



SERVICES



Contents

Service-department, Service-hotline	Page 3
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Screwdriving Technology / Feeding Technology	
Screwdriving Technology Services	
General	Page 4
Verification and realignment of screwdriving systems	Page 4
Maintenance with verification and realignment	Page 4
Screw joint analysis	Page 5/6
Machine capability test / Process capability	Page 7
Torque adjustment for screwdrivers with mechanical shut-off clutch	Page 8
Feeding Technology and Automation Component Services	
Verification and maintenance on-site of feeding systems, SFM, E-SFM	Page 8
Calibration Service	
General	Page 8
Calibration of torque transducers in DAkkS laboratory	Page 9
Measurement system analysis (MSA) in calibration laboratory	Page 9
Calibration of measurement electronics	Page 9

Automation	
Service relating to assembly systems	Page 10

Air Motors	
Performance Testing	Page 11
Torque regulation	Page 11
Speed regulation	Page 11

DEPRAG Academy	
Training Courses	Page 11

Contact our service team!

SERVICETEAM

Phone: +49 9621 / 371-371

E-Mail: service@deprag.de

We regard first-class products and courteous service as one unit to ensure your satisfaction. Accordingly, fast and structured processing is a matter of course for us in your interest. Regardless of whether it is technical support or a service case – we will find the best solution for you!

[Link to the contact form](#)

Service hotline – your direct line to our service team

The fastest and most cost-effective solution to your service needs is a telephone call between our expert service personnel and a customer staff member responsible for the system, ideally someone who has had training from DEPRAG.

If a solution cannot be reached over the phone, our service centre will immediately initiate further steps to address the issue. Depending on the agreements made, our service team can also be on site at your premises within a short space of time.

The first port of call is the service department at DEPRAG.

Our service technicians are, of course, very happy to help you over the phone. In exceptional cases an appropriate on-call service is also available. Outside business hours our hotline number +49 9621 371 371 will take your calls. Our service department will then get straight back to you the next working day.

In the event of claims for any component deliveries, the product should be returned to the factory for inspection. Our trained personnel can also conduct any outstanding maintenance, updates or modifications and checks on site at your premises on request. Individual service and maintenance contracts can be flexibly tailored to your wishes and requirements.

Alternatively, on our professional training courses we can train your staff members in the fundamentals of our product areas of application. This way, any modification requirements can be flexibly dealt with internally.

We recommend keeping common wear and tear parts on stock in order to minimise production downtime.

Screwdriving Technology Services



General

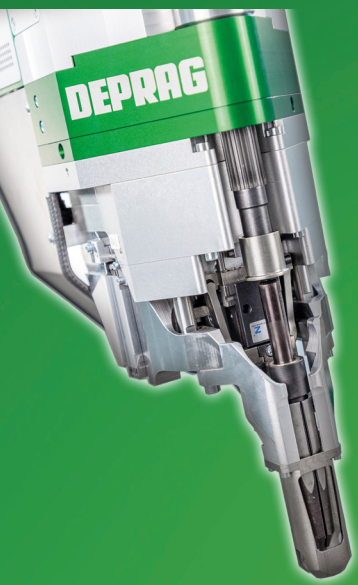
The realignment of system components gives you the assurance that production resources will provide reliable screwdriving results. In addition to realignment, a machine capability study can verify the suitability of your tool for a specific assembly task.

Verification and realignment of screwdriving systems

When carrying out realignment on screwdriving systems, the realignment value is identified or verified and then documented in a factory certificate. The realignment value is saved in the screwdriver or controller.

As well as realigning individual components, the whole screwdriving system (consisting of EC-servo screwdriver or EC screwdriver and corresponding sequence controller) can be realigned. In this case, the realignment is valid specifically for this combination of screwdriver and controller.

We can, of course, also carry out this verification and realignment directly on your premises. Our technical specialists use mobile equipment to check your production line on-site.



Verification and realignment in-house

of EC-Servo, EC or MINIMAT-ED screwdrivers	Part no.	764
of EC-Servo, EC or MINIMAT-ED screwdrivers (deviating from the standard torque range)	Part no.	782
of a sequence controller	Part no.	765
as a screwdriving system (EC-Servo screwdriver and sequence controller or EC screwdriver and sequence controller)	Part no.	766
of ADAPTIVE DFS	Part no.	763

Verification and realignment on-site

of EC-Servo, EC or MINIMAT-ED screwdrivers	Part no.	783
of a sequence controller	Part no.	784
of ADAPTIVE DFS	Part no.	785

Maintenance with verification and realignment

In addition to verification and alignment we can provide a **maintenance package including verification and realignment** for our screwdriving systems. Regular maintenance ensures maximum productivity and a long life-span for your product.

Maintenance with verification and realignment of our screwdrivers includes assessment of the current condition of the tool, disassembly and testing of all mechanical parts, cleaning and re-greasing of the gear and reassembly as well as testing the ease of movement of the motor and gear. Maintenance with verification and realignment of our sequence controllers includes assessment of the current condition of the tool, replacement of filters, cleaning (inside and outside) and a software update.

Maintenance with verification and realignment in-house

of EC-Servo screwdriver 326EGT, 326EGA, 326EGZ, 326EPT, 326EWT, 326E	Part no.	385554A
of EC-Servo screwdriver 327EGT, 327EGA	Part no.	146954A
of EC-Servo screwdriver 327E, 327EW	Part no.	146952A
of EC-Servo screwdriver 327EWT	Part no.	146953A
of EC-Servo screwdriver 311E27, 311E36, 311E42, 311E63	Part no.	109177A, B, C, D
of EC screwdriver 322EGT, 322EGA	Part no.	146954A
of EC screwdriver 322E, 322EW	Part no.	146952A
von EC Schrauber 322EWT	Part no.	146953A
of EC screwdriver 330EG, 330E, 330EDS	Part no.	385554A
of EC screwdriver 321EGT, 321EGA, 321EGZ, 321EPT, 321EWT, 321E	Part no.	385554A
of a sequence controller AST5, AST5-S/AST6/AST11/AST12/AST40, ASTi40	Part no.	385531A/387178A/ 385531B/ 122007A/109282A

Screwdriving Technology Services

Screw joint analysis

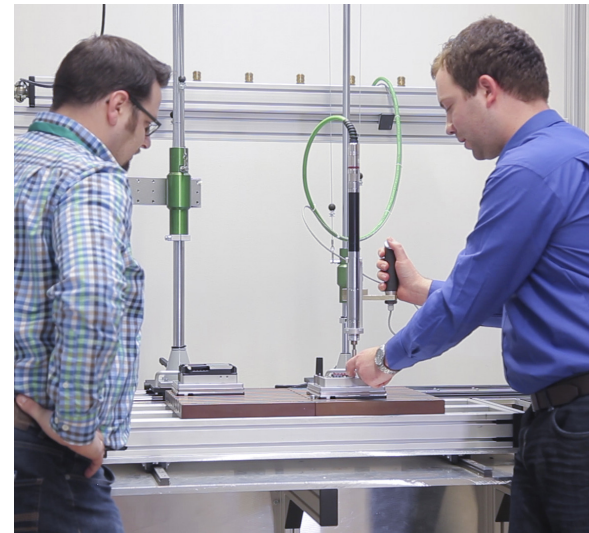
Processing reliability right from the start - due to a comprehensive screw joint analysis during which our experts put your specific screw joint to the test.

Your advantages:

- Identification of optimal processing parameters
- Processing reliability right from the start
- Analysis of seating conditions
- Recommendations of suitable screwdriving procedures

Frequently asked questions:

- Which is the ideal torque for my application?
- What speed should I choose?
- What tool best fulfils my requirements?



Torque measurement and screw joint analysis, in conjunction with our measurement electronic, satisfy the highest processing specifications and are an essential part of optimal quality assurance.

Analysis of the screw connection is conducted by performing assemblies on an original component. The significant screwdriving process parameters, such as rolling torque, seating point and over-torque are determined using graphic records. In order to ascertain the way in which a component should ideally be assembled, the component must be subjected to assembly using a higher torque than normal until the joint or component itself is destroyed. In this way the over-torque is determined. This experiment is conducted ten to twenty times using original components.

Friction losses:

Friction is generated as the screw is assembled. However, it is dependent on the screw geometry and component material. This friction changes the relationship between torque and obtained preload force and is one of the great unknowns when determining a suitable tightening parameter. The technician loosens the assembled screw and then retightens it. By comparing the torque curve progression of the first and second processes, possible frictional losses can be detected.

Analysis of seating conditions:

Seating conditions can also be detected, for example if a silicone seal is attached to a pump with four screws. Even if the tightening torque is expected to produce 100 percent pre-load force, this can gradually diminish due to the seating characteristics of the silicone. The result: the pump is no longer sealed.

When analysing such a soft joint, the technician first tightens the screw to the established tightening torque and then tightens again after a certain amount of time. The prevail torque reveals the seating conditions and their effect on the pre-load force. In such a case we may recommend carrying out screw assembly in two phases.

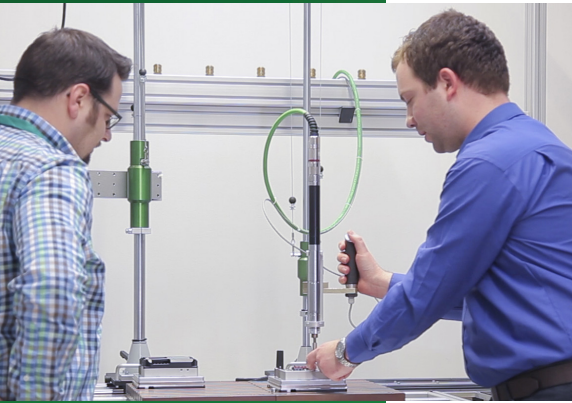
Application-specific characteristics:

If, for example, two sheets of metal should be screwed together but their bore holes are not identical, initially a great deal of force is needed to position the holes correctly over one another. If the holes are situated one above the other at the end of the screwdriving process a low torque will be sufficient for final tightening. However, if assembling with constant high torque on such a task the destructive overload torque would be reached and would destroy the screw or component. A screw joint analysis would recognise this issue and reliable parameters and sequences could be determined to prevent the problem.

At the end of a series of comprehensive tests and precise analysis, the manufacturer receives recommendations of suitable screwdriving parameters and tools to fit their specific screwdriving task.

We offer either standard or specialized analysis.

Screwdriving Technology Services



Screw joint analysis – Standard analysis:

The screw joint analysis can identify a suitable screwdriving procedure and determine the optimal shut-off torque of the screwdriving tool. Parts for assembly are positioned in an almost identical replication of the assembly conditions. Next a screw is assembled with the screwdriver using a higher torque than reasonably expected so that the assembly is overloaded and fails. The torque, screwdriving time and angle are recorded and saved for this procedure. The torque curve progression can be used to analyse the assembly and to determine optimal processing parameters for the assembly screwdriver.

The standard screw joint analysis includes:

- Examination of ONE screwdriving application for ONE specific screw on the customer's component
- Screw assembly of up to max. 10 screw locations until destruction, each graphically recorded
- Documentation of assembly torques and destructive torques in the form of a table
- Creation of a report (including torque recommendation), as a PDF document in German (as standard) or English (please specify when ordering)

Screw joint analysis – Specialized analysis:

The specialized screw joint analysis is an expansion of the standard version and includes additional investigations and services relating to the customer-specific application.

The specialized screw joint analysis includes e.g.:

- Examination of SEVERAL screwdriving applications and/or INDIVIDUAL screwdriving applications with more than 10 screw locations for VARIOUS specific screws on the customer's component
- Screw assembly until destruction, each graphically recorded
- Identification of optimal processing parameters, such as screwdriving time, speed, torque or angle as control or monitoring variables
- Recommendation for selection of drive type (electric or pneumatic) based on your specific processing requirements (torque accuracy, documentation requirements, etc.)
- Recommendation for determining tightening strategy (torque assembly, friction-dependent assembly, DEPRAG Clamp Force Control, etc.)
- Creation of an application-specific screwdriving program
- Identification of seating conditions: By continuing to tighten a joint which has already been assembled to target torque the true assembly result can be assessed to optimise the screwdriving process
- Creation of a report as PDF document in German (as standard) or English (please specify when ordering)



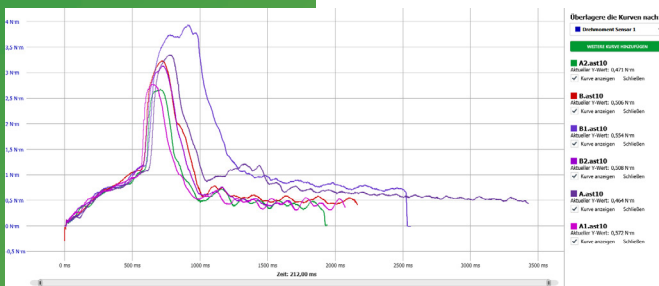
Screw joint analysis

Standard

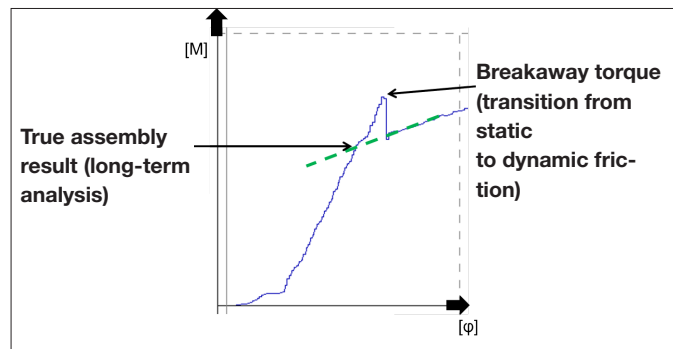
Part no. 771

Specialized analysis

Part no. 772



Curve overlay for stripped screw joint



Torque procedure when retightening a screw joint

Screwdriving Technology Services

Machine capability test (MCT) – processing reliability in screwdriving technology

→ MCT certificate for screwdriver with clutch, torque

→ MCT certificate for EC / EC-Servo screwdriver, angle or torque

→ MCT certificate for a complete screwdriving unit (including DEPRAG Feed Module)

The extensive inspection conducted for an MCT uses traceable calibrated measurement reference equipment. An MCT for angle is also an option for electric tools.

A machine capability test is the inspection of a machine for its suitability to a specific screw assembly task.

Our technicians are, of course, also able to conduct a machine capability test directly on your premises in your production line.

Process capability (Cpk)

In contrast to a machine capability test, the process capability (Cpk) can only be carried out on-site on an assembly line taking all influencing factors into consideration. The Cmk value gives a clear statement of machine capability.

A Cmk value of 1.67 means that 99.99994% of screw assemblies fall within the permissible tolerances.

Machine capability test, MCT certificate		
in-house for screwdriver with clutch, torque	Part no.	778
in-house for EC or EC-Servo screwdriver, torque	Part no.	717
in-house for EC or EC-Servo screwdriver, angle	Part no.	718
in-house for a cpl. screwdriving unit (including DEPRAG Feed Module)	Part no.	758
on-site for screwdriver with clutch, torque	Part no.	720
on-site for EC or EC-Servo screwdriver, torque	Part no.	714

Machine capability test (MCT) in accordance with VDI/VDE 2645-2 – position-based or tool-based

→ MCT 2645-2 for EC-Servo screwdriver of the series 311E, 326E and 327E

The machine capability test in accordance with VDI/VDE 2645-2 guidelines is a standardised test for proof of suitability of a screwdriving tool for specific applications (proof of capability). During the test, a differentiation is made between tool-based and position-based machine capability tests, well as torque and angle tests, each with different processes and test conditions.

The machine capability test is carried out using an electronically controlled screw joint simulator (test bench), which allows the creation of any number of load profiles and is equipped with traceable calibrated measurement technology for torque and angle.

During the position-based machine capability test carried out on the test stand, in addition to the shut-off value and the tolerances, a complete specification of the screwdriving process (screw joint hardness, speed) is required.

For the tool-based machine capability test, the implementation is completely specified by the VDI/VDE 2645-2 guidelines and is therefore independent of the application.

The machine capability test in accordance with VDI/VDE 2645-2 guidelines with the screw joint simulator complements the existing method for executing the machine capability test.

It is used if there are specific requirements, such as detailed specifications, for the screwdriving case or a concrete requirement to carry out the machine capability test in accordance with VDI/VDE 2645-2.

Machine capability test according to VDI/VDE 2645-2 in-house		
Position-based MCT for EC-Servo screwdriver of the series 311E, 326E and 327E		
MFU 2645-2/torque	Part no.	743
MFU 2645-2/angle	Part no.	744
Tool-based MCT for EC-Servo screwdriver of the series 311E, 326E and 327E		
MFU 2645-2/torque/angle	Part no.	745
MFU 2645-2/torque	Part no.	746
MFU 2645-2/angle	Part no.	747

Screwdriving Technology Services



Torque adjustment – upon delivery of your screwdriver with mechanical shut-off clutch

As standard our screwdrivers with mechanical shut-off clutch are set to maximum on delivery. On request we can set a specific torque for you on delivery in order to guarantee the continued reliable function of your tool.

Your advantages:

- reliable processing
- comprehensive documentation
- traceable to national norms

You also receive the corresponding measurement protocol.

When taking a counter measurement using a measurement platform (measurement transducer) and measurement device a series of 10 measurements is recorded:

- the individual measurements
- the average
- the absolute and relative standard deviation
- detailed description of the reference equipment

Torque adjustment

Screwdriver with mechanical shut-off clutch	Part no.	716
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Feeding Technology and Automation Component Services

Verification and maintenance of feeding systems as well as SFM and E-SFM

Regular maintenance of your DEPRAG feeding systems and automation components gives you peace of mind that your production operation is reliable, minimises downtime and increases the lifespan of your system. Our specialists will be happy to support you by undertaking maintenance works **at your production facilities**.

Our services:

- Cleaning your devices
- Visual inspection for damages or abnormalities
- Examination of wear parts
- Documentation and checks on the relevant adjustment settings
- Help with answering any questions or concerns
- Functional test
- Troubleshooting tips
- Tips for maintenance and care
- Creation of a test report

Travel and accommodation costs are not included in the price. If we have piqued your interest, please ask us for a non-binding offer.

Verification and maintenance on-site

of feeding systems	Part no.	7831
of SFM, E-SFM	Part no.	7832



DEPRAG

CALIBRATION LABORATORY
D-K-18255-01-00

Calibration Service

General

With a calibration from DEPRAG you can always be sure that your measurement equipment provides reliable measurement results – competent and with the requisite traceability to national norms. DEPRAG has an accredited calibration laboratory where various calibration methods can be employed to calibrate with traceability and the lowest measurement uncertainty, covering torques of between 0.01 Nm and 500 Nm.



Calibration Service

How long is the calibration valid?

In principle a calibration is only valid at the time it is conducted. It is normally the responsibility of the user to decide on the length of calibration intervals. The application, i.e. the conditions of the workplace, method of usage of the measurement tool, frequency of use and safety concerns for the workpieces to be assembled are all considerations when determining calibration intervals.

If a measurement tool is used in a running assembly process, it makes more sense to have shorter calibration intervals than if a measurement tool is only used infrequently in a laboratory setting. Verification cycles could then perhaps take place every 3 months or 3 years.

We recommend recalibrating our measurement system at least once a year.

Calibration of torque transducers in DAkkS calibration laboratory, D-K-18255-01-00

Calibration of DEPRAG torque transducers

In the accredited calibration laboratory DAkkS and factory calibrations of torque measurement transducers are carried out in conformity with validated procedures. The documentation of results is presented in a calibration certificate containing all measurement values and the corresponding measurement uncertainties. Depending on the application and desired measurement uncertainty, the number of calibration procedures conducted can be increased or decreased to differentiate between direction of load, number of installation points, as well as attained measurement uncertainties. Measurement transducers based on strain gauge and piezo technology can also be calibrated.

The DAkkS calibration is only available for strain-gauge measurement transducers. Calibrations can be conducted either in conformity with DIN 51309 or VDI/VDE 2646 (calibration procedures). The calibration is usually spread over 8 torque steps in a span of 10%-100% of the measurement range. Calibration equipment is available for the torque range 0.01 Nm – 500 Nm.

All measurement transducers from DEPRAG are calibrated in the standard measurement range on delivery (see product catalog D3020E). Specialized calibrations for atypical measurement ranges are available on request.

Calibration service for torque transducers from other manufacturers

All calibration procedures mentioned are also available for the calibration of torque measurement transducers from other manufacturers. To verify the suitability and determine a suitable procedure, we require information relating to the technical implementation of the transducer, the application conditions and required measurement uncertainty.

We will be pleased to answer any questions you have regarding the calibration of torque transducers from other manufacturers.

Calibration		
DAkkS calibration according to DIN 51309 for strain-gauge measurement transducers (load right/left)	Part no.	3855281
Factory calibration according to DIN 51309 for strain-gauge or piezo-electric measurement transducers (load right/left)	Part no.	3855282
Factory calibration according to DIN 51309 for strain-gauge or piezo-electric measurement transducers (load right)	Part no.	3855283
Factory calibration according to VDI/VDE 2646 for strain-gauge or piezo-electric measurement transducers (load right/left)	Part no.	3855284
Factory calibration according to VDI/VDE 2646 for strain-gauge or piezo-electric measurement transducers (load right)	Part no.	3855285
Calibration of torque transducers from other manufacturers		on request

Measurement system analysis (MSA) in the calibration laboratory

To analyse the capability of a measurement system consisting of torque transducer and measurement electronic, we conduct measurement system analyses in conformity with procedure 1 in our DAkkS accredited calibration laboratory (DIN EN ISO/IEC 17025). The result confirms the suitability of a measurement system for a specific application by determining the capability values.

The measurement system analysis is conducted using the specified test torque.

Measurement system analysis	Part no.	385789
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Calibration of measurement electronics

In essence all components of the measurement chain are calibrated separately. Measurement devices for the piezo transducer are subjected to a comparison measurement and realigned if required using a charge calibration device and measurement devices for the strain gauge transducer with a strain gauge calibrator. The standards used for DAkkS and factory calibrations follow national norms and therefore fulfil the highest quality requirements. The measurement transducers are calibrated and documented in our own calibration laboratory in conformity with standardised calibration procedures.

Factory calibration of measurement devices

The measurement devices are first checked for functionality. This is followed by a functional test of the measurement electronics. The individual measuring ranges of the measurement electronics are then realigned using traceable calibrated standards. The results obtained are documented in the manufacturer's verification certificate. Calibration is performed in accordance with current standards, in particular DIN EN ISO/IEC 17025 (General requirements for the competence of testing and calibration laboratories).

Factory calibration of measurement devices	Part no.	768
Realignment of torque transducers	Part no.	769

Automation

Service relating to assembly systems – for the most advanced industry standards

Beginning with optimal project planning, we provide support to our customers and assembly systems with the benefit of our extensive technical support and engineering experience. The integration of your specifications, a preliminary inspection in our house as well as turnkey installation on your production site are, of course, all part of the service. Over the years if maintenance or modifications are required, our experienced service technicians are swiftly at your side. Specific reaction times can even be agreed upon in advance if required. Our extensive remote maintenance modules and service hotline are advantages which speak for themselves.



Project planning

With great care and in close collaboration with you, we can develop the most technically suitable and cost-effective solution for your production task. This care begins in the project planning stage where a carefully designed system concept is created:

1. We can advise you extensively of the most varied automation steps from manual to fully automatic assembly concepts. Furthermore, in the initial consultation meetings you will learn all the advantages and disadvantages of diverse automation concepts and technologies available on the market. We place special emphasis on innovative and efficient system solutions based on tried and tested standard modules or innovative new designs.
2. Together with you, we analyse the feasibility of your assembly task in its preliminary stages and support you with assembly-oriented product design. Using feasibility analyses we pave the way for a successful collaborative project.
3. We can support you in the initial phase with trial series and screw joint analyses for the reliable and efficient design of your machine components.

At the end of the project planning phase you have a concept which, despite fluctuating production numbers, ensures flexibility, efficiency and economy of production.

Maintenance and remote maintenance

Individual service and maintenance contracts can be flexibly tailored to your wishes and requirements. Remote maintenance enables us to respond quickly to any issues and extends the options for direct customer care and support.

Replacement part service

The permanent, smooth operation of your system is of primary importance to us. We are therefore continuously optimising our replacement part and maintenance services. We can make a flexible agreement with you for the guarantee of free replacement parts for up to two years and can commit to the option of providing replacement and wear parts for your system for up to 10 years after delivery.

Standard parts are delivered promptly. Special parts can be prepared in our in-house production on a rapid production schedule which is unrivalled. Particularly advantageous: our wide range of in-house production methods (e.g. laser welding or eroding) means that time is saved in procurement and transportation.

Training

We offer a specialized individual training program for your assembly system: at your premises or at our Academy, we are flexible to your needs. Our professional training courses provide your employees with the necessary basics relating to maintenance, processing documentation, troubleshooting and replacement of products so that any modifications can be flexibly dealt with internally.

Air Motors

Performance testing – on our computer-controlled performance test station

Our freely programmable function stand enables fast, comprehensive identification and selection of a suitable drive system up to 22 kW for almost any application case from up to 500 Nm and up to 12,000 rpm in four quadrant operation. Checks include performance, speed and torque, as well as measurement of operating pressure and air consumption. Each tool to be checked can be moved individually over 3 axes and the system can be set to the specific tool. Fast analyses can be realised with the minimum of effort.

Our function stand can test a wide range of air tools (air motors, electric motors, hydraulic drives, grinders, drills etc.), either from our own production or from other manufacturers. Depending on requirements, either torque or speed characteristic curves can be determined. (torque / performance, speed/ performance).

Torque regulation – the characteristic curves are determined using torque regulation. From one torque $M = 0$ (corresponds with the idle speed of the tool being checked), the torque is then increased in stages to a max. of 500 Nm.

Speed regulation – the characteristic curves are determined using speed regulation. For each process a maximum speed, a minimum speed and a maximum torque, according to preference, are defined. A test protocol with the characteristic curve of the tool is produced and delivered with the tool as documentation.

Some technical data as a guide:	Tool speeds:	Tool torques:	Characteristic torque:
	0 - 12000 1/min	0.1 - 500 Nm	500 Nm from 0 to 400 1/min 10 Nm at 12000 1/min

If special adaptors or fixtures are required when testing tools from other manufacturers, we will be happy to provide you with a quotation.

Performance testing on the performance test station	Part no.	773
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DEPRAG Academy – your professional training partner

Within the scope of our training courses, your employees will learn to effectively and efficiently handle our high-end products. The specialised product trainings will simplify the day-to-day work routine of your employees and increase their safety in daily processes. Participants are provided with the skills to transform automation processes and make the most of their DEPRAG products.

The individual training courses are specifically tailored to DEPRAG products and geared to the needs of your employees. Our experienced trainers impart sound application-related background knowledge, as well as useful tips about the software and hardware of our systems. This equips your employees with the skills to customise and adjust our products to your individual processes and requirements. We will be happy to tailor training contents to your specific application.

Product training is conducted in small groups in order to maximise the learning experience for each participant.

Our certified training program ensures nothing will stand in the way of the smooth and efficient use of DEPRAG products in your company.

Benefits of our trainings:

- Valuable practice-oriented background knowledge
- Training content adapted to your application
- Small course groups ensure an enhanced learning environment
- Trainers with years of professional application experience



Please find our training program here: www.deprag.com/training

Further information relating to individual trainings, as well as a schedule overview can be found under „Learn more“.

Type of trainings:

As well as face-to-face trainings at the DEPRAG Academy (Carl-Schulz-Platz 1, 92224 Amberg), we can also offer on-site trainings at your own facilities or even digital online trainings on request.

Notes on face-to-face trainings at the DEPRAG Academy:

On-site trainings at the DEPRAG Academy are catered through our in-house restaurant. Travel and accommodation costs are not included in the price. We will be happy to recommend a hotel in the local vicinity. Please feel free to contact us!

Are you interested in participating in one of our trainings?

We would be happy to send you a free quotation. Please complete the [inquiry form](#) on our website.

DEPRAG

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CERTIFIED AS PER DIN EN ISO 9001
