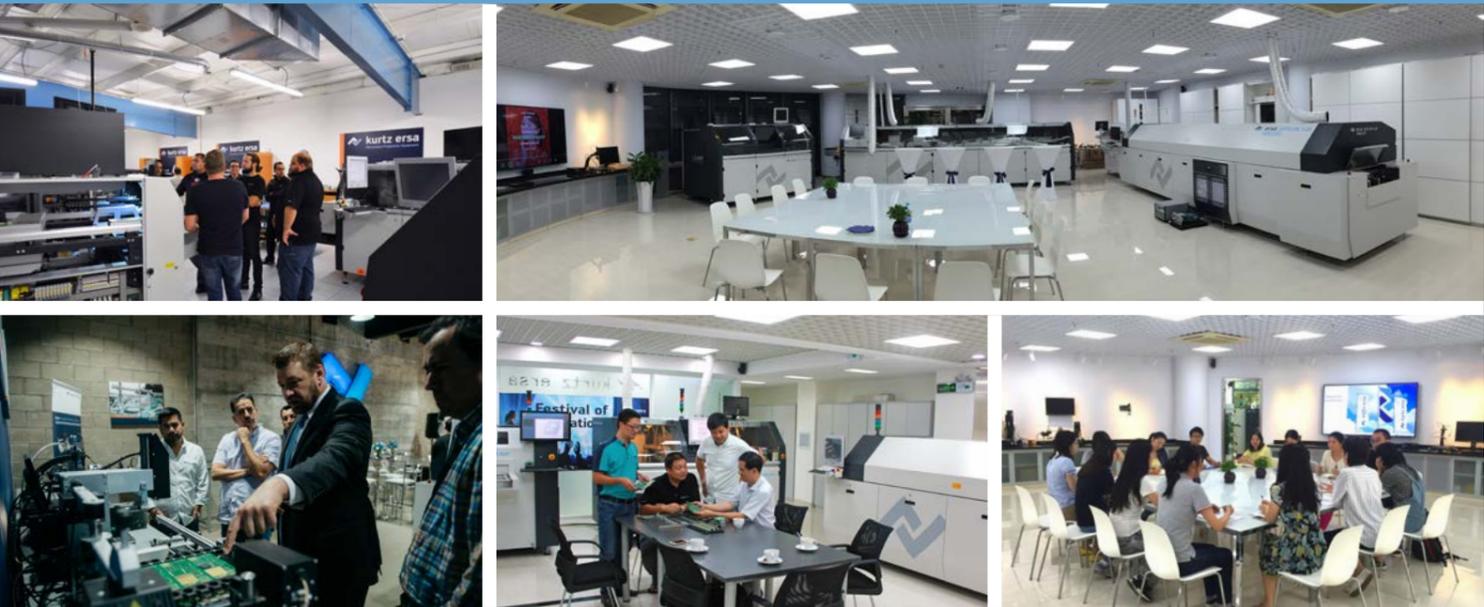
In our completely equipped application centers, our customers in Europe, North America and Asia – supported by the Ersa engineers – determine the ideal process parameters for their subassemblies. With 8 application centers worldwide, and over 85 service staff, we are ideally positioned around the globe to offer our customers first-class service – complemented internationally by ten sales & service branches and over 70 high-capacity Ersa agencies with their own service teams and spare parts warehouses.

Think global, act local!

Ersa application centers worldwide

Local ramp-up support

Active support for optimum processes



Demo- & application centers

- Wertheim, Germany
- Plymouth, USA
- Tlajomulco de Zuniga, Mexico
- Shanghai, China
- Shenzhen, China
- Beijing, China
- Pulau Pinang, Malaysia
- Ho Chi Minh City, Vietnam

Around the world, our customers and business partners have access to spacious demonstration, application and training centers outfitted with the most modern equipment. There are eight Ersa Service Centers of this kind in total, all of them boasting the complete soldering systems product portfolio, as well as the Ersa "Tools, Rework and Inspection" business line. Regardless of the Ersa Service Center you choose: Our experienced application engineers are glad to welcome you in all of them, ready to demonstrate the Ersa hardware and test it for specific purposes. The chance to really prove our mettle comes for Ersa when, in cooperation with you, we are allowed to optimize your subassembly under exactly defined conditions!

Additional modern training and conference facilities in the immediate vicinity permit an intensive exchange of experience and transfer of know-how. Both facilities, the demo centers and the conference rooms are used for the Ersa Know-How Seminars or Technology Days, tailored specifically to customer requirements. The Ersa Service Team is already looking forward to welcoming you to our application center – whether for testing, training, Technology Days or for the Know-How Seminar. You will find an Ersa Service Center within striking distance!

Ramp-up support

With our ramp-up support, process start-up times in newly installed Ersa soldering systems can be significantly reduced through technical support in machine handling and active support in determining the ideal process parameters. Call on a service which allows your production to get off to a flying start!

Process support

Ersa process support helps our customers to specifically overcome procedural difficulties with a certain product or with a product group in a soldering system. All of the Ersa Service Centers feature X-ray systems which permit clear verification of the correct and ideal soldering process. We make your process our own, and elevate it to a new level!

First-class service and sales network Spanning the globe with 24/7 hotline



Service, maintenance & repair

Service, maintenance and repair – carried out by trained service technicians with years of experience. Call on the premier network for service and sales in electronics manufacturing.

24/7 for Europe, USA and China

With a global service and sales network, and a 24-hour hotline, Ersas is ideally prepared, always responding promptly to the rapidly rising requirements in the electronics industry.

Remote service

In many cases, the Ersas Service Technicians swing into action without having to move their company cars a single meter – they simply check in online, identify the problem and eliminate it directly. Efficient, goal-oriented, resource-saving.



Ersa Service 24/7 available worldwide



Ersa Augmented Reality Tools

Seamless spare parts supply Available worldwide

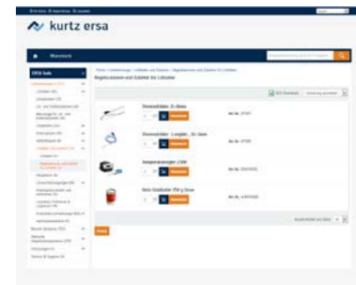


Order spare parts 24/7 with just one click

Around the clock, spare and wear parts for Ersas soldering systems can be ordered in the Ersas Online Store from all over the world – all systems for hand soldering, reworking and visual inspection are also listed there. With the help of our local, SAP-controlled spare parts warehouses, the 24-hour spare parts and service department supplies the required parts locally as quickly as possible. Around the world. Wherever you are!

Dispatch of spare parts within 24 hours

With its worldwide presence, Ersas maintains a comprehensive local sales and service network – including a branch near you. In this way, the spare parts ordered always arrive at your premises within 24 hours. That's a promise!



Ersa Online Store for parts to be serviced and parts subject to wear and tear

Service as you need it
Individual services as required

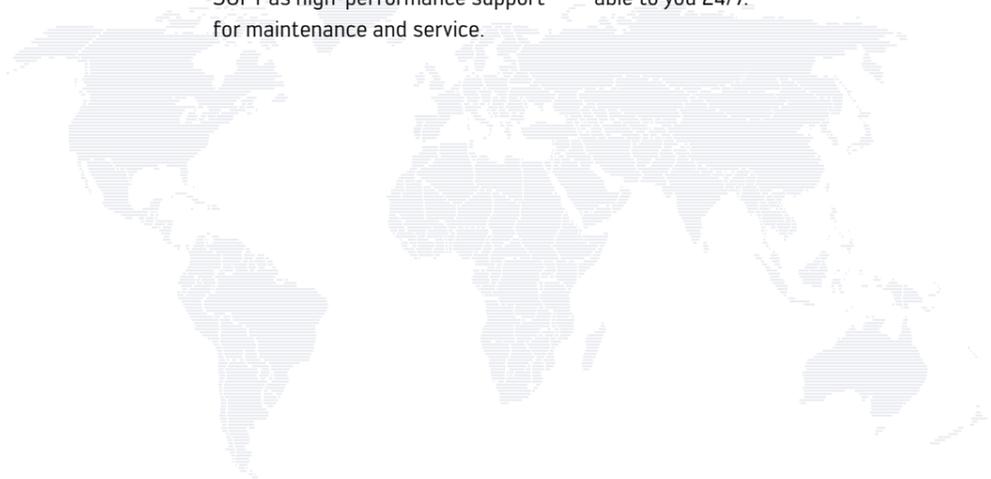


Ersa training program
Perfectly tailored to your team



What service level do you need? Ersa provides the perfect service level, individually tailored to your requirements – whether EDI connection of the ERP systems, iCCS system configurator for perfectly matched solutions at the push of a button, remote control maintenance or augmented reality tools such as Ersa IMAGE-SOFT as high-performance support for maintenance and service.

And of course this also applies to the provision of wear and spare parts: We supply you by the fastest means possible through our own warehouse. From Europe, China or the USA. And of course also online from our own online store. Worldwide and around the clock. The same applies to our maintenance service which is available to you 24/7.



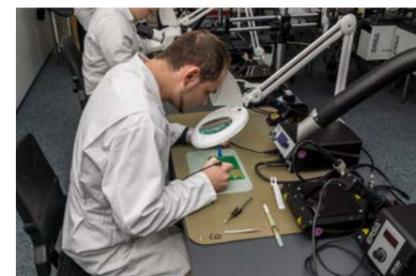
Electronics manufacturing is developing at an extremely dynamic rate – in order to hold its own in global competition, your production requires qualified staff in every position. With thousands of satisfied participants, the Ersa Know-How Seminar series has become firmly established and is used intensively by companies in the industry to specifically enhance employee qualifications.

Be it seminars on know-how, process technology or individual Technology Days – Ersa offers a perfectly tailored knowledge transfer with formats suitable for everyday practice.

As a certified training facility, Ersa trains qualified hand soldering specialists to uniform standards, in cooperation with the “Ausbildungsverband Löttechnik Elektronik” (AVLE) training association. Intensive, multi-stage courses leading to the “Soldering Licence” soldering certificate convey theoretical and practical knowledge and skills which reduce costs in practice and help to avoid errors in soldering, desoldering or reworking. What are your qualification requirements?



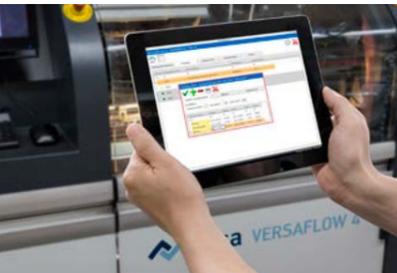
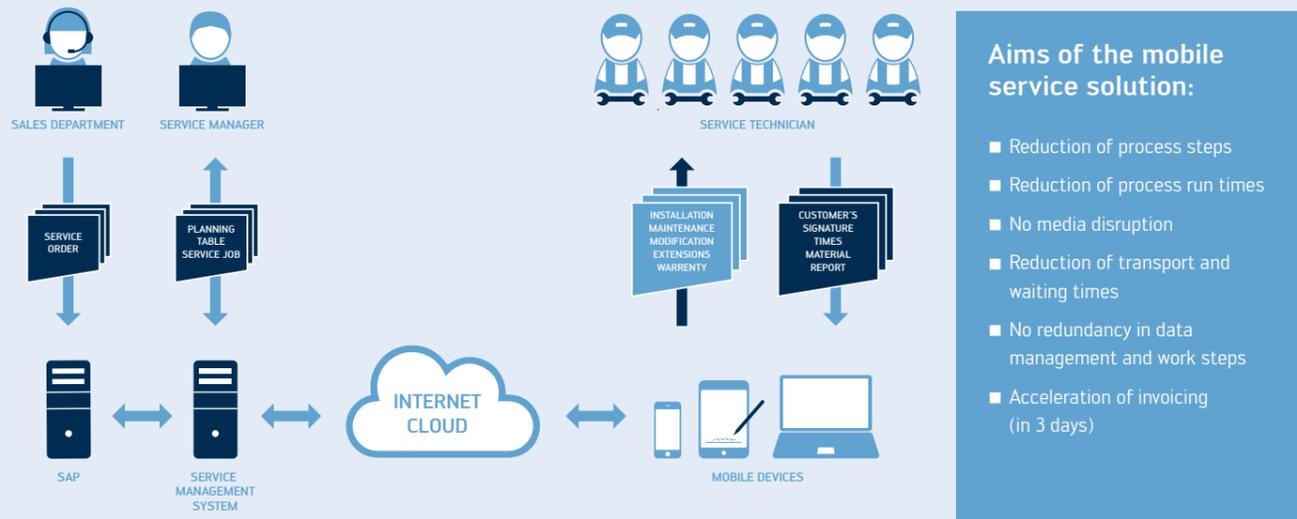
Training as hand soldering specialist



High-quality soldering training sessions based on everyday practice – for everyday practice

Ersa Service App ensures the highest machine availability

Added values Pilot runs, test production and rework



With the mobile service solution, the Ersa Service Technician receives all the relevant information on the planned assignment on his smart phone – regardless of location, as an electronic assignment, including information on the material required and where this is available. All service-relevant business processes are managed via central SAP software with an integrated mobile service process.

The benefit to you: Regardless of which Ersa Service Technician keeps the service appointment, each one can access the necessary information at the push of a button. Thus the mobile Ersa Service always focuses on one thing: Getting the customer's machinery back into operation as quickly as possible following service and maintenance. Look app – it's Ersa Service!

The Ersa app

The Ersa app for smartphones offers customers many useful functions – including a calculator to compute machine cycle times, throughput or PCB unit costs.



Pilot runs, test production and reworking

The possibility of first or pilot production runs in our application centers worldwide permits process parameters to be optimized and the throughput simulated as in real production. Similarly, in test production and rework jobs, all the relevant parameters are set in advance for optimum results in the subsequent production process.

Flexibility is also our top priority in the service area: If you so choose, you can produce your entire pilot run in our demo center, should it exceed your own capacity.



The Erska product portfolio



Stencil printers



Reflow soldering systems



Selective soldering systems



Wave soldering systems



Automation



Rework systems



Inspection systems



Soldering stations



Soldering irons



Solder fume extraction units

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