



Aftermarket Service

Complete drive solutions from a single source



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NORD Delivers

NORD offers first-class customer service and support along with full-featured drive solutions that can tackle the toughest requirements. All components are carefully selected and precisely configured to meet your exact specifications. In the rare case that standard components won't meet your needs, our in-house engineering team will work with you to design custom components or a complete customized system.



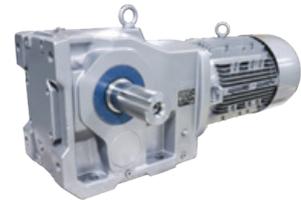
Reduce Lead Times and Decrease Inventory

- ▶ Fastest lead times in the industry with NO expedite fees
- ▶ Over 20,000,000 standard configurations to reduce or eliminate the need for custom components
- ▶ Modular drives, motors, and electronic controls minimize inventory of replacement units and parts



Global Product Designs, Standards, and Support

- ▶ Innovative, industry-standard products to support a wide range of applications
- ▶ Global sales and support network
- ▶ Dedicated mechanical and electrical application engineers ready to assist you
- ▶ Online resources available to you any time
- ▶ 24/7/365 emergency breakdown service



Increase Efficiency and Reduce Operation Costs

- ▶ myNORD online tools for fast selection, configuration, ordering, and tracking of your drive units
- ▶ Drive systems that are perfectly matched to your application for optimum performance and energy efficiency
- ▶ Program personalization, such as weekly shipment schedules and custom nameplates
- ▶ Partner with a company that is easy to do business with and wants to see you succeed!

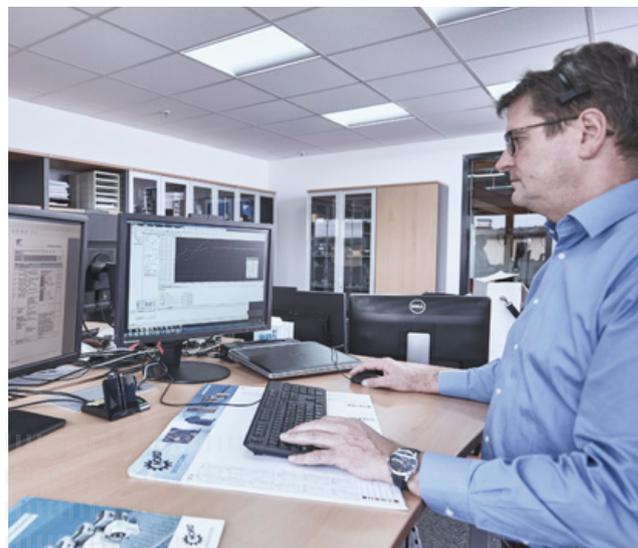
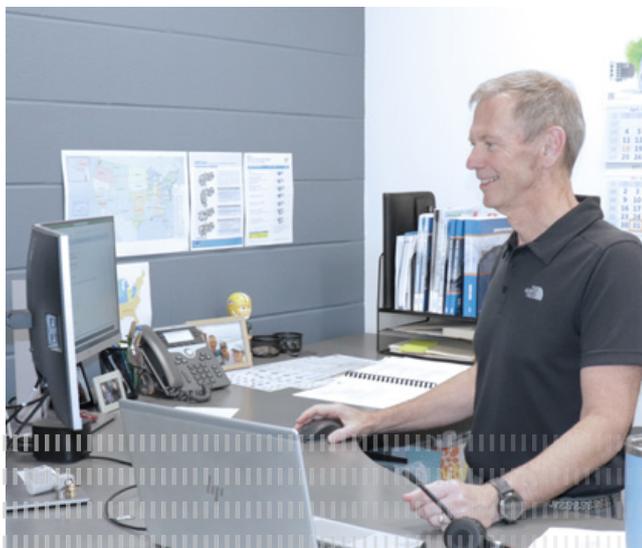




Solutions for maintaining the availability and value of drive technology

- ▶ Installation and commissioning
- ▶ Periodic maintenance and status monitoring
- ▶ Repair, maintenance, or replacement
- ▶ Spare parts logistics
- ▶ Product instruction and training
- ▶ 24/7/365 emergency breakdown service
- ▶ myNORD online tools

Aftermarket service



Commercial service

The main purpose of the commercial service department is to provide commercial support to the customer after products leave the NORD factory. This team improves the customer experience by streamlining communication and working cross-functionally with other departments.

- ▶ First point of contact for sales and customers
- ▶ Coordinate service questions to improve response time and quality
- ▶ Responsible to escalate technical questions
- ▶ Administer RGAs and service orders
- ▶ Generate quotations for paid repairs
- ▶ Administer freight claims / restocks

Aftermarket Engineering

The aftermarket engineering department provides customers with quick, accurate technical support for products that have left the NORD factory. They assist with commissioning or troubleshooting, recommend operating improvements, and ensuring the product is performing as intended.

- ▶ Assist with commissioning or troubleshooting
- ▶ Provide quick and accurate technical support
- ▶ Perform complex warranty evaluations and failure analysis
- ▶ Coordinate field service work
- ▶ Create service plans for new products
- ▶ Expand tools to answer operational questions



Field service

Field service agents visit application systems in person to support with commissioning, trouble-shooting, and on-site training. They evaluate and repair industrial gear units, motors, and electronic control products on-site to ensure systems have minimal downtime and are running efficiently.

- ▶ Commissioning assistance
- ▶ Start up assistance
- ▶ Trouble-shooting
- ▶ Retrofit solutions
- ▶ Minor repairs to gear units
- ▶ On-site training
- ▶ On-site evaluations



Repair workshop

The repair workshop is NORD's in-house service repair center. Service technicians evaluate warranties, diagnose product failures, and expertly repair or replace defective drive units. Our in-depth product knowledge ensures efficient diagnosis and short repair time to get systems back up and running smoothly.

- ▶ Paid repair / major overhaul
- ▶ Failure analysis / disassembly
- ▶ Trouble-shooting / test run
- ▶ Rush repair
- ▶ Hands on customer training
- ▶ CMM measurements
- ▶ Oil analysis (by lab)

Service at a glance

With its modular service concept, NORD DRIVESYSTEMS provides solutions for maintaining the availability and value of your drive technology. Various services are available in the form of compact modules including: assistance in commissioning, specific maintenance packages, on-site analysis, estimate repair costs, and modernization and optimization measures. Operators can qualify their employees with various training sessions.

NORD service modules available:



- ▶ Installation and commissioning



- ▶ Periodic maintenance and status monitoring



- ▶ Repair, maintenance, or replacement



- ▶ Spare parts logistics



- ▶ Product instruction and training



- ▶ Individual contracts

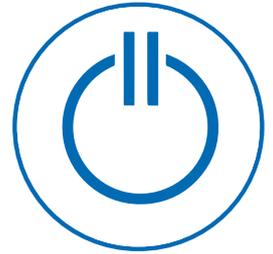


- ▶ 24/7/365 emergency breakdown service

Customer advantages:

- ✓ Reduced commissioning efforts
- ✓ Calculable costs
- ✓ Scheduled downtimes
- ✓ Preservation of machine and system values
- ✓ Rapid restoration of plant availability
- ✓ Optimized plant management
- ✓ Tailored service module combination
- ✓ Fast emergency assistance

Installation and commissioning



Support during commissioning

We offer telephone support for individual products and NORD drive solutions, connection to automation via communication modules, and remote support. Our NORD services for commissioning are:

- ▶ Support for installation and commissioning
- ▶ Optimization and adjustment of NORD products
- ▶ Commissioning reports
- ▶ Laser alignment
- ▶ Condition monitoring/vibration measurement
- ▶ Oil analysis by an independent institute
- ▶ Thermography
- ▶ Endoscopy

For our customers this means:

- ▶ Reduced commissioning effort
- ▶ Enhanced machine and plant security
- ▶ Personal consulting and support
- ▶ Cost-effective solution

Periodic maintenance and status monitoring



NORD strongly recommends following the guidelines laid out in the user manual. As a rule, the costs for error correction by far exceed the potential saving of maintenance costs. Regular inspection, maintenance, and repair mean: calculable costs, high system availability, and plannable standstill times.

Periodic maintenance

At regular intervals, NORD DRIVESYSTEMS checks the systems for operational reliability and performs maintenance. In addition to the activities specified in the Inspection Agreement, the Maintenance Agreement also covers topping up or exchanging lubricants in accordance with the operating instructions. An assessment of the worn parts, their replacement after inspection, and on-site situation analysis is also performed.

For our customers this means:

- ▶ Enhanced machine and plant availability
- ▶ Optimized operating costs
- ▶ Preservation of machine and system components
- ▶ Access to manufacturer knowledge for efficient inspection, maintenance, and repair
- ▶ Analysis and evaluation of maintenance results in standard reports with experts' recommendations
- ▶ Future-oriented forecasts of the availability of your systems, with the aim of minimizing service age-related downtimes
- ▶ Basis for risk assessments and investment decisions

Endoscopic status monitoring



Endoscopic gear unit inspection enables fast and cost-effective status analysis of the gear teeth (including wear check), the roller bearings, and other components within the gear unit.

- ▶ Preventative maintenance concept through early detection of damage
- ▶ Quick and cost-effective status monitoring, as the gear unit does not need to be disassembled – the inspection is made through the cover cap holes in the housing
- ▶ By regularly recording the wear or damage of the gear unit, the life of the drive unit can be extended by means of suitable measures

For our customers this means:

- ▶ Reduction of down times due to wear
- ▶ Improved system reliability and availability by prevention of potential faults
- ▶ Analysis and evaluation of maintenance results in standard reports with experts' recommendations
- ▶ Future-oriented forecasts of the availability of your systems, with the aim of minimizing service age-related downtimes
- ▶ Basis for risk assessments and investment decisions

Repair, maintenance, or replacement



Repair or replacement of our products

You can rely on us if a repair or replacement of a new product is needed by way of our decentralized service partners or worldwide service workshops.

NORD provides:

- ▶ Diagnosis of causes for NORD product faults in case of system malfunctions
- ▶ Expert repair or replacement of defective drives
- ▶ Error analysis by way of remote support
- ▶ Shortest repair times possible
- ▶ Exclusive use of genuine parts
- ▶ Latest spare parts at all times without capital commitment
- ▶ Product optimization by way of software updates

For our customers this means:

- ▶ Access to manufacturer knowledge for efficient diagnosis
- ▶ Quick, reliable, and efficient service - saving you time and money

Spare parts logistics



Spare parts service

Spare parts in stock can often be shipped same day to minimize your downtime. The delivery period depends on the delivery distance and optional delivery by a courier service is possible.

Spare parts stocking

The availability of spare parts not in stock or of replacement drives is ensured by way of agreed spare parts kits.

For our customers this means:

- ▶ Fast, optimized supply of spare parts
- ▶ Reduced warehousing costs
- ▶ Professional spare parts management
- ▶ One central warehouse, several regional warehouses
- ▶ 24/7/365 delivery via courier service or standard shipping possible
- ▶ Latest spare parts at all times without capital commitment
- ▶ Kits customized by the manufacturer

Product instruction and training



NORD training program

For our Authorized Distributors, we provide customer and solution-oriented training sessions. These trainings are hands-on and provide practical exercises to quickly provide familiarization with our products.

Sessions can include:

- ▶ Product training
- ▶ Design and planning
- ▶ Energy consulting
- ▶ Optimum utilization of NORD drive electronics

For our customers this means:

- ▶ Training and advanced training of employees on new technologies and regulations
- ▶ Motivation of employees through additional qualification
- ▶ Your employees can learn at any time and at their own pace
- ▶ Training topics can be chosen as needed
- ▶ You can invoke the training program again if you have a question or a problem to solve
- ▶ After passing a final test, your employees receive a certificate of completion

Individual contracts



To ensure that your systems maintain top performance, NORD offers service contracts for ongoing maintenance and support. These contracts are specially tailored to meet your specific needs and requirements.

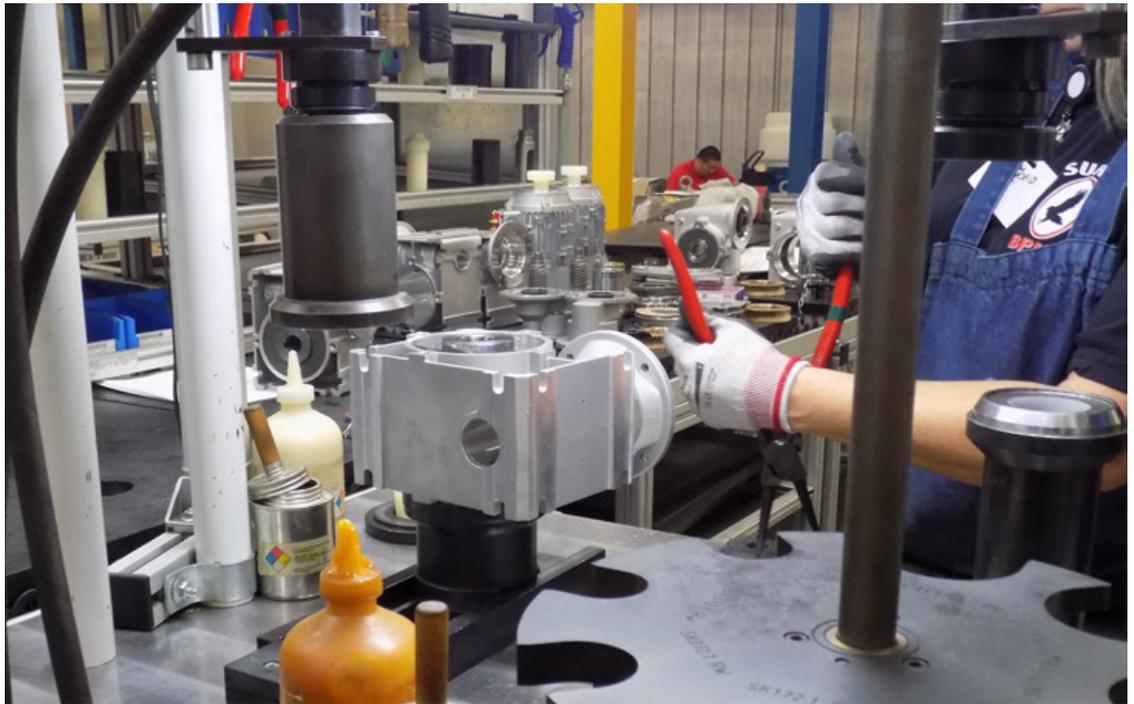
Common service contract configurations:

- ▶ Periodic inspection – NORD DRIVESYSTEMS checks systems for operational reliability once a year
- ▶ Periodic maintenance – At regular intervals, NORD checks systems for functionality and performs agreed maintenance work
- ▶ Partial or full service agreement – On-site deployment occurs upon request; the annual flat rate includes all costs for transportation, working time, accommodation, and required measuring instruments

For our customers this means:

- ▶ Enhanced planning security and plant availability
- ▶ Reduced cost risk
- ▶ Compliance with the latest standards and directives
- ▶ The technician contacts you to arrange a visit when checks are due
- ▶ Maintenance strategy based on manufacturer-specific know-how
- ▶ Exclusive use of genuine parts
- ▶ State-of-the-art remote monitoring
- ▶ Fewer breakdowns
- ▶ Cost-effectiveness with regard to spare part and maintenance requirements

24/7/365 Emergency breakdown service



Fast, reliable support

NORD is available 24 hours a day, 365 days a year for emergency breakdown service. Our technical service offers solutions and rapid service to guarantee reliable availability of your drive technology.

- ▶ Availability around the clock, 365 days a year for all customers, even without a service contract
- ▶ Telephone support for all product lines provided by our service technicians
- ▶ Delivery of spare parts in stock and replacement drives via courier service

In connection with a service contract, we offer on-site services for the times outside our business hours and make sure required spare parts or replacement drives are available as spare parts kits.

Now it's even easier to reach NORD for your service needs. Our service and aftermarket teams can be reached with one number.

888-314-6673

Monday - Friday
8:00 am - 5:00 pm Central Time

You can also email us at:
service.us@nord.com
aftermarket.us@nord.com

Online tools

myNORD online customer portal

Simple, fast, and always available – our optimized customer portal provides fast and practical support for your daily work. NORD's online tools have been developed to make your work as easy as possible – from planning and design to order tracking.

- ▶ Intuitive selection and configuration of NORD products
- ▶ Convenient access to 3D models, 2D drawings, and dimensional prints direct from quote configuration
- ▶ Real-time visibility to account-specific net pricing
- ▶ Access to order status and unit-specific documentation
- ▶ Collaborate with your colleagues and NORD support staff

Spare Parts Shop

The online parts shop allows customers to order parts quickly, conveniently, and accurately. Comprehensive, unit-specific parts diagrams can be accessed upon entering a NORD serial number or order number. This allows easy identification of all necessary replacement parts such as bearings, seals, gaskets, and more. Items can also be ordered through direct NORD part number entry.

- ▶ Fast delivery on thousands of parts including bearings, seals, gearing, gaskets, and more
- ▶ Locate parts via serial number lookup, direct part entry or catalog search
- ▶ Unit-specific diagrams ensure easy selection of the right parts
- ▶ Real-time inventory, standard or expedited shipping options, and online tracking

Find your NORD distributor, sales, or service location

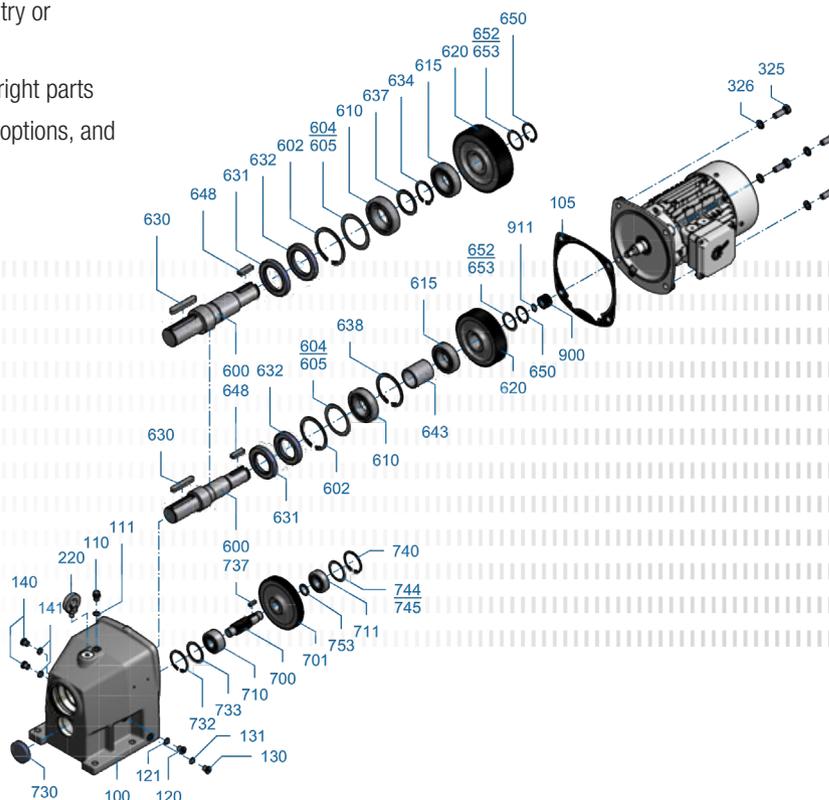
Our global service network ensures support is available where you need it and when you need it. NORD selects providers from all over the world to ensure prompt, reliable service. Our global network will assist you with scheduling, repairs, spare parts, deliveries, and on-site deployments. Your local provider can also manage your international service requirements.

Our service partners provide:

- ▶ Responsible, knowledgeable service technicians
- ▶ Direct contact information
- ▶ Experience with both our mechanical and electronic products
- ▶ Local invoicing rates

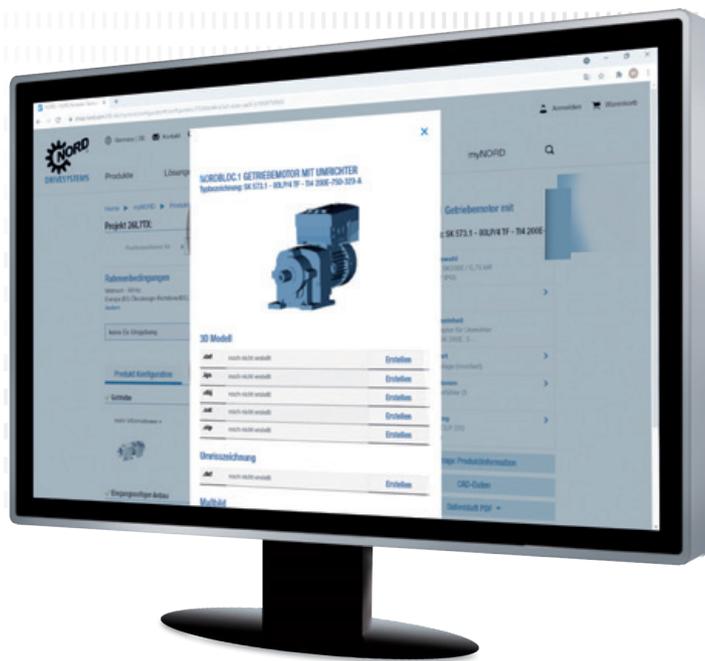
For our customers this means:

- ▶ Cost-effective replacements and parts
- ▶ Worldwide availability
- ▶ No language and cultural barriers
- ▶ Central control through global networking

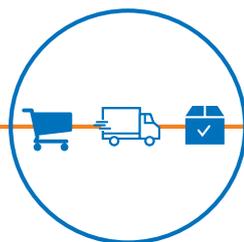


Ordering is Easy With myNORD Online Tools!

- ▶ Obtain drawing files direct from quote configuration
- ▶ Effortlessly select & configure customized drive solutions
- ▶ Create quotes with account-specific net pricing
- ▶ Order-specific documentation
- ▶ 24/7/365 order tracking
- ▶ Select and order spare parts



Register now at myNORD.com!



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