

Oilgear

AFTERMARKET SERVICES





We don't just service equipment, we service you as a customer.

Oilgear has kept some of its equipment in good working order for over half a century, and has maintained good working relationships with its customers for even longer.

Oilgear is dedicated to working with you to keep your equipment up and running for as long as possible. We have unrestricted (and exclusive) access to the specifications, parts and proprietary knowledge that were used in the original manufacturing process.

Repair & Replacement

It takes proprietary knowledge, the highest quality parts and exact specifications to service Oilgear equipment properly. Only Oilgear professionals are trained to accurately manufacture, test, apply and service Oilgear products – making our customer support the preferred choice for the repair and service of Oilgear and Oilgear Towler hydraulic and electronic products.

Because Oilgear has maintained a complete history on every serial-numbered unit that we've shipped and serviced over the past **80 years**, we know exactly what each unit requires for optimized performance. Working with precise model specifications, test information, original drawings and service records, Oilgear ensures that every subtlety is accounted for and that the unit remains ideally suited to your specific



application. There is no guesswork by our technicians whatsoever. Unauthorized repair shops have no choice but to make assumptions, because they simply do not have access to the same records and specifications.

To best meet your needs, Oilgear offers its customers three service options: **Remanufacture**, **Exchange** and **Custom Repair**.

Remanufacture—Return your unit to Oilgear for remanufacturing and you'll typically have it back and in perfect working order within four weeks. Oilgear's remanufactured units run just as well and just as long as Oilgear's new units. They are even covered by the same two-year warranty. During the remanufacturing process, any part that does not meet the requirements and tolerances of a new part is replaced and every aspect of the unit is brought up to the specifications of a brand new unit. **We also incorporate the latest engineering design changes, upgraded materials and new technologies.**

The performance of each Oilgear remanufactured unit is fully checked on a production test stand to assure its performance complies to our new unit specifications. These specifications are comprehensive, as some of Oilgear's units, such as large "D" and FCS pumps, and receive an eight-hour-minimum testing procedure to be broken-in and tuned to peak performance.

Oilgear's remanufacturing process is the guaranteed method of achieving a unit's original performance. With our testing comes the



assurance that pump delivery, response time, relief valve settings and internal leakage are all operating according to factory specifications.

Exchange—When time is especially critical, you can exchange your unit for another of the same type that we have already remanufactured and placed in stock for your convenience. Oilgear keeps a large inventory of standard remanufactured units on hand—as well as genuine replacement parts—for any immediate requirements you should have. In just three to five days you'll receive an identical unit that has been fully restored, updated and tested.

Custom Repair—If you simply want specific aspects of your unit repaired correctly the first time, Oilgear's **Custom Repair** service may be the option for you. You can send the unit to us, or, if you prefer, our technicians will come to your location. Oilgear will replace only worn or damaged parts, test the unit and have you up and running again promptly.

All three service options are backed by Oilgear's corporate commitment to offer superior support to our customers. We strive to be flexible to your needs and as timely with deliveries as possible.



New Part Sales Though we highly recommend bringing Oilgear units back to us for service, we understand that there are some repairs you may prefer to make internally. When this is the case, you can count on Oilgear to have the multitude of parts required to repair our products stocked and readily available.

Beware of knock-offs and counterfeits. The Oilgear Company is the only source for genuine Oilgear parts.



Oilgear is the only supplier of *genuine* Oilgear parts that conform to the original design and material specifications. When these specifications are overlooked, it may shorten the life and reduce your unit's performance.

Training All Oilgear fluid power and electronic equipment has been designed and built for many years of precise and reliable performance. With proper care, units can last for decades on end—and we will instruct you in that care.

Training the user is a priority at Oilgear. We go out of our way to make sure you have everything you need to run Oilgear units efficiently. To this end, we offer a variety of training options. Choose from among our standard courses at Oilgear

World Headquarters in Milwaukee, Wisconsin, or inquire about fully customized sessions, tailored to your specific needs and brought to your location.

Training offered at Oilgear guides employees of companies using Oilgear fluid power equipment in the proper application, installation and adjustment procedures of that equipment. Participants learn how to correct or eliminate malfunctions and premature failures to ensure many years of continuous, heavy-duty performance.



The Oilgear Electronic Course, like our fluid power course, focuses on preventative maintenance and the longevity of your electronic equipment.

Training At Your Facility specifically addresses the nuances of your equipment in your application. Oilgear will develop customized student manuals and supply you with instructors that are fully trained in the use of your equipment.



Field Service

Oilgear's trained staff of field service personnel is available to help analyze and resolve any operational problems you might encounter, or to simply assist with routine maintenance. Whether you have a new or existing pump, valve or system; require assistance; or are interested in available upgrades, Oilgear will provide expert technical support through a comprehensive portfolio of on-site services.



Oilgear's on-site customer support and system instrumentation services include:

- Pump and system hydraulic slip tests and inspections
- Installation assistance
- Startup assistance
- Hydraulic and electrical troubleshooting assistance
- Computer-aided system evaluation
- PLC-based troubleshooting
- Pressure shock identification and mitigation
- Base line provision (new equipment)
- System tuning for optimum performance



Additionally, Oilgear offers—and highly recommends—regularly scheduled maintenance visits. They can be customized to your needs and planned at your convenience. Aside from keeping your system in optimum working order and decreasing downtime, regularly scheduled maintenance visits foster better relationships between your internal maintenance personnel and ours. Your personnel will form a better understanding of Oilgear equipment and Oilgear technicians will become more familiar with the intricacies of your system.

Comprehensive Services to Maximize Up-Time

At Oilgear we strive to be responsive to our customers' needs and render our exclusive services as quickly and efficiently as possible. Whenever you need us and whatever you need us for, you can be sure that an Oilgear aftermarket service engineer is standing by, ready to serve.





Oilgear Towler

World Headquarters
The Oilgear Company

2300 South 51st Street Milwaukee, WI USA 53219
phone: 414/327-1700 fax: 414/327-0532

www.oilgear.com

For more information about your application or the products in this brochure, please contact your nearest Oilgear facility.



AUSTRALIA
Oilgear Towler Australia Pty. Ltd.

BRAZIL
Oilgeardo Brazil Hydraulica Ltd.

CANADA
Oilgear Canada

CHINA
Oilgear China

FRANCE
Oilgear Towler S.A.

GERMANY
Oilgear Towler GmbH

INDIA
Oilgear Towler Polyhydron Pvt. Ltd.
Towler Automation Pvt. Ltd.

ITALY
Oilgear Towler S.r.l.

JAPAN
The Oilgear Japan Company

KOREA
Oilgear Towler Korea Co. Ltd.

MEXICO
Oilgear Mexicana S.A. de C.V.

SPAIN
Oilgear Towler S.A.

TAIWAN
Oilgear Towler Taiwan Co. Ltd.

UNITED KINGDOM
Oilgear Towler Ltd.

UNITED STATES OF AMERICA
The Oilgear Company

Bulletin 10905
Issued September 2005
Printed in USA

