

Ersa SERVICES

Solutions for the most successful companies.



# At home in every cultural area and time zone with our own facilities

- Production plants/  
subsidiaries
- Local agents
- Other presence



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# Globally active

## Worldwide service network



Since 1921, Ersas 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 Ersas 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 Ersas agencies with their own service teams and spare parts warehouses.

# Think global, act local!

## Ersa application centers worldwide



### 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

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!

# Local ramp-up support

## Active support for optimum processes



### Ramp-up support

With our ramp-up support, process start-up times in newly installed Ersas 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 Ersas 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*

# Seamless spare parts supply

## Available worldwide

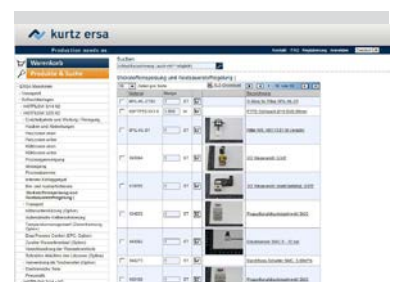
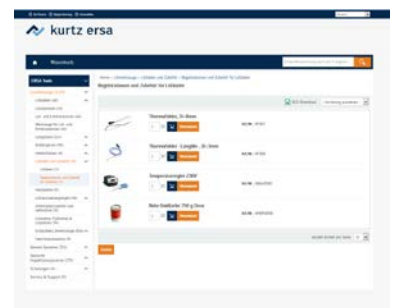


### Order spare parts 24/7 with just one click

Around the clock, spare and wear parts for Erska soldering systems can be ordered in the Erska 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, Erska 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!



*Erska Online Store for parts to be serviced and parts subject to wear and tear*

# Service as you need it

## Individual services as required



What service level do you need? Erska 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 Erska 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

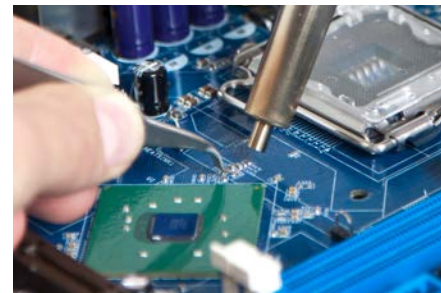
## Perfectly tailored to your team



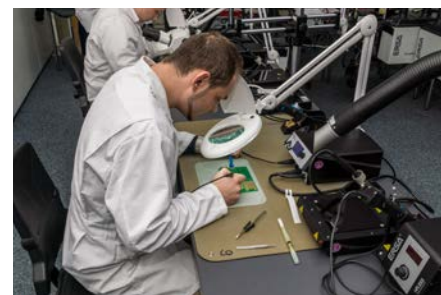
Electronics manufacturing is developing at an extremely dynamic rate – in order to hold its own in global competition, your production requires qualified staff in every position. With thousands of satisfied participants, the Ersa Know-How Seminar series has become firmly established and is used intensively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



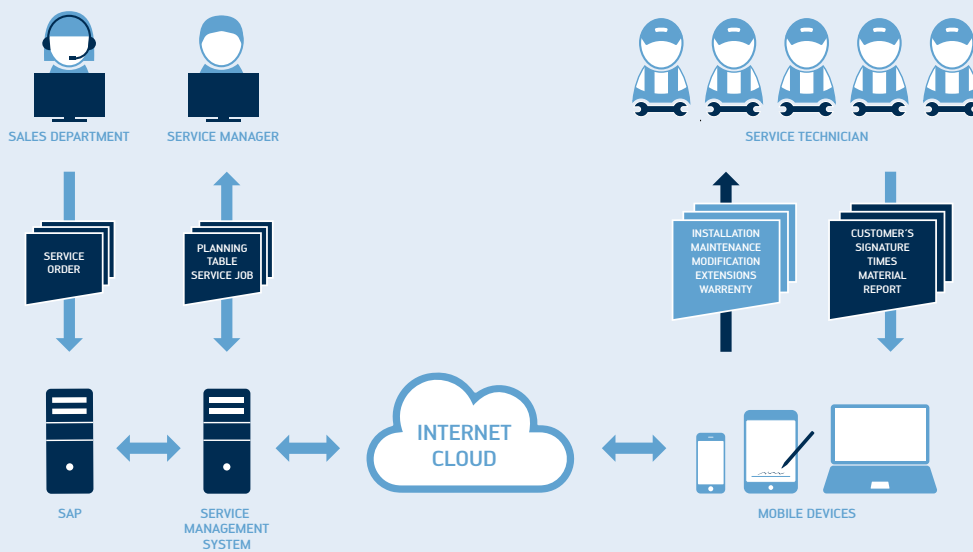
*Training as hand soldering specialist*



*High-quality soldering training sessions based on everyday practice – for everyday practice*

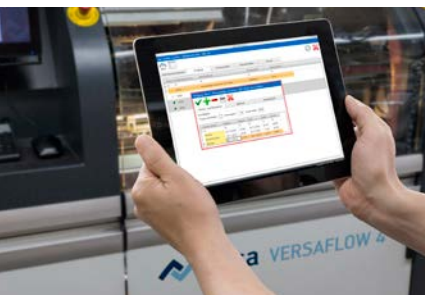
# Ersa Service App

## ensures the highest machine availability



### Aims of the mobile service solution:

- Reduction of process steps
- Reduction of process run times
- No media disruption
- Reduction of transport and waiting times
- No redundancy in data management and work steps
- Acceleration of invoicing (in 3 days)



With the mobile service solution, the Ersa Service Technician receives all the relevant information on the planned assignment on his smart phone – 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 Erska app

The Erska 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 Erska 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*

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