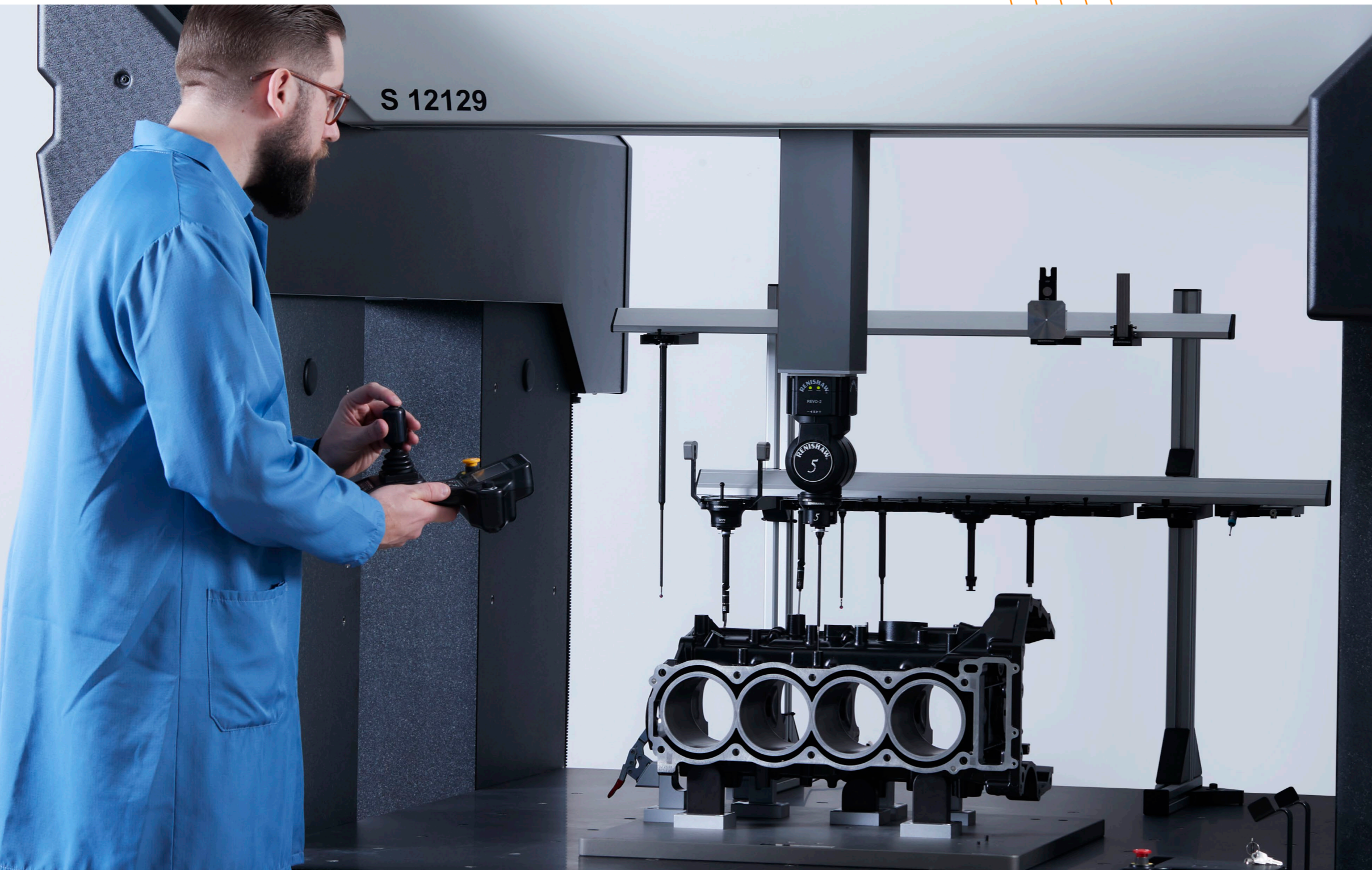RENISHAW®
apply innovation™

Service and support –
AGILITY® CMM systems

Essential | Enhanced | Premium

Service and support – AGILITY® CMM systems

S 12129

As manufacturers, we understand the challenges of maintaining operational performance and reducing costs. Co-ordinate measuring machine (CMM) maintenance is key to this, preventing the need for future repairs and ensuring reliable operation.

Preventative maintenance identifies adjustments that avert future problems, reducing the number of service calls required and overall costs.

When your CMMs are properly maintained, they operate reliably, guaranteeing the quality of your manufacturing processes and protecting your return on capital investment.

We have a highly skilled technical network offering a comprehensive range of service and support options. We also provide customisable solutions, system health checks, and performance analysis tools.

Our website offers quick access to support, remote diagnostics, the latest software downloads and a wide knowledge base of technical information.

" The customer experience we provide goes far beyond innovative products and world-class manufacturing. Our partners trust us to deliver high levels of local support whenever they need it. The knowledge of our engineers, our service infrastructure and product range are hard to match and this, we're told, is what gives Renishaw customers their advantage. "

Will Lee, Chief Executive Officer

AGILITY® service and support packages

① ② ③

Service description	Essential	Enhanced	Premium
Baseline metrology check			✔
System calibration with a Renishaw calibration laser interferometer			✔
Check UCC software configuration is up to date and optimised		✔	✔
Ensure all current firmware updates are applied		✔	✔
Checking and adjustment of CMM air system including replacement filters		✔	✔
Ensure drive system is optimised		✔	✔
Check system motion	✔	✔	✔
Stop functions and safety system test	✔	✔	✔
System verified to ISO 10360-2/5	✔	✔	✔
Renishaw Central maintenance license – Manufacturing throughput analysis		✔	✔
FixtureBuilder software licence		✔	✔
UCCmonitor software – Enabling complex system data analysis	✔	✔	✔
Technical phone support	✔	✔	✔
Typical response time*	24 hours	4 hours	2 hours
Engineer on-site support response time**	5 days	72 hours	24 hours
On-site engineer support days		2 days	Unlimited
Accredited calibration in accordance with ISO 17025	⊙	⊙	⊙
Additional machine volumes verified	⊙	⊙	⊙
Additional system tests on request	⊙	⊙	⊙

⊙ Optional at cost

✔ Included

* Within normal office working hours

** After remote support options are exhausted and visit agreed with both parties

Essential

Essential cover to ensure your system is performing as intended.
This package provides access to Renishaw's highly skilled technical support staff and offers access to optional services and accreditation.

✔ Included

Technical phone support
Renishaw offers dedicated telephone support for technical enquiries during office hours, offering direct access to our teams of experts who specialise in providing assistance to Renishaw customers.

UCCmonitor software
UCCmonitor sends diagnostic information and screenshots of your system to Renishaw's technical support staff, we can examine the data and give you remote advice on how to fix your system.

Basic maintenance
Annual machine maintenance that focuses on the system's health and addresses any causes affecting the fundamental operation of your installation.

System verification
System metrology verification performed in line with ISO 10360 standards. Renishaw will issue a certificate as a record of the system's metrology performance.

⊙ Optional

System calibration
The calibration service will ensure that the system's metrology is as close as possible to the original factory level. A Renishaw calibration laser will measure and correct the machine's volumetric errors to achieve the best possible performance.

FixtureBuilder subscription
3D fixture modelling software for creating fixture set-ups, which can be integrated with inspection software.

Additional verification
Additional customer-specific tests can be performed on request.

Accreditation
Accredited verification tests can be requested to ensure global acceptance of the system's metrology performance. These internationally recognised tests comply with relevant quality standards and are accredited to ISO 17025.

Contact us for more information

Renishaw offers configurable options to suit your specific operational needs. For more information, please speak to your local sales representative or contact your local sales office.
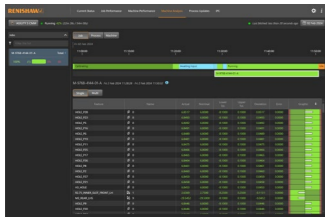
Enhanced

Affordable peace-of-mind cover with an enhanced level of support that guarantees reduced response times. It includes a device licence for the Renishaw Central data platform and access to FixtureBuilder software.

✔ Included

All of the Essential package services

FixtureBuilder subscription
3D fixture modelling software for creating fixture set-ups, which can be integrated with inspection software.

Renishaw Central software licence
Benefit from the manufacturing insights gained through the use of Renishaw Central. These will enable a better understanding of manufacturing throughput capacity and constraints through unique visualisation of the system's use.

Comprehensive maintenance
Comprehensive maintenance ensures all electrical and mechanical components are performing as expected. This service includes the replacement of essential filter elements and ensures all firmware and controller software is up-to-date, leaving your Renishaw CMM in prime condition for optimum performance and minimised risk of unplanned downtime.

○ Optional

System calibration
The calibration service will ensure that the system's metrology is as close as possible to the original factory level. A Renishaw calibration laser will measure and correct the machine to achieve the best possible performance.

Additional verification
Additional customer-specific tests can be performed on request.

Accreditation
Additional verification tests can be requested to ensure global acceptance of the system's metrology performance. These internationally recognised tests comply with relevant quality standards and are accredited to ISO 17025.

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Premium

This Premium contract provides the reassurance of faster response times, unlimited on-site support and system recalibration to guarantee optimal machine performance.

✔ Included

All of the Enhanced package services

Baseline metrology check
System metrology is tested before any service activities are undertaken, to ensure the machine has been performing to its specification.

System calibration
The calibration service will ensure that the system's metrology is as close as possible to the original factory level. A Renishaw calibration laser will measure and correct the machine's volumetric errors to achieve the best possible performance.

○ Optional

Additional verification
Additional customer specific tests can be performed on request.

Accreditation
Verification tests can be requested to ensure global acceptance of the system's metrology performance. These internationally recognised tests comply with relevant quality standards and are accredited to ISO 17025.

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Software tools

UCCmonitor software

UCCmonitor software is a performance monitoring tool from Renishaw that helps you communicate system data effectively.

UCCmonitor sends diagnostic information and screenshots of your system to Renishaw's technical support staff, we can examine the data and give you remote advice on how to fix your system. This can reduce costs by preventing unnecessary site visits and minimising downtime. UCCmonitor software is simple to install and use, and it is compatible with all Renishaw controllers.

Renishaw Central

Today, factories are collecting and processing more data than ever before. But only those with access to the right data, at the right time, can take real advantage of the smart factory.

Renishaw Central is a manufacturing data platform that collects and presents process and metrology data from the shop floor. It connects to measurement devices across the manufacturing process and provides invaluable insights. Manufacturers can use these insights to analyse, identify, predict and correct process errors before they occur.

The result is a highly efficient and productive factory, with optimised processes, reduced downtime and minimised waste, thereby reducing costs.

FixtureBuilder software

Renishaw's FixtureBuilder is a user-friendly software for creating metrology fixtures which can be integrated with inspection software. By being able to create a fixture virtually, the user can create a fixture set-up before workpieces have even met production. Second to this, the 'Build it' functionality creates a simple set of work instructions to ensure anyone can easily recreate the fixture, ensuring it is reliable and repeatable. Users have access to the full catalogue of Renishaw metrology fixturing components when designing and documenting their modular fixturing set-ups.

This software can be used with a CAD model of the inspected workpiece, which is imported into FixtureBuilder, so that the fixture can be built around it. The entire set-up, along with the inspected workpiece, can then be exported into inspection programming software. FixtureBuilder supports most CAD formats including IGES, SAT and STEP.
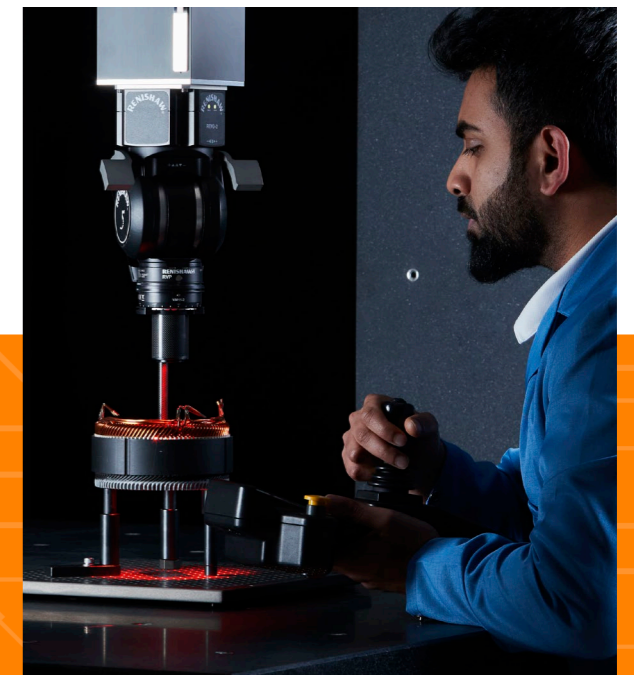
Renishaw worldwide
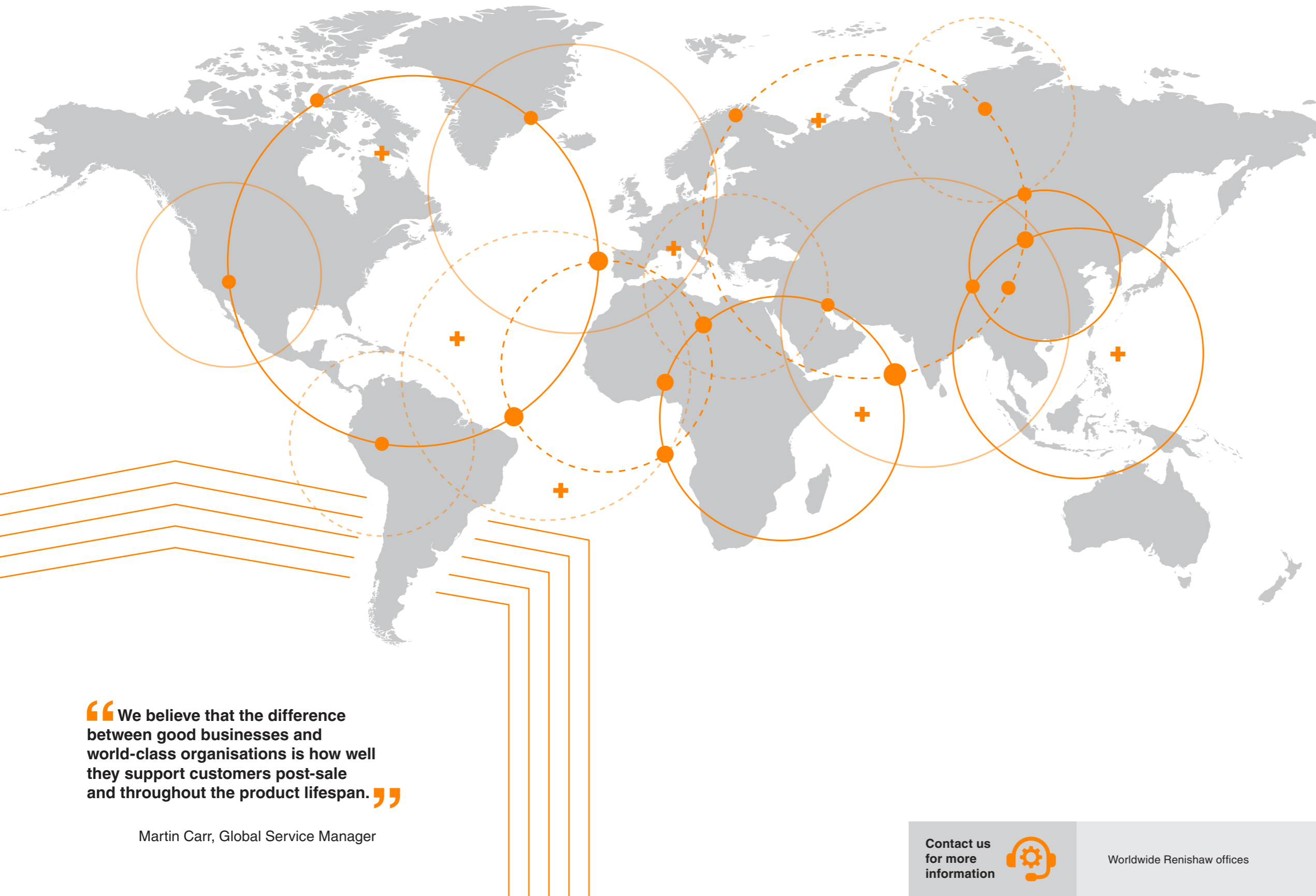
5000+
people

67
key locations

36
countries

50+
years of
innovation

" We believe that the difference between good businesses and world-class organisations is how well they support customers post-sale and throughout the product lifespan. "

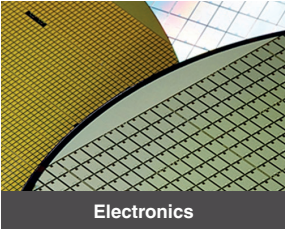Martin Carr, Global Service Manager

Contact us for more information

Worldwide Renishaw offices

RENISHAW

apply innovation™

Applying innovation since 1973

Renishaw is one of the world's leading engineering and scientific technology companies, with expertise in precision measurement and healthcare.

Our worldwide network of subsidiary companies and distributors provides dedicated global customer support, wherever you are.

Aerospace	Automotive	Electronics	Energy
Heavy industry	Medical and healthcare	Precision manufacturing	Scientific

www.renishaw.com/agility

#renishaw

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