Ersa SERVICES
Solutions for the most successful companies.
At home in every cultural area and time zone with our own facilities
Since 1921, Ersa and soldering have enjoyed a uniquely successful union in the electronics processing industry. From the very beginning, the focus was on the entire soldering process with its diverse applications.

In keeping with our corporate philosophy, we offer attractive services and packages to optimize the manufacturing processes for our customers. We are particularly proud of our comprehensive system consultancy for every aspect of soldering which our customers then convert into immeasurable added value in their production – be it as a specific application, in the form of complex process details or with regard to total cost of ownership!

In our completely equipped application centers, our customers in Europe, North America and Asia – supported by the Ersa engineers – determine the ideal process parameters for their subassemblies. With 7 application centers worldwide, and over 85 service staff, we are ideally positioned around the globe to offer our customers first-class service – complemented internationally by ten sales & service branches and over 70 high-capacity Ersa agencies with their own service teams and spare parts warehouses.
Think global, act local!
Ersa application centers worldwide

Around the world, our customers and business partners have access to spacious demonstration, application and training centers outfitted with the most modern equipment. There are seven Ersa Service Centers of this kind in total, all of them boasting the complete soldering systems product portfolio, as well as the Ersa “Tools, Rework and Inspection” business line. Regardless of the Ersa Service Center you choose: Our experienced application engineers are glad to welcome you in all of them, ready to demonstrate the Ersa hardware and test it for specific purposes. The chance to really prove our mettle comes for Ersa when, in cooperation with you, we are allowed to optimize your subassembly under exactly defined conditions!

Additional modern training and conference facilities in the immediate vicinity permit an intensive exchange of experience and transfer of know-how. Both facilities, the demo centers and the conference rooms are used for the Ersa Know-How Seminars or Technology Days, tailored specifically to customer requirements. The Ersa Service Team is already looking forward to welcoming you to our application center – whether for testing, training, Technology Days or for the Know-How Seminar. You will find an Ersa Service Center within striking distance!

Demo- & application centers

- Wertheim, Germany
- Plymouth, USA
- Tlajomulco de Zuniga, Mexico
- Mexico City, Mexico
- Shanghai, China
- Shenzhen, China
- Pulau Pinang, Malaysia
- coming soon: Beijing, China
Local ramp-up support
Active support for optimum processes

Ramp-up support
With our ramp-up support, process start-up times in newly installed Ersa soldering systems can be significantly reduced through technical support in machine handling and active support in determining the ideal process parameters. Call on a service which allows your production to get off to a flying start!

Process support
Ersa process support helps our customers to specifically overcome procedural difficulties with a certain product or with a product group in a soldering system. All of the Ersa Service Centers feature X-ray systems which permit clear verification of the correct and ideal soldering process. We make your process our own, and elevate it to a new level!
First-class service and sales network
Spanning the globe with 24/7 hotline

Service, maintenance & repair
Service, maintenance and repair – carried out by trained service technicians with years of experience. Call on the premier network for service and sales in electronics manufacturing.

24/7 for Europe, USA and China
With a global service and sales network, and a 24-hour hotline, Ersa is ideally prepared, always responding promptly to the rapidly rising requirements in the electronics industry.

Remote service
In many cases, the Ersa Service Technicians swing into action without having to move their company cars a single meter – they simply check in online, identify the problem and eliminate it directly. Efficient, goal-oriented, resource-saving.

Ersa Service 24/7 available worldwide
Ersa Augmented Reality Tools
Order spare parts 24/7 with just one click

Around the clock, spare and wear parts for Ersa soldering systems can be ordered in the Ersa Online Store from all over the world – all systems for hand soldering, reworking and visual inspection are also listed there. With the help of our local, SAP-controlled spare parts warehouses, the 24-hour spare parts and service department supplies the required parts locally as quickly as possible. Around the world. Wherever you are!

Dispatch of spare parts within 24 hours

With its worldwide presence, Ersa maintains a comprehensive local sales and service network – including a branch near you. In this way, the spare parts ordered always arrive at your premises within 24 hours. That’s a promise!

Seamless spare parts supply
Available worldwide
What service level do you need? Ersa provides the perfect service level, individually tailored to your requirements – whether EDI connection of the ERP systems, iCCS system configurator for perfectly matched solutions at the push of a button, remote control maintenance or augmented reality tools such as Ersa IMAGE-SOFT as high-performance support for maintenance and service.

And of course this also applies to the provision of wear and spare parts: We supply you by the fastest means possible through our own warehouse. From Europe, China or the USA. And of course also online from our own online store. Worldwide and around the clock. The same applies to our maintenance service which is available to you 24/7.
Ersa training program
Perfectly tailored to your team

Electronics manufacturing is developing at an extremely dynamic rate – in order to hold its own in global competition, your production requires qualified staff in every position. With thousands of satisfied participants, the Ersa Know-How Seminar series has become firmly established and is used intensively by companies in the industry to specifically enhance employee qualifications.

Be it seminars on know-how, process technology or individual Technology Days – Ersa offers a perfectly tailored knowledge transfer with formats suitable for everyday practice.

As a certified training facility, Ersa trains qualified hand soldering specialists to uniform standards, in cooperation with the “Ausbildungsverbund Löttechnik Elektronik” (AVLE) training association. Intensive, multi-stage courses leading to the “Soldering Licence” soldering certificate convey theoretical and practical knowledge and skills which reduce costs in practice and help to avoid errors in soldering, desoldering or reworking. What are your qualification requirements?

Training as hand soldering specialist
High-quality soldering training sessions based on everyday practice – for everyday practice
With the mobile service solution, the Ersa Service Technician receives all the relevant information on the planned assignment on his smartphone – regardless of location, as an electronic assignment, including information on the material required and where this is available. All service-relevant business processes are managed via central SAP software with an integrated mobile service process.

The benefit to you: Regardless of which Ersa Service Technician keeps the service appointment, each one can access the necessary information at the push of a button. Thus the mobile Ersa Service always focuses on one thing: Getting the customer’s machinery back into operation as quickly as possible following service and maintenance. Look app – it’s Ersa Service!
Added values
Pilot runs, test production and rework

The Ersa app
The Ersa app for smartphones offers customers, staff and prospective customers many useful functions – including a calculator to compute machine cycle times, throughput or PCB unit costs.

Pilot runs, test production and reworking
The possibility of first or pilot production runs in our application centers worldwide permits process parameters to be optimized and the throughput simulated as in real production. Similarly, in test production and rework jobs, all the relevant parameters are set in advance for optimum results in the subsequent production process.

Flexibility is also our top priority in the service area: If you so choose, you can produce your entire pilot run in our demo center, should it exceed your own capacity.
The Ersa product portfolio

Stencil printers
Reflow soldering systems
Selective soldering systems
Wave soldering systems
Automation

Rework systems
Inspection systems
Soldering stations
Soldering irons
Solder fume extraction units

America
Ersa North America
1779 Pilgrim Road
Plymouth, WI 53073
USA
Phone +1 920 893 3772
from the US: 1 800 363 3772
Fax +1 920 893 3322
info-ena@kurtzersa.com
www.ersa.com

Mexico
Kurtz Ersa, S.A. de C.V.
Felipe Angeles No. 52
Col. Bellavista Tacubaya
01140 México, D.F.
México
Phone +52 55 5555 5555
Fax +52 55 5555 5555
info-kmx@kurtzersa.com
www.ersa.com

Asia
Ersa Asia Pacific
Unit 03-05, 8th Floor
One Island South
No. 2 Heung Yip Road
Wong Chuk Hang
Hong Kong
China
Phone +852 2331 2232
Fax: +852 2758 7749
info-eap@kurtzersa.com
www.ersa.com

China
Ersa Shanghai
Room 720, Tian Xiang Building
No. 1068 Mao Tai Rd.,
Shanghai 200336
China
Phone +86 213126 0818
Fax +86 215239 2001
info-esh@kurtzersa.com
www.ersa.com

France
Ersa France
Division de Kurtz France S.A.R.L
15 rue de la Sucharde
21800 Chevigny Saint Sauveur
France
Phone +33 38056 6610
Fax +33 38056 6616
info-efr@kurtzersa.com
www.kurtzersa.com

Ersa GmbH
Leonhard-Karl-Str. 24
97877 Wertheim/Germany
Phone +49 9342 800-0
Fax +49 9342 800-127
info@ersa.de
www.ersa.com