

BELOTTI SERVICE

BY YOUR SIDE, FOR MAXIMUM EFFICIENCY



belotti

A reliable, competent and prompt service

+ 50 years of experience on the field

+ 2.500 machines installed worldwide

5 direct service centers

5 partner service centers

NUMBERS PER YEAR

+ 500 assistances

solved by telephone/ remote connection

+ 100 machine downtime orders

solved within 24h of request

+ 15.000 hours of technical assistance and maintenance
on the field

+ 1.500 spare parts orders managed

Ensuring maximum production efficiency to our customers is our commitment.

From the purchase to the entire service life of a Belotti machining center, our goal is to provide the best solutions and a prompt technical support worldwide.

With more than fifty years of experience in the business of cnc machining centers and an in-depth knowledge of the production processes of companies operating in different industrial sectors, Belotti Service is the reliable and competent partner to provide specific solutions to meet your needs.

Preventive maintenances, remote and on the field support, quick availability of original spare parts, trainings, technical advice and programming assistance, repairs, overhauls and upgrades: the Belotti Service team is always available to advise you on the best service in line with your specific production requirements.

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Customer care

Belotti Service constantly works to **reduce resolution times and increase flexibility in problem-solving**, to protect the productivity of each company. A team of specialized and qualified technicians works to support customers in a timely manner to **provide technical support, solutions, and to prevent/resolve downtimes**.

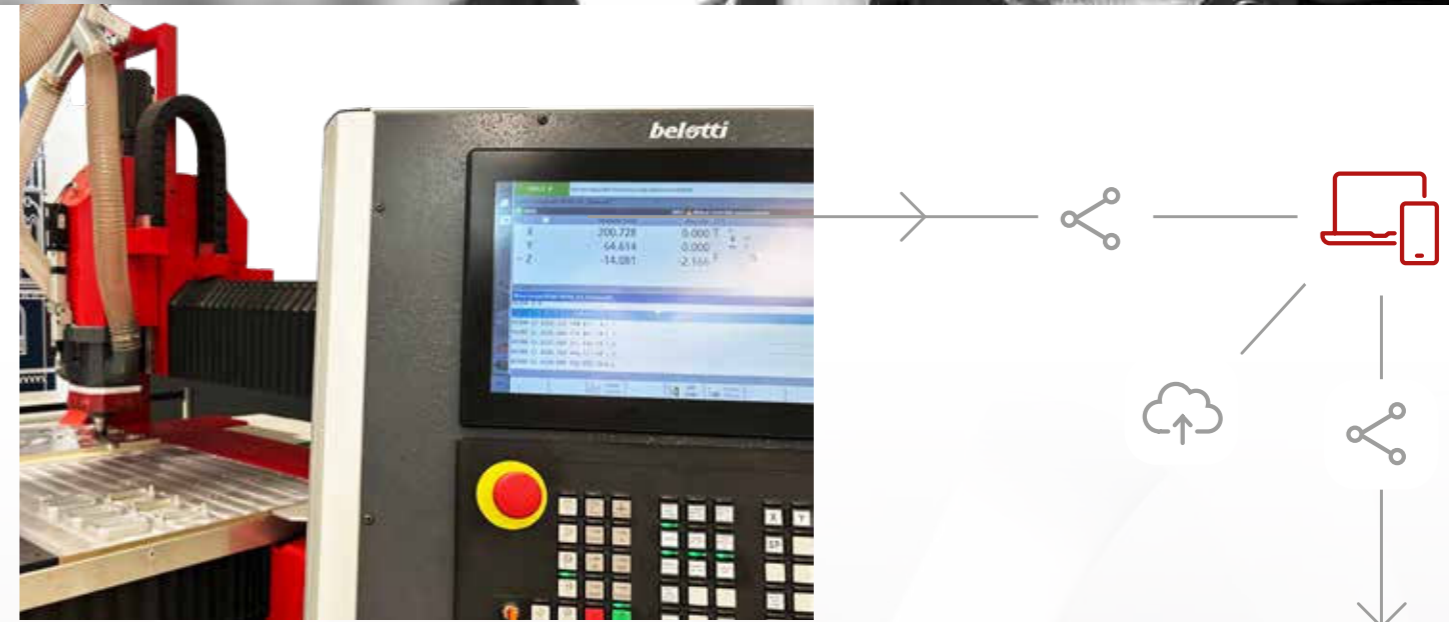
Since the purchase of a Belotti cnc machining center and along its entire service life, the **Belotti Customer Care service is at your disposal to ensure the efficiency of the machines installed by means of telephone support, remote connection or on the field service**.



1. Free hotline support

You can contact **Belotti Service** by **phone** (tel. +39 035 4934403) or by **email** (customercare@belotti.com) to get quick answers to your questions at no extra cost, wherever you are and at any time.

For any advice regarding your machines or their production applications, **this totally free service** allows you to have a qualified interface with Belotti headquarter to quickly find solutions to problems or explanations to any operational uncertainties.



Suite MyB

bCare TeleService Advanced Log bMaintenance	BES	bOpen	bCollision Detect
Barcode	bView	bUser	Event notification

Dual mode: SingleUse / FactorySupervisor

2. Remote support

A **Belotti Service** technician can **connect directly with your machining center** through a remote connection to identify errors and put the machine back into operation as soon as possible.

This support is even more efficient if the **Belotti "MyB" IoT Suite** is installed on the CNC center. Indeed, the system constantly monitors the operation of the machines and, in the event of anomalies, allows the customer to get in touch and in direct connection with a Belotti Service technician.



SCAN THE QR CODE TO DOWNLOAD THE "MYB" SUITE BROCHURE



Customer care

3. Field service

A dedicated team of technicians on the field is ready to intervene, if necessary, at your factory plant to better manage machine downtime and restart, or to carry out ordinary and extraordinary maintenance activities. Wherever you are, this **fast and reliable service** allows you to achieve efficient performance over time from your machines and to optimize the results of the interventions.



Belotti Express

Belotti Express is the additional service that guarantees **Belotti technician availability within 36 hours from the receipt of the official request of intervention** (travel time not included).

It is advisable to combine **Belotti Express with B-Cloud service**, in order to immediately have a set of spare parts dedicated to the machining center and to further reduce troubleshooting time, especially in case of component failures. (ref. page no. 17 for detailed information on B-Cloud service)

Conditions and validity

This service is provided after signing a contract with annual validity. It can be applied to all Belotti CNC Series, for an unlimited number of interventions.

In order to grant the service, the request for intervention must be officially sent by e-mail to customer care@belotti.com during office hours (from Monday to Friday) by 5.30 p.m.

In case of requests received after 3.30 p.m., the service will be taken in charge the following working day. After a preliminary check and diagnosis by telephone, a Belotti Service technician will reach your plant to operate on the machining center.





Preventive maintenance

Planning preventive maintenance actions according to specific production and business objectives is increasingly strategic for companies to minimize inefficiencies and optimize machine costs over time.

The adoption of digital tools for monitoring and managing the performance of a Belotti machining center (such as "MyB" Suite), combined with preventive maintenance, minimize the risk of extraordinary or unwanted machine downtime.

Belotti offers three preventive maintenance plans

1. COMPACT
2. CLASSIC
3. EXCELLENT

Each contract can be activated through an annual subscription and has been conceived:

- to guarantee the performance of the machining center over time in terms of precision and reliability,
- to keep periodic checks on critical components.

The signing of a preventive maintenance contract also provides for an annual discount on spare parts and on-site interventions rates.



1. COMPACT
2. CLASSIC
3. EXCELLENT



Preventive maintenance

1. COMPACT

Control and restore of the best conditions

Advantages

- Long-term maintenance of the positioning accuracy and performances of the machining center
- Reduction of extraordinary downtime probability
- Optimisation of reaction time to possible failures
- Agreed planning of interventions

Service description

Belotti "Compact" is the ideal preventive maintenance contract to keep a periodic check on heavy and prolonged workloads or to check the general conditions in case your machine didn't get maintenance for a long period or it has been out of production for long time.

Thanks to Belotti Service experts your machine will be carefully checked and subjected to maintenance, ensuring a regular exercise and the highest productivity and accuracy.

Our technicians will check the geometry of the machine with suitable measuring instruments, ensuring you a detailed check-list with the results obtained at the end of the check.

Note: in case our engineers find hardware damages or problems that can be fixed only with an intervention, we will apply you the special rates according to the contract agreed upon.



Working phases

- Complete check of your machine according to the check-list
- Delivery of a verification list with exhaustive explanation of every single check point and the corresponding advice on the measures to be carried on



Check-list

- Pneumatic system check (FRL group)
- Electrical devices check
- Machine flatness and fixing tables check (fixed table and/or shuttle)**
- Linear axes check (sliding blocks, bearings and bellows)
- Rotary axes alignment check
- Mechanical axes check
- Tool changer check (rack or star models)
- Electrospindle check
- Spindle cooling system check with coolant replacement (supply of the coolant NOT included in the contract)**
- SDS group check**

** only for machines equipped with this equipment.

Conditions



VALIDITY
It applies to all Belotti Series, after preliminary verification with a Belotti Service technician



CONTRACT DURATION
1 year



EXCLUDED COSTS
Travel, board and accommodation

DURATION OF INTERVENTION:
2 working days



Preventive maintenance

2. CLASSIC

Advanced maintenance for maximum accuracy and operation

Advantages

- Maximum machining accuracy thanks to axis bending checking
- Preventive detection of components subject to wear
- Agreed planning of interventions
- Further reduction of any extraordinary machine downtime

Service description

Belotti "Classic" is the best preventive maintenance contract to maintain the highest accuracy of machining and to prevent the wearing of the guides and of the movable devices (such as the ball recirculation system).

The Belotti Service technicians will check the geometry of the machine with measuring instruments at the forefront and, at the end of the intervention, they will provide you with a detailed check list of the results.

They are also willing to set up a proposal for the adjustment to be done in case of deviation.

Note: in case our engineers find hardware damages or problems that can be fixed only with an intervention, we will apply you the special rates according to the contract agreed upon.



Working phases

- Complete check of your machine according to the check-list
- Delivery of a verification list with exhaustive explanation of every single check point and the corresponding advice on the measures to be carried on



Check-list

- Pneumatic system check (FRL group)
- Electrical devices check
- Machine flatness and fixing tables check (fixed table and/or shuttle)**
- Linear axes check (sliding blocks, bearings and bellows)
- Rotary axes alignment check
- Mechanical axes check
- Tool changer check (rack or star models)
- Electrospindle check
- Spindle cooling system check with coolant replacement (supply of the coolant NOT included in the contract)**
- SDS group check**
- Check and adjustment of the linear axes flexions by means of a laser equipment

** only for machines equipped with this equipment.

Conditions



VALIDITY
It applies to all Belotti Series, after preliminary verification with a Belotti Service technician



CONTRACT DURATION
1 year



EXCLUDED COSTS
Travel, board and accommodation, cost of laser equipment rental.



DURATION OF INTERVENTION:
4 working days



Preventive maintenance

3. EXCELLENT

Advanced support for a continuous improvement of performances

Advantages

- Improved positioning accuracy along the entire stroke
- Preventive detection of components subject to wear
- Agreed planning of interventions
- Better repeatability of the workpieces' accuracy

Service description

Belotti "Excellent" is the most comprehensive preventive maintenance contract to achieve a continuous improvement of the cnc center performance.

By subscribing this service, Belotti Service technicians measure the position, the inclination angle and the straightness by means of the interferometrical laser, and the errors are transmitted to the compensation table of the numerical control. The checks can be performed in 1 or 2 successive steps, first performing a mechanical and then a laser control.

Belotti Service technicians are always willing to advise you about possible further actions.

Note: in case our engineers find hardware damages or problems that can be fixed only with an intervention, we will apply you the special rates according to the contract agreed upon.



Working phases

- Complete check of your machine according to the check-list
- Survey of the geometrical and dynamic behaviour
- Delivery of a verification list with exhaustive explanation of every single check point and the corresponding advice on the measures to be carried on



Check-list

- Pneumatic system check (FRL group)
- Electrical devices check
- Machine flatness and fixing tables check (fixed table and/or shuttle)**
- Linear axes check (sliding blocks, bearings and bellows)
- Rotary axes alignment check
- Mechanical axes check
- Tool changer check (rack or star models)
- Electrospindle check
- Spindle cooling system check with coolant replacement (supply of the coolant NOT included in the contract)**
- SDS group check**
- Check and adjustment of the linear axes flexions by means of a laser equipment
- Check and adjustment of the linear axes positioning error using an interferometrical laser

** only for machines equipped with this equipment.

Conditions



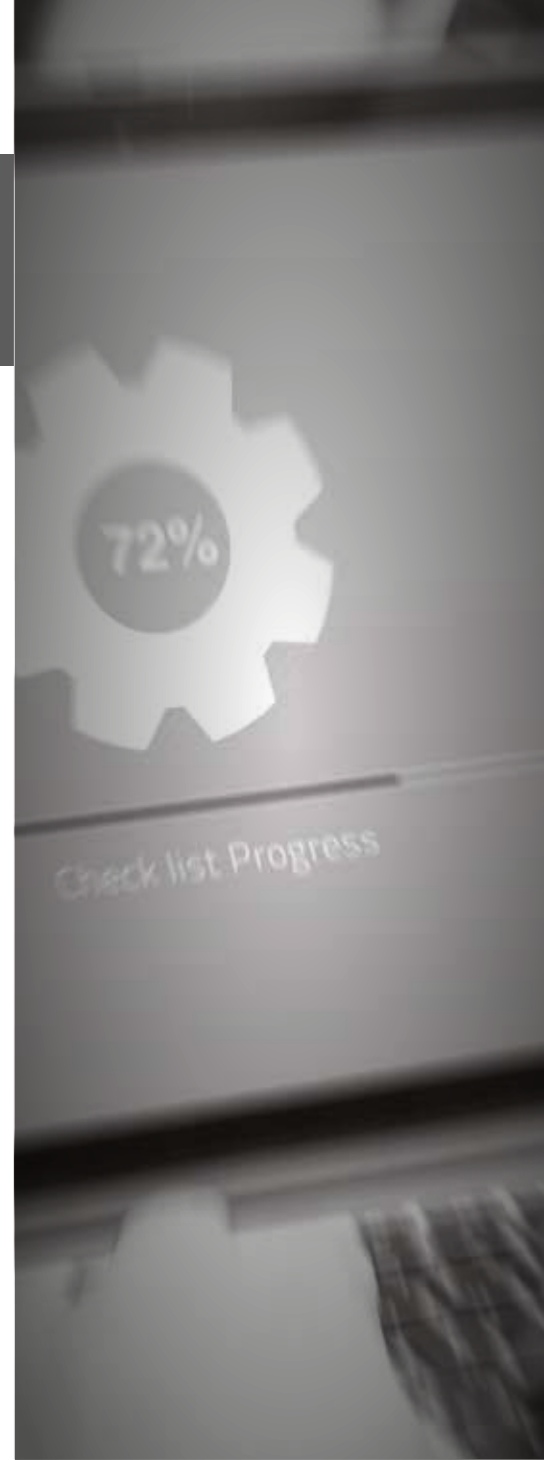
VALIDITY
It applies to all Belotti Series, after preliminary verification with a Belotti Service technician



CONTRACT DURATION
1 year

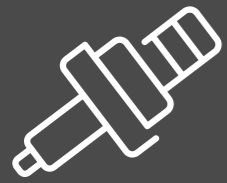


EXCLUDED COSTS
Travel, board and accommodation, cost of laser equipment rental.



DURATION OF INTERVENTION:

- 4 working days as for the "Classic" contract, plus the following days for the use of the interferometrical laser:
- 1 working day for SKY, FLA, FLU, TRIM, NOVA and NESTING Series
 - 2 working days for MDL, NAVY, VEGA, GALAXY Series



Spare parts

Thanks to a well-stocked warehouse, Belotti ensures **wide availability and fast supply of the main spare parts of the machining centers worldwide.** Spare parts supplied by Belotti are original, certified and come with one year warranty.

Belotti Service technicians are always available to suggest the correct spare part for the specific component to be replaced, ensuring a perfect compatibility with your cnc machining center.

Spindles, reducers, motors, bellows, pumps, filters, cables, chains and consumables such as liquids and greases: you will always be sure to get the best performance when your machining center is equipped with original and certified Belotti spare parts.



B-Cloud

B-Cloud is Belotti's additional service that ensures **immediate availability of spare parts for the machining centers.** The list of spare parts available and included in the service is shared in advance with the customer.

Advantages

- **Shipping of spare parts within 24 hours form the receipt of the order (service guaranteed on working days)**
The Belotti spare parts warehouse is a guarantee for the quick availability of components to be replaced on the machining center. The availability of a single part is guaranteed within 24 hours from receipt of the customer's order (Saturdays, Sundays and public holidays excluded).
- **No financial fixed assets**
The guaranteed availability of the spare part at Belotti's premises allows the customer to significantly reduce the warehouse costs.
- **Optimization of the spare part warranty**
Since the spare part is only purchased when it is actually needed, the customer can preserve the warranty period, which runs from the date of delivery of the component itself.
- **No risk of parts obsolescence**
The updating and state of the art of each spare parts is managed directly by Belotti, which guarantees the adequate supply to the customer, according to the latest production standards.

Conditions

The B-Cloud service, provided upon annual subscription, applies to Belotti FLU and Belotti FLA machining centers equipped with Siemens NC.





Consulting and trainings

Belotti training service allows you and your staff to get **high technical skills and operational autonomy** in the short term.

Belotti offers **training sessions with the aim of transferring your technicians as complete knowledge as possible** of the features, functions and operating modes of the machining center, to work correctly and in full autonomy.

After having started the production with success, Belotti Service supports you in defining and organizing tailor-made trainings at your company or at Belotti headquarter.

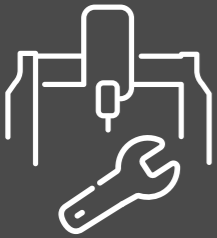
Programming and use of installed programs and numerical controls, planning of the variables, correct use of any advanced technologies installed on the machining center and proper mechanical maintenance are just an example of the main topics that can be addressed during the training.

Belotti also offers **training days to optimize the production process** and to support operators in the start-up phases of new operations involving new processes or new materials to be machined.



Advantages

- Modular and customized training sessions
- Increase of staff's skills and motivation
- Greater autonomy and whole exploitation of the potential of your cnc machining center
- Optimal return on investment
- Issue of a BELOTTI Training Certificate



Repairs

Electrospindles overhaul

Thanks to a team constantly updated on the technological innovations of the sector, Belotti provides a repair service for the components of numerical control centers in the event of malfunctions due to aging or accidental events.

Analysis, verification and repair of electrospindles, chillers, drives, motors, tool changers, high pressure pumps and teach pend are among the most requested activities that Belotti can manage thanks to many years of experience in the field.

Often the repair of some components can be economically convenient compared to their replacement.

The component's repairing process follows the below phases:

- Evaluation and authorization of the item to be repaired
- Receipt of the item
- Assessment of problems
- Quotation and customer approval
- Repair and possible assembly
- Testing
- Delivery to the customer

Furthermore, a specific guarantee is issued for each repair.

The warranty coverage terms are always specified in the quotation.



The electrospindle is one of the components most subject to wear or to accidental events that compromise its operation.

This is why Belotti manages overhauls and repairs of the different types of electrospindles assembled on numerical control centers.

Specifically, the **complete diagnostics of the electrospindles** includes operations such as: checking the state of wear of the bearings, analyzing the vibrations, balancing, calibrating sensors and encoders, replacing pliers and springs, checking the shaft, etc.

The in-depth knowledge of the different types of numerical control systems and of the machining centers' management, allows Belotti Service technicians to carry out the disassembly and reassembly of the electrospindle or electromechanical element in the machine.

As for other components' repair, the overhaul of an electrospindle is covered by a specific guarantee which is specified in the quotation.



B-Rapid

B-Rapid is the additional and special service that allows you to **minimize the machine downtime** due to the electrospindle failure, and to benefit from an important **economic advantage**.

The repair service usually requires time, as the spindle must be sent to Belotti for the diagnosis of the failure and its repair, according to the time required by the interventions.

Belotti B-Rapid service proposes the withdrawal of your used and failed electrospindle and its rapid replacement with a revised one, supplied to you at an additional discounted rate*.

* The B-Rapid service is applicable to electrospindles only. It can be supplied upon availability of a revised product of the same code at Belotti warehouse.



Upgrade & Retrofit

Contacts

You can count on Belotti **Upgrade and Retrofit** services to extend the life-time of your machining center, to keep it up to date to the latest quality standards and to increase its productivity.

Through these services, provided by qualified technicians after a feasibility check, Belotti offers technical consultancy, design and implementation of interventions that allow you to **add value to the investment and expand the application potentiality of your machining center**, making the most of its productivity and guaranteeing the performance required by specific needs over time.

Upgrade

Belotti Upgrade service offers **the installation of additional components according to the development of customer needs**. Whatever your requests, Belotti Service technicians - with many years of experience and expertise in the field - are ready to carry out a feasibility study and implement updates to help you improve your machining potentialities.

Replacement of CN package, engines and drives, modifications of spindles and cutting heads, upgrades of cooling systems, installation of vacuum cleaners and extensions of tools changers are the most requested updates.

Thanks to our wide range of solutions, you can improve the operating costs, reduce the configuration/setting times and ensure punctuality of deliveries.



Retrofit

Belotti Retrofit service proposes the adaptation of the equipment to today's standards, both from a mechanical and electrical / electronic point of view (HW and SW).

The mechanical and electrical-electronic retrofits allow to extend the life-time of a used machining center and therefore to contain the costs compared to the purchase of a new cnc center.

The retrofit activities, in addition to modernizing the machining center, provide the updating of obsolete components in order to ensure the machine's spare parts availability over time.

Select the service area of your interest to get in direct contact with Belotti Service and prepare the necessary documentation.

The following information will be requested:

- **Machine Series and model**
- **Serial number**
- **Alarms' type and number**
- **Machine status**

Customer care
Preventive maintenance
Trainings
Upgrade & Retrofit
Electrospindles overhaul

From Monday to Friday: 8.30 a.m. - 5.30 p.m.
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