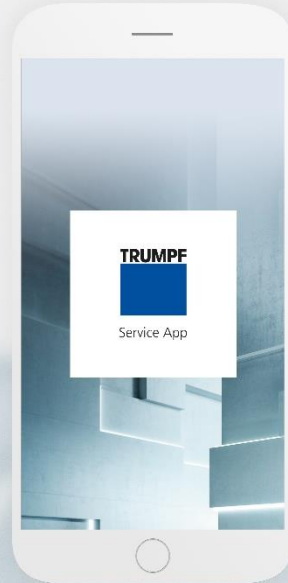


MyTRUMPF

Service app



Machine tools / power tools
Laser technology / Electronics



TRUMPF Service app

The fastest route to Technical Service

Save time

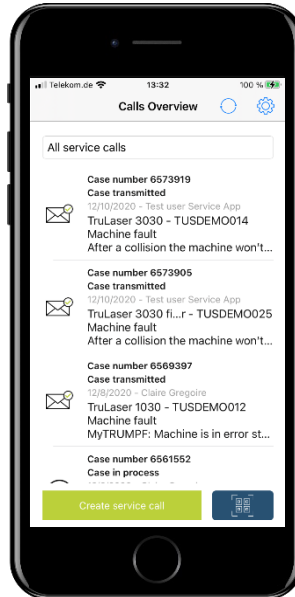
by rapidly logging all Service Calls simply using the app.

Flexible

operation around the clock. Calls received overnight are processed quickly next morning.

Real time feedback

regarding each progress regarding your case directly via the app.



For every employee

the complete process is visible, not just the sender of the service message.

Directly

your case is passed to the responsible service engineer, and they will call you by telephone.

24/7 Support

with the Technical Guide, which guides you through the error correction.

Did you know?

You can also report your service cases just as quickly online in MyTRUMPF.

Five simple steps to the service message

The TRUMPF Service App is a practical alternative to the Technical Service Telephone Hotline. From reporting a technical problem and handling a spare part to agreeing a maintenance appointment - every service message can be created in just five steps:



Download the Service app now.

The Service app is available to download free of charge from the iTunes or Google Play store. A free MyTRUMPF account is required to use the app. This can be set up in the app after downloading it.

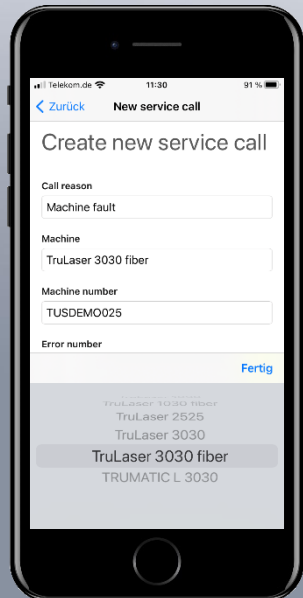
A simple explanation of the Service app
in a short video



01

General information

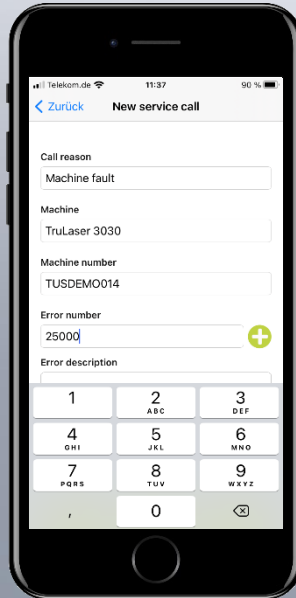
Select the reason for the message and your machine and machine number. The machines from your machine fleet will be displayed.



02

Enter error numbers

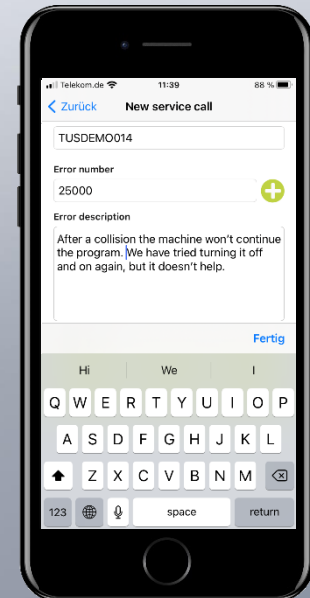
Is an error number displayed on the machine user interface? If so, please provide this as well, so that we can solve problems more quickly.



03

Describe the issue

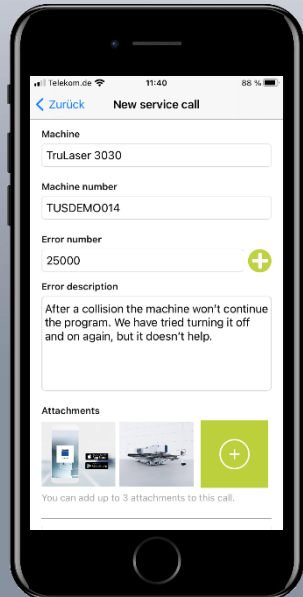
A brief error description will allow us to handle your request even better.



04

Add pictures

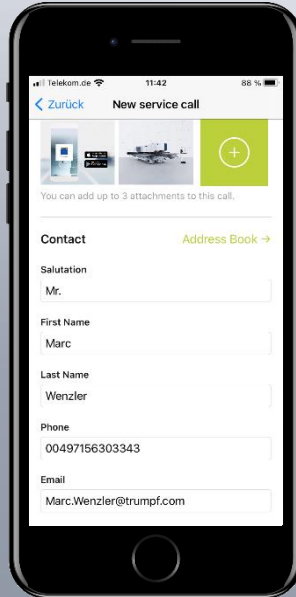
Upload images taken on your smartphone directly in the app, making it easier for the TRUMPF service engineer to see the problem.



05

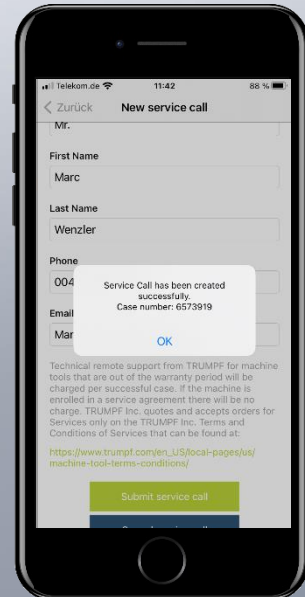
Name contact person

Is your shift ending soon? No problem. Just provide the details of your colleague on the next shift. The service engineer will then contact them directly.



Done

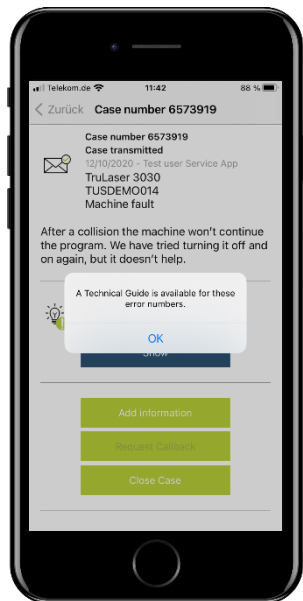
You will be provided with a summary of the complete message to check. Once everything is completed correctly send the service message and you will receive a confirmation immediately.





Use the Technical Guide

If a Technical guide is available for the error message you have entered, you will receive it directly on your mobile device and can start error correction.



Downtime is not an option

The new Technical Guide provides a detailed instruction for problem handling. If a machine fault occurs, users are able to resolve the cause of error themselves using the suggested solutions highlighted:

- direct
- uncomplicated
- no waiting time
- no service engineer deployment
- outside the TRUMPF service times

Developing competence

With the Technical Guide you will get to know the TRUMPF products better and develop the competences in your organization.



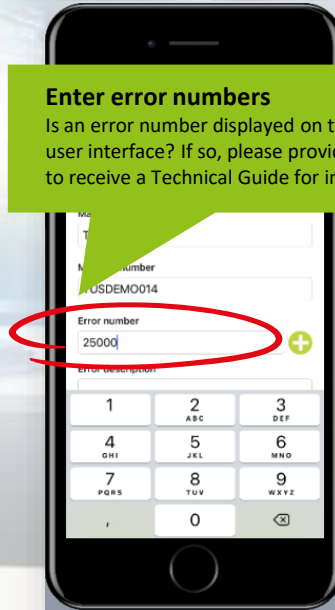
Downtime is not an option!

No error number, no 24/7 support possible.



Enter error numbers

Is an error number displayed on the machine user interface? If so, please provide this as well, to receive a Technical Guide for immediate help!



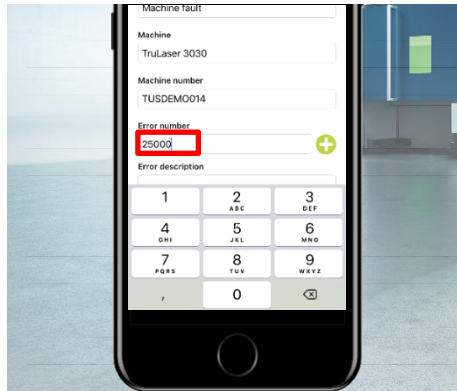
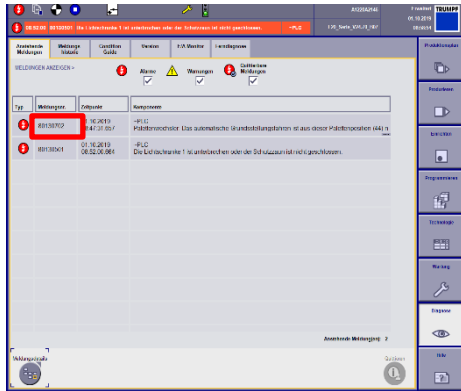
If a Technical Guide is available for the error message you have entered, you will receive it directly on your mobile device and can start error correction.

- ✓ **uncomplicated**
- ✓ **no waiting time**
- ✓ **outside the TRUMPF service times**



Service app

Resolving your case in three steps with the Technical Guide



1. Record error message on the machine

2. Send service message with error number

3. Solve case with Technical Guide

This is how it works: Registering for MyTRUMPF



To be able to use the Service app, you need a MyTRUMPF account. MyTRUMPF is provided exclusively for TRUMPF customers. Please note that MyTRUMPF are user-related. Every employee of a company who wishes to access MyTRUMPF should therefore register. Therefore we recommend you do not use the company name as the user name. Did you know? You can also create and manage your service cases directly in MyTRUMPF.

Register online via our website or directly in the Service app.

- 1. Registration:** Simply register under www.trumpf.com/mytrumpf (with customer number or machine number)
- 2. Confirmation:** Please confirm using the link sent to you by e-mail.
- 3. Activation:** Wait for TRUMPF to carry out the security checks and approve your registration. Then you can make a start.

Register now: www.trumpf.com/mytrumpf

MyTRUMPF makes things easier for you.

Customized, informative and intuitive operation. With the MyTRUMPF customer portal you bundle many processes relating to your TRUMPF machine fleet in a central location. The advantages are clear: A better overview, direct access and noticeably easier working for you. Once set up, you benefit daily. Your personal online customer portal is ready and waiting.

The logo for MyTRUMPF, featuring the text "MyTRUMPF" in a dark grey, sans-serif font. Below the text is a horizontal green line.

Register now: www.trumpf.com/mytrumpf



- **Machine fleet.**

Keep an overview of your machine fleet including relevant data such as Service Agreements and guarantees.

- **Service cases.**

Report and manage your service cases online easily using the app or directly in MyTRUMPF.

- **E-Shops.**

Order Genuine Parts as well as Punching Tools and Bending Tools conveniently and quickly in our E-shop.

- **Overview and tracking.**

Get full transparency of your orders inc. order status, real-time tracking and download invoices.

- **Software.**

Convenient downloading of the latest versions of your TruTops software products.

- **Programming data.**

Program your punching and bending tools even before they arrive, by downloading the programming data from the Download Center in advance.



Download the TRUMPF Service app directly free of charge or use our customer portal MyTRUMPF to report and manage your service cases online.



www.trumpf.com/s/kxqu46

This is how you can reach the TRUMPF service team:

Service@UK.TRUMPF.com