

Service



Systemservice

Service Parts, Wear & Tear Parts, Consumable Parts

Definitions for Heidelberg Systemservice Agreements (Systemservice 36plus and Partner Program)



Definitions of **service parts, wear & tear parts, and consumable parts.**

Definitions of Heidelberg parts categories

All Heidelberg Service Parts are divided into different classes in the Heidelberg System. The definitions and cover status of these parts are explained below.

Repair parts

With the service agreement module “Parts coverage”, Heidelberg will provide all repair parts needed for the purpose of rectifying equipment breakdowns on the equipment covered at the discretion of its engineers (subject to any separate exclusion list or terms and conditions).

Wear & tear parts

In this category are all parts that are subject to wear and tear, or sensitive parts whose lifespan depends heavily on their treatment during operation. They are charged separately. However, on request, wear and tear parts may be included in a service agreement for an additional fee, provided that the module “parts coverage” is included. Please contact us for a detailed quote.

Consumables and consumable parts

Under consumables and consumable parts, we understand products that are used up or worn out during the production process depending on the production conditions, job structures, materials and auxiliary materials used. This also depends heavily on their treatment and maintenance during its expected lifespan. They are always charged separately.

Tools, documentation, retrofit kits, hardware- and software upgrades.

These items are not considered to be service parts, even though they can be ordered through the same channel as our service parts. They are therefore always charged separately.



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Additional Information

All parts supplied can be either new parts or reconditioned parts with the same specifications as brand new parts in terms of function, performance, and service life.

Please see our terms and conditions for more information about sales and delivery.

→ **Further information on Original Heidelberg® Service Parts and Heidelberg consumables can be found in our online shop: www.heidelberg.com/shop**

→ Prepress

Consumables and consumable parts

- Accessories (adhesive tape, insulating & sealing accessories, etc.)
 - Chemicals (developers, rubber coating, etc.)
 - Cleaning solutions
 - Foils
 - Fuses
 - Lamps, luminaires
 - Lubricants
 - Printing plates
 - Proofing (ink, paper, recording heads, etc.)
 - Rollers
 - Suckers, suction discs
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Wear & tear parts

- Ball bearings
 - Batteries
 - Belts
 - Cassettes
 - Filters
 - Punching units
 - Tables
-

→ Press

Consumables and consumable parts

- Accessories (adhesive tape, insulating & sealing accessories, etc.)
 - Adhesives, glues
 - Blades, knife shafts
 - Blanket- & impression cylinder wash-up cassettes
 - Blankets, coating blankets
 - Bushes
 - Cam followers
 - Chamber doctor blades including gaskets
 - Chemicals (alcohol, dampening solution, etc.)
 - Cleaning solutions
 - Coatings & varnishes
 - Creasing & perforating devices (incl. cylinder jackets, die-cutting plates, bottom plates)
 - Foils
 - Fuses
 - Grippers, gripper components
 - Ink fountain dividers
 - Ink fountain liners, protective films
 - Inks
 - Lamps, luminaires
 - Lubricants
 - Packing sheets & -paper, underlay blankets
 - PerfectJackets, TransferJackets, impression jackets
 - Printing plates
 - Printing substrates
 - Radiators, reflectors
 - Refrigerant gases
 - Rollers (all rollers of printing & coating unit incl. Anilox rollers), journal boxes
 - Rubber wash-up blades
 - Suckers, suction discs
 - Suction tapes, suction drums & -wheels
 - Super Blue products (base covers, nets)
 - Wash-up brushes, -blades
 - Wash-up cloths
 - Wedges, blocks
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Wear & tear parts

- Bearings
 - Batteries
 - Belts (i.e. timing belts)
 - Brakes
 - Brushes, brush rollers
 - Clamps
 - Combined spraying and cleaning blades
 - Diaphragms
 - Filters, felts
 - Forwarding rollers
 - Hard drives
 - Hickey removers
 - Hoses
 - Lamellae
 - Levers (spring, clamping & roller levers)
 - Lifting sucker nozzles
 - Mounting rings
 - Positioning foils
 - Spray tubes
 - Springs (separator finger, spiral spring, separator spring)
 - Stacking rakes
 - Starwheels
 - Tapes (all tapes)
 - Transport rollers
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→ Postpress

Consumables and consumable parts

- Accessories (adhesive tape, insulating & sealing accessories, etc.)
 - Adhesives, glues
 - Band rolls
 - Blades, knife shafts
 - Blocks
 - Bushes
 - Cam followers
 - Cleaning solutions
 - Cutting sticks
 - Die-cutting plates
 - Foils
 - Folding rollers
 - Fuses
 - Grippers, gripper components
 - Lamps, luminaires
 - Lubricants
 - Memory cards
 - Rollers
 - Shear bolt kit
 - Suckers, suction discs
 - Wedges
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Wear & tear parts

- Ball bearings
 - Batteries, accumulator
 - Belts
 - Brakes
 - Coupling, clutch
 - Drivers
 - Feed gates
 - Filters, felts
 - Glue wheels
 - Hard drives
 - Hickey removers
 - Hooks (folding, backfolding)
 - Lamellae, compressor vanes
 - Levers (spring, clamping & roller levers)
 - Rollers (drive, end and guide rollers)
 - Scrapers
 - Stripping pins
 - Tapes
 - Transport rollers
 - Transport tapes
-

Service parts from Heidelberg Systemservice

The right choice. Consistent quality, high reliability, and best materials: our Original Heidelberg Service Parts meet the same stringent quality standards as our machines. We regularly submit them to comprehensive endurance and stress tests and continuously improve them in the light of the latest technological developments – to help you achieve smooth production and excellent production results.

24/7 delivery service. Almost all our Original Heidelberg Service Parts can be delivered within 24 hours worldwide – thanks to the largest logistics network in the industry.

One-stop shopping. More than 130,000 different parts are kept constantly in stock in our four logistics centers in Germany, the U.S., and Asia. Whether you need support for prepress, press or postpress systems, hardware or software, for older models or for newer ones, your point of contact remains Heidelberg Systemservice.

More value for money. Always compare before buying: You will find that Original Heidelberg Service Parts offer the best price performance ratio.

Hotline/technical clarification. The Systemservice team is there to help you establish a diagnosis identify the right service parts, and provide advice for its installation. Just give us a call. See for yourself. Contact us today to experience our service first hand.

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