

neu-servo

REPAIRS LTD



About us

Established in the year 2000, Neu-Servo repairs are at the forefront of the CNC Servo motor repair industry.

Neu-Servo is the only independent UK approved servo motor repair partner by Siemens A & D as well as being certified to ISO 9001:2015.

Neu-Servo are proud to announce, we are now a Bosch Rexroth Service Centre.

Providing 24/7 service option for repair and service of all AC/DC servo motors, spindle motors and electronics.

Neu-Servo has enabled many of its customers to reduce downtime by as much as 50% through its unique, responsive and customer focused service.

Neu-Servo's expert technicians possess over 40 years of repair and maintenance expertise, through training from the world's leading manufacturers.

Based in the West Midlands the Neu-Servo facility is designed to meet the growing demands of the computer numerical control industry.

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Servo Motor Repair



Neu-Servo is the only UK approved servo motor repair partner by Siemens A & D.

Providing 24 hour service options for repair and service of all AC/DC servo motors, Neu-Servo has enabled many of its customers reduce downtime by as much as 50% through its unique, responsive and customer focused services.

Neu-Servo's expert technicians possess over 40 years of repair and maintenance expertise, through training from the world's leading servo motor manufacturers.

Neu-Servo is able to repair any model of servo motor back to the manufacturer standard with the fastest possible turnaround.

As part of our service our engineers comprehensively evaluate all motors that we receive in excess of two hours at no cost to our customers.

Most motors we evaluate and quote are passed and approved for repair. When a repair cost exceeds the price of a new motor we will try and offer a replacement unit.

All this done at a competitive price and rapid turnaround.

Our Unique Testing Systems

Every single unit that we receive is fully tested using our unique testing systems.

We test serial output and electronic data to OEM specifications on every unit where possible. From this are able to create an electrical footprint which enables us to copy the alignment of every encoder or resolver that we examine on assembly.



Fault Finding and Repairing

Following our 'run tests' we then fully dismantle every unit and give a precise report of the faults we find. We then issue a timeline of repair and detailed quote.

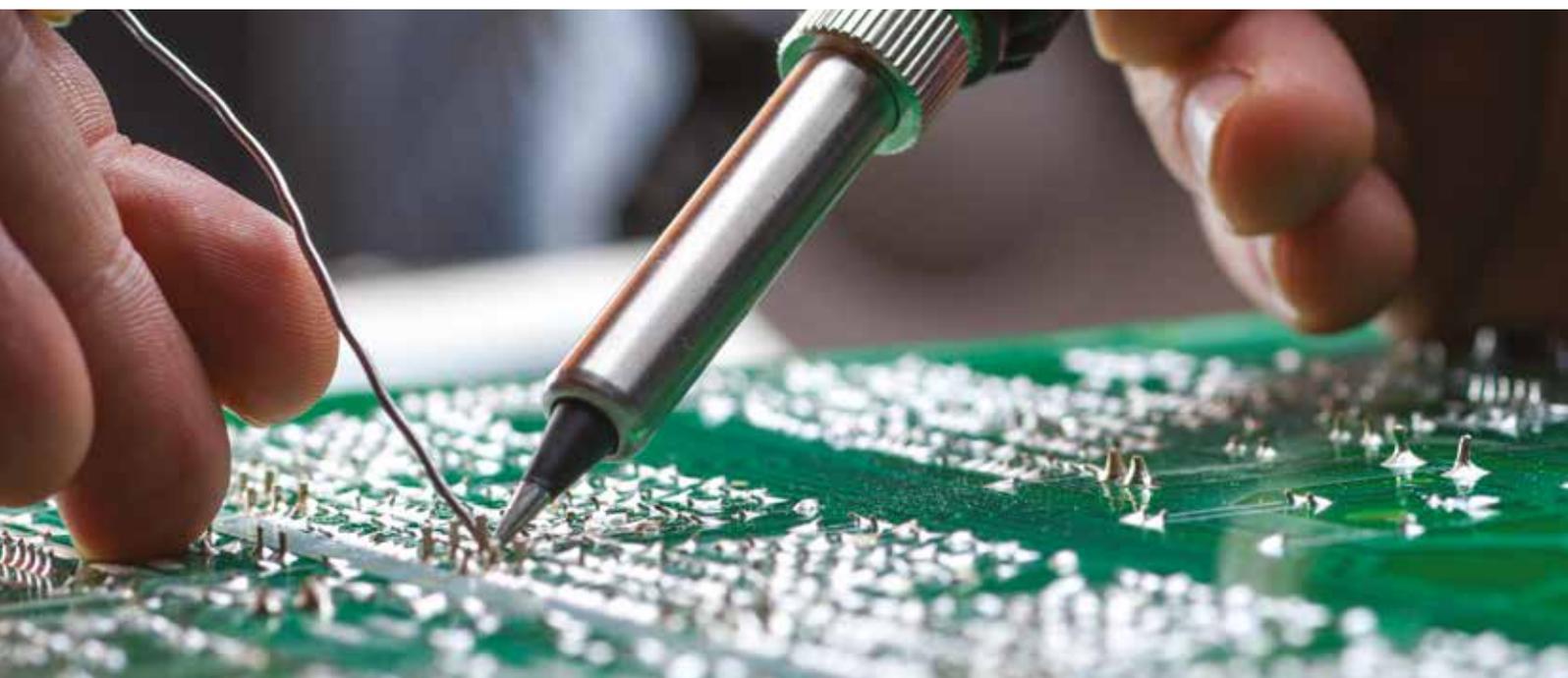
Once we have been given the order to proceed with the repair every unit is chemically cleaned and assembled with the necessary replacement parts.

Re-sprayed and Fully Tested

All units are then re-sprayed and 'run tested' under load to ensure that the unit functions to the customers or manufacturers specification. We then return the unit back to the customer.

All this done to suit the customers requirements with Neu-Servo providing a responsive 24/7 service.

Electronics



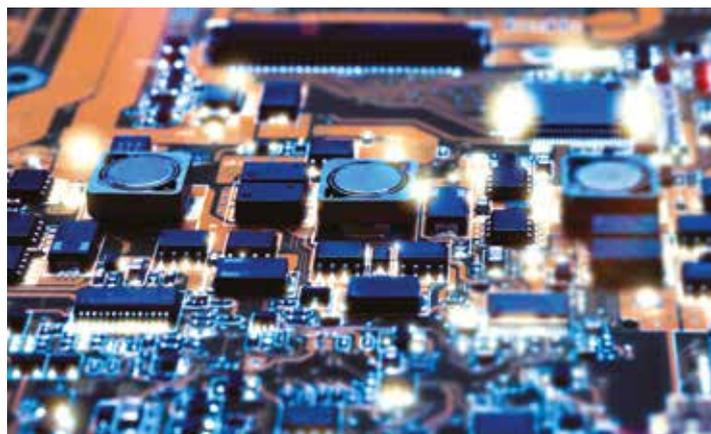
High electrical demands can be placed upon AC and DC motor drives, but properly inspected and maintained they can often be one of the most reliable parts of a machine, however, failures do occur and can be costly to rectify without the right support.

Neu-Servo can offer an efficient and cost effective repair solution for AC variable speed drives & inverters, DC thyristor drives, stepper drives, soft starts, other related equipment and control systems. During the course of our repairs, a detailed overhaul is carried out in which all life-expired components are replaced, potential future issues are identified and remedied and the whole unit is thoroughly cleaned.

Our custom built rigs and test capabilities are constantly evolving and being built upon, with significant investment in hardware and development to ensure the most reliable repairs possible.

We carry a large stock of common parts so that we can effect repairs quickly, ensuring a fast turn around and minimum down time. Close links with a large network of global suppliers also enable us to quickly source and obtain less common and obsolete parts when necessary.

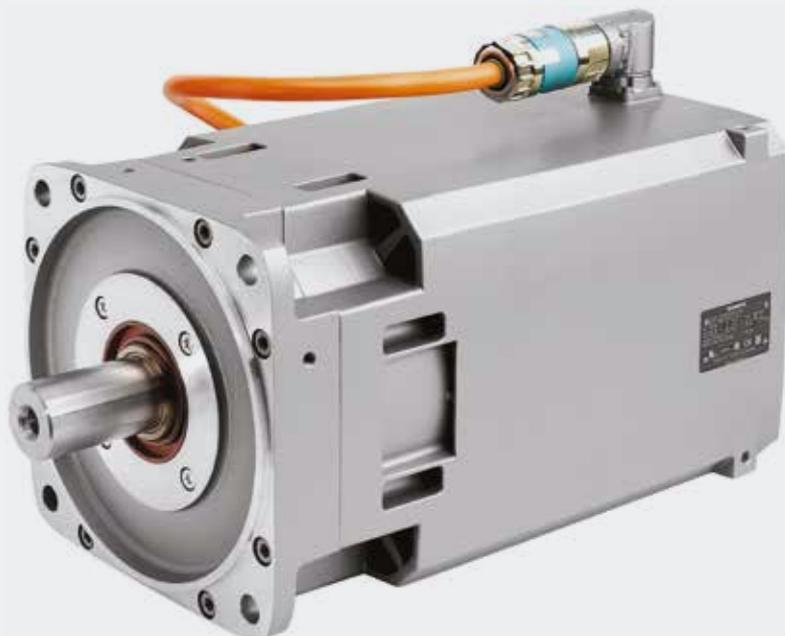
When requested we are able to offer reports of failures with equipment we receive for repair, suggest possible causes for the failure and make recommendations on how to prevent recurrence. We will quickly provide you with a quotation for your repair, and do not operate a fixed price repair policy. All repairs are assessed individually and quotations will always reflect the cost of the actual parts needed and labour required. Upon completion we provide a detailed description of the work that has been carried out and what preventative maintenance has been performed.



Our repair capabilities extend further than just drives. We are able to repair almost any electrical or electronic industrial equipment, including (but not limited to) HMI's, teach pendants and controllers, monitors, touch screens and displays, PLC's, power supplies and test equipment, industrial PC's, temperature controllers and many more. Even sub-systems such as PCB's and control boards from incomplete systems can be tested thoroughly down to component level and partially tested without their associated hardware in most cases.

Quotations are free and all repairs carry a 12 month warranty.

Siemens Repair Partnership



Neu-Servo is the only independent UK Servo motor repair partner authorised by Siemens A & D.

This approval provides many benefits to Neu-Servo customers including:

- The greatest access knowledge of Siemens motor spares and part numbers.
- Technical assistance in identifying your needs for spares.
- The ability to acquire Siemens service and exchange drives.
- The unique capability to quote same day on new and service exchange Siemens products.

Neu-Servo has the unique privilege of being given the Siemens seal of approval when it comes to Servo repairs. We comprehensively test all units, under closed loop control and under load to Siemens specifications.

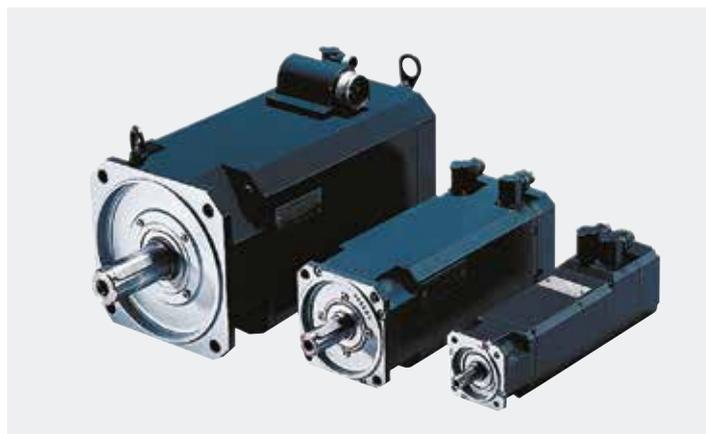
Full and detailed reports are produced with our findings and each unit is repaired using Siemens specified parts and re-tested to Siemens specifications.

This can be done on an emergency basis with rapid response times continuously available.

We require no additional support on any process with all repairs carried out in house.

We are able to support you on items that are obsolete offering you longevity of your production machinery. If you wish to upgrade your machinery we can also refer you to the Siemens team to come in for a free quote.

All repairs are competitively priced giving you the benefit of both our quality and also our service.



SIEMENS

Bosch Rexroth Service Centre



Repairs

Neu-Servo is a Bosch Rexroth Service Partner. As part of this partnership Neu-Servo offers OEM repairs from Bosch Rexroth on all Servo, Spindle motors and Electronic equipment. Repair prices and lead time can be issued quickly and Emergency repair services are available. All repairs are carried out using original manufacturers spare parts and are comprehensively tested on Bosch Rexroth test rigs according to manufacture specification.

Repair service offered:

Normal Service Repair:

- Processing time 10 working days.
- 12 months warranty on the entire component.
- Product as new with Original spare parts.
- Bench test according to manufacturer specification.

Express Repairs (Upon Consultation)

- Processing time 1-3 workdays
- 12 months warranty on the entire component.
- Individual offer based on estimated effort.
- Product as new condition with original spare parts.
- Bench test according to manufacturer specification.

Emergency Repairs (at system and upon downtime)

- Processing time few hours.
- 12 months warranty on replaced parts.
- Functional restoration in emergency cases.
- Product as new with Original spare parts.
- Bench test according to manufacturer specification

Remanufacture

- Item restored back to original specification.
- Product as new with Original spare parts.
- 2 years warranty on entire unit.
- Bench test according to manufacturer specification.



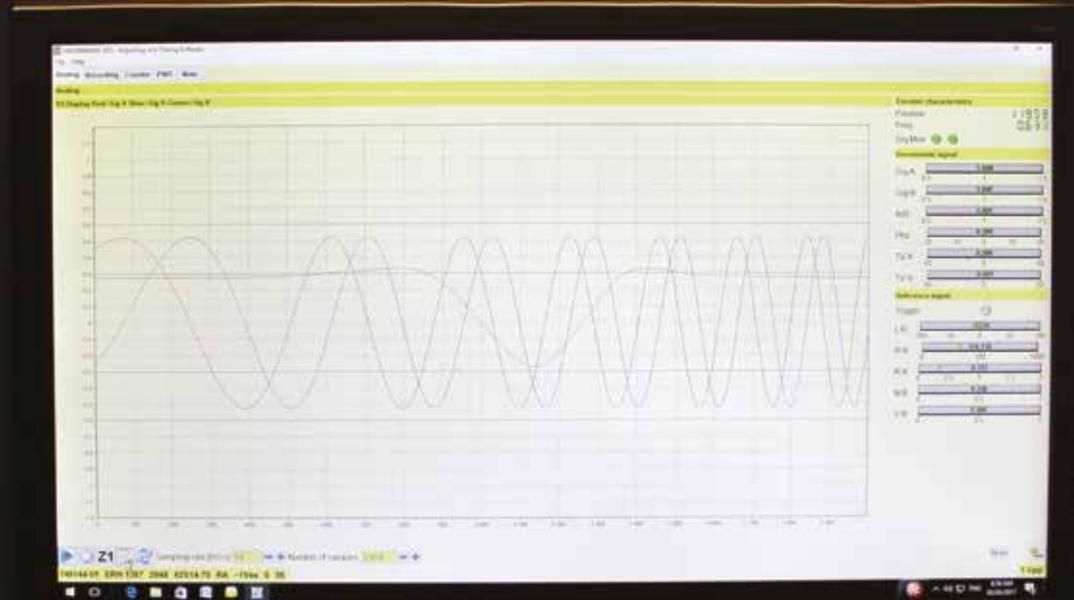
New/Replacement Parts

Neu-Servo is able to supply new or replacement Bosch Rexroth Automation products at preferential rate. Neu-Servo can provide same day quotation for parts ensuring that you can order parts as quickly as possible.

Inverters

Neu-Servo is able to offer Bosch Rexroth's extensive range of inverter products. The highly efficient units come with the Bosch Rexroth guarantee and are available from Neu-Servo on deliveries to suit your requirements. These products are available at a very competitive price to that of other inverter products are easily installed and suitable to any application.

Testing Facilities



Encoder and Tacho Testing Facilities

In order to provide the most comprehensive repair service Neu-Servo has Heidenhain encoder test equipment which enables us to test both linear and rotary encoders.

This acquisition provides manufacturer parameters of the encoders enabling us to quickly establish possible problems; correct these issues and load test the components under service conditions in order to guarantee repair.



Encoder/Linear Scale Repair and Replacement

Encoders act as the commutation and speed regulator of servo motors. It is for this reason that they form a vital translator of the drive and the motor in order to run the machine efficiently.

Knowledge of the relationship between motors and encoders is vital as incorrect alignment could lead to inefficiency of both the motor and the drive system.

Neu-Servo offers a full repair facility of all types of encoders or if encoders are beyond repair an efficient replacement service.

Linear scales similarly to that of an encoder provide position along an axis of a CNC machine. Neu-Servo are able to test, repair and program all different types of Linear scale responsively.

If a scale is beyond repair we are able to supply replacement units to customers swiftly.

Resolver Replacement

Neu-Servo also has full resolver testing facilities and can quickly establish if there is a problem with a resolver.

Swift diagnosis allows for us to be able to replace any problematic resolver promptly.

High Speed Spindle Repair



High power electro spindles have many machine tool applications including Milling, Drilling, Engraving and Routing.

They are part of the main cutting tool found in CNC machines commonly found in the vertical/horizontal axis due to their application.

Generally they are a complex assembly comprising of many high dependency parts i.e. bearings, sensors and encoders.

Due to this they can be renowned for being a time consuming repair.

At Neu-Servo we have ensured both a reliable supplier base that allows us to acquire spare parts in a steady fast manner as well as a dismantle/assembly protocol; that not only allows for a quality repair but is also efficient on time.

This ensures that our customers receive quality spindle repairs promptly maintaining a reduction in our customer downtime.

Neu-Servo repairs every type of spindle motor responsively.

Initially every unit is 'run tested' in order to see how the motor is functioning in terms of output, control and efficiency. All of which are measured and reported.

Following this the unit is completely dismantled so that all faults and any damage is found.



Once we have the order to proceed the unit is completely refurbished according to the OEM standard.

Once assembled Neu-Servo tests the unit under load and in the same way as if it was onsite in order to guarantee the repair.

The unit leaves Neu-Servo working and looking like it is new from the OEM.

Motors, Pumps & Gearboxes



Electric Motors & Gearboxes

Neu-Servo offers a comprehensive repair, replace and rewind service on all standard and non standard AC induction motors.

Neu-Servo will provide a free assessment and supply you with a quotation that focuses on a cost saving solution.

If standard motors are beyond economical repair and a reliable new replacement is available, Neu-Servo can deliver this to you on a same day basis.

Neu-Servo's in house machine shop enables effective, resolute and swift repair on all types of motor gearboxes.

Neu-Servo is able to machine and adapt parts to suit your requirements alongside offering replacement units if there is a need on a same day basis.

All repairs/replacements are issued with a 12 month warranty.

Pumps

Neu-Servo offers support for all types of coolant and water pumps found on your machinery.

With our in house pressure test equipment and machine shop Neu-Servo can effectively repair pumps in a responsive manner and even adapt units if required.

Neu-Servo's wealth of suppliers also means that replacement units can be found quickly and delivered promptly ensuring that we aim to beat the industry standard delivery time.

Any repairs initiated are pressure tested exceeding that of the pressure experienced on site guaranteeing effective repair of units.



Machining & Metal Spraying



Metal Spraying Facility

Metal spraying is a process in which worn or corroded surfaces can be reclaimed. This is done through rebuilding the worn surface using a specialist technique involving thermal spraying of highly specified replacement material, following coating our technicians are then able to machine the surface back to size.

This process along with our ability to fabricate and weld previously damaged parts allows for a quicker turnaround and recondition of your motors as well as being a more cost effective method of repair.

Our metal spraying service comes as part of our promise to give you the very best repair service available and is used on any job big or small if necessary.



Machining Services

The many stable components of motors can become damaged over time, in order to combat this issue Neu-Servo repairs offer a full machining service that is able to:

- Reclaim worn surfaces
- Manufacture new shaft components
- Perform motor housing repairs
- Offer custom welding facilities able to regenerate damaged motor components.

All this is done in a responsive manner designed to deliver you the best repair possible.



On Site Support



Neu-Servo can provide expert technical onsite support.

Neu-Servo's engineers will diagnose faults on site, provide parameter backups, clean and service machine tools, extract motors and drives for testing on a huge variety of different machine tools.

Our engineers can respond to your breakdown needs and are always on hand to provide any technical advice.

Our services cover:

- Repair of machine tool types
- Machine tool spares
- Machine tool alignment
- Maintenance support
- CNC, PLC and Drives Repair
- Renishaw Ball test
- Laser calibration
- Plant condition reports

Our engineers are time-served professionals, trained to service and install all makes of machine tools. They are based around the UK ensuring prompt response.

Neu-Servo can also refer you to our OEM partners Siemens and Bosch Rexroth if you require extra technical support on these types of control systems.

Site Service Contracts

Neu-Servo offers a full and comprehensive site service package.

Neu-Servo can cater for everything in relation to maintaining and repairing your CNC equipment. Our rates are significantly more competitive than OEM service packages and will include maintenance of both the CNC machine and also the mechanical and electrical parts.

Services provided are:

- Servo motor repairs
- High Speed spindles repairs
- Electronics repairs
- Motors, pumps and gearboxes repairs
- Machine tool alignment
- Plant condition reports
- Laser calibration
- Vibration analysis and Thermography reports
- Ball Screw repair.
- Cabinet maintenance
- Air conditioning maintenance and repair.

All repairs carry a 12-month warranty and are repaired to manufacturer standard.

Packages are flexible to suit your budget and requirements.



Preventative Maintenance Contract



Neu-Servo offers a complete preventive maintenance service.

Neu-Servo will completely overhaul your machinery based around your production.

Our process involves:

- Complete dismantle of all motors and drives.
- Onsite service to all electrical elements of the machine.
- Onsite service of all mechanical elements of the machine.
- Complete service and overhaul of all Servo's, Drives and Spindle with 12 months warranty.
- Full reporting and recommendation of service to reduce failures and improve machine efficiency.
- Full machine clean.
- Re-installation of all Motors, Drives and Spindle.
- Check alignment of the machine and record/report results.
- Undertaken Renishaw Ballbar Checks
- Machine Laser Calibration to UKAS standards

This complete service will be based around your production ensuring that there is no downtime of any machinery.

Benefits of this service include:

- Prevents catastrophic failure of parts.
- Provides machine longevity.
- Can be planned around production (carried out when machine is not in production; this significantly reduces chances of machine downtime).
- Cost effective – Works carried out will not require major salvaging of parts which will reduce repair costs.
- Delivers a warranty on main assets of 12 months.

- Reduces rate of repeat failures as reasons for failure of parts can be identified and actioned against to reduce any repeat failures.
- Reduces spend on new machinery – consistent maintenance will lengthen the life of machines.
- Obsolete parts can be identified and protected to reduce catastrophic failure – failure of these parts could condemn a machine.
- Ensures production quality – parts on the machine are known to be functioning properly resulting in accurate outputs from the machine.

Vibration Analysis



What is Vibration Analysis?

Neu-Servo can offer a range of vibration analysis packages to customers.

These can be focused around your production so that they are not intrusive or preventative to your production planning.

Vibration analysis is a preventative and reactive measure against machine breakdown or failure.

The analysis works through the monitoring of rotating components and bearings in machinery.

These parts will generally vibrate as the machine works however, as the parts begin to wear the vibration and movement changes noticeably and distinctively. It is these changes that are detected through analysis.

Neu-Servo's vibration analysis devices use sensors such as accelerometers and tachometers.

These sensors are then able to provide data spectrum wave graphs.

Our team of experts can then analyse this data to establish whether there is any wear or damage within the machine as well as determining where the source of a problem lies.

Why is This Important?

Firstly, production downtime is the most costly incident facing a production business.

Through vibration analysis businesses can pre-plan maintenance of their machinery to eliminate any forced downtime.

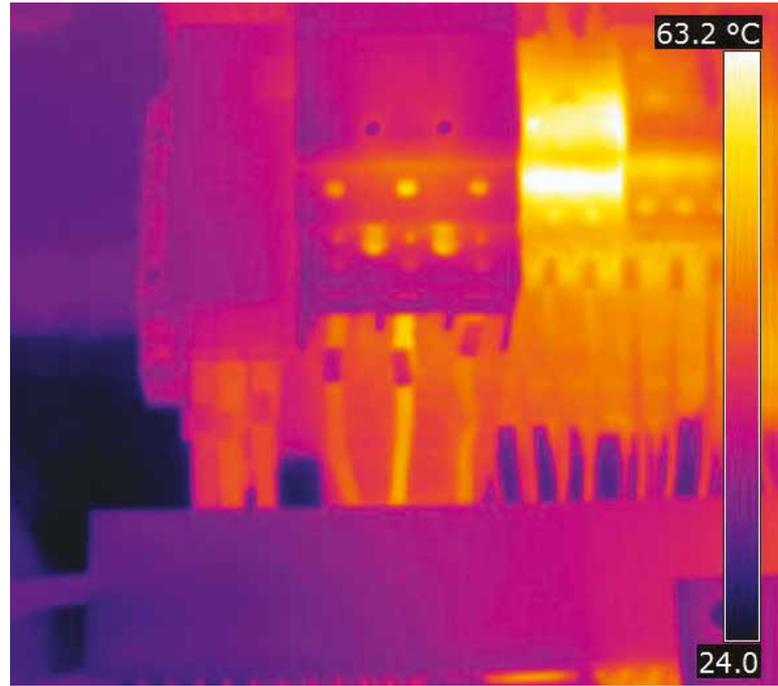
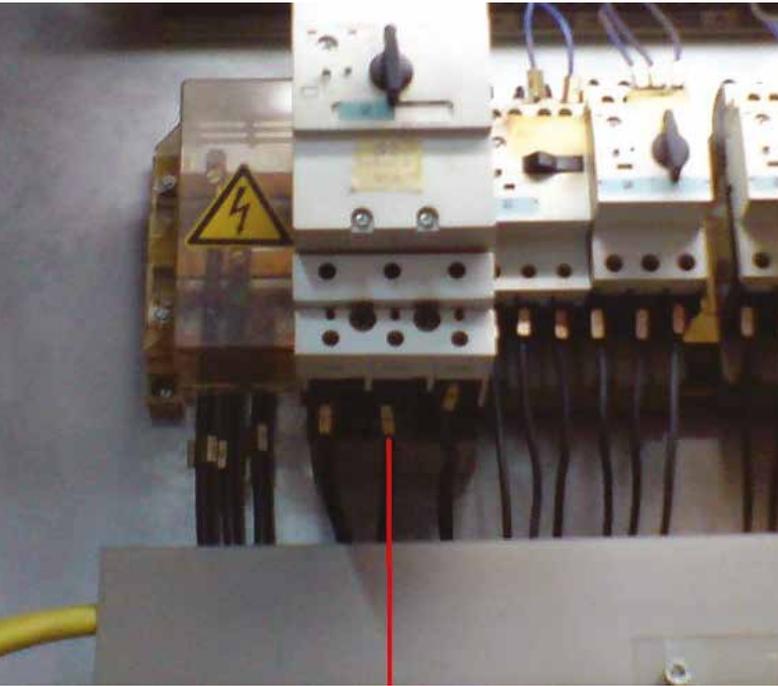


Secondly, the method of discovery through this technique is far less costly than simple scheduled replacement. Currently many businesses have replacement schedules on their machines. This involves replacing all components and bearings whether they are worn or not.

This can be significantly more costly and inefficient as opposed to processes of identification of worn parts.

Finally, the most important reason for Vibration analysis is that it can eliminate the possibility of breakdowns which not only can cause the cost of downtime but also greater cost of repair to machinery.

Thermography



What is Thermography?

Thermography analysis is a non intrusive method of examining whether there are any potential electrical faults within an electrical system.

This is a safe and preventative method that detects any potential breakdowns and fire hazards within a system.

The system works by showing heat displacement imagery when components are running. If a component is running hazardously or inefficiently it gives off a contrasting thermal profile to that of an efficient component.

Neu-Servo's team of experts are able to interpret this information and provide cost effective solutions in order to improve the efficiency of your electronic equipment.

Why is Thermography Important?

Thermography is a low cost method of reducing production downtime through preventative action.

Without the use of Thermography in their machine maintenance, companies could experience high level electronic faults as well as machine fires.

Both of these could lead to complete machine breakdowns or in some extreme cases de-commissioning of machinery that in turn would provide heavy cost in terms of replacement and repair, with excessive periods of downtime in production.



How Can Neu-Servo help?

Neu-Servo has its own team experts equipped with the most recent Thermography technology.

We offer a range of packages suited to your needs that will in turn improve your maintenance costs significantly.

Additional Manufacturer Relationships



and many more...

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