

Leica Geosystems Service Centre



- when it has to be **right**

Leica
Geosystems

Welcome to the Leica Geosystems Service Team

Leica Geosystems' main service centre is situated within our Milton Keynes headquarters. The technicians are led by our Service Supervisor, Tim Knight, who is responsible for the day-to-day running of the workshop.

Our Technicians

There are six other technicians based in Milton Keynes with a seventh technician working from our Edinburgh office. The team boasts a varied skill set, covering everything from the latest range of TPS and GPS equipment right back to the pre-electronic days of the T2 Theodolite (Yes, we still get the occasional one in to check, however repairs are trickier for phased out instruments due to lack of spare parts being available).

The service technicians work hand-in-hand with our technical support group to resolve customer problems both in the field and whilst equipment is in for service.

Our Service Administration

Our service administration team is led by Martine Brosnan. Martine is responsible for the Service Coordinators.

Our Aim

Our aim is to provide the highest level of service to all our customers. We are continuously reviewing our procedures to ensure that this is what we do.

How can I contact the Leica Geosystems Service Centre?

All contact information for the Service Team is on the back page of this brochure. Alternatively, you can contact the main switchboard number on 01908 256500 and ask for the service department.



Leica Geosystems Standard Service Products

A few years ago, our colleagues in Switzerland produced a list of Standard Service Products (SSP) to help the technicians and our customers understand what was required from a specific repair/service operation. These SSP's act as work instructions for the technician; they clearly list what is expected of them for both routine service work and specific module replacements. When a SSP is loaded into one of our service orders, this same list is shown as text in our repair estimate so that the customer can see exactly what they are getting for their money! Each SSP has a fixed amount of hours so if we take longer than expected to complete a routine service or repair, the additional cost is not passed on to the customer. Below is an example of routine maintenance on a TCRP1205 Total Station:

- Incoming Inspection
- Circle cleanliness inspection
- Cleaning of circle (if necessary)
- Cleaning and greasing of focusing system (if necessary)
- Inspecting & adjusting of laser beam paths (IR/RL EDM, ATR)
- Adjusting HZ-collimation and V-index (coarse)
- Installation of latest firmware and applications (if valid software maintenance contract exists)
- Determining and storing EDM additive constant
- Outgoing inspection
- Cleaning of instrument and accessories (incl. container)
- Issue of Producer Certificate O

Look out for these SSP's when sending your instruments in for a routine service or repair. Our Service Coordinators will use them to give you an idea of what cost you can expect when booking your equipment into service.

ACTIVE customer care



Leica Geosystems Customer Care Packages

Working with the best equipment ensures the best results for your business. That's why Leica Geosystems have introduced the Leica Customer Care Packages (CCP). It keeps your equipment up to date and in top condition. We have packages to suit all needs, from our simplest measuring device to the most sophisticated integrated solution. With a Leica Customer Care Package you profit from:

- Trouble free usage, top equipment availability, less downtime
- Access to latest software updates
- Preferred hotline access with no additional costs
- Extended warranty
- Local service advantages



How can I get access to my Customer Care Package?

For more information on Leica Geosystems Customer Care Packages and how they can benefit you, please contact Lisa Watkis, Contract Coordinator:



Tel: 01908 256536
Fax: 01908 256509
Email: lisa.watkis@leica-geosystems.com



Tim Knight of Leica Geosystems UK receiving certification from Rolf Aerni, Senior Service Auditor of Leica Geosystems.

Leica Geosystems Service Audit

Leica Geosystems Service Centre is audited every three years by Heerbrugg to ensure that the procedures laid down in the corporate audit schedule are being followed. The audit schedule was devised with the help of the corporate quality team in conjunction with the relevant requirements of ISO9001. The schedule ensures that the service centre has:

- Trained technicians
- The latest service documentation and service software
- A regulated system ensuring all test equipment is calibrated/verified on a regular basis
- A central library to electronically store all service test results
- ESD facilities to allow safe handling of electronic components during the repair process
- The ability to issue factory specified certification

Leica Geosystems worldwide can boast over 250 service and support centres with offices and dealers' covering every continent. The Milton Keynes service centre is proud to be part of this network. The standards laid down ensure that our customers receive the same high level of service wherever they carry out their business.

Contact the Leica Geosystems Service and Technical Support Team



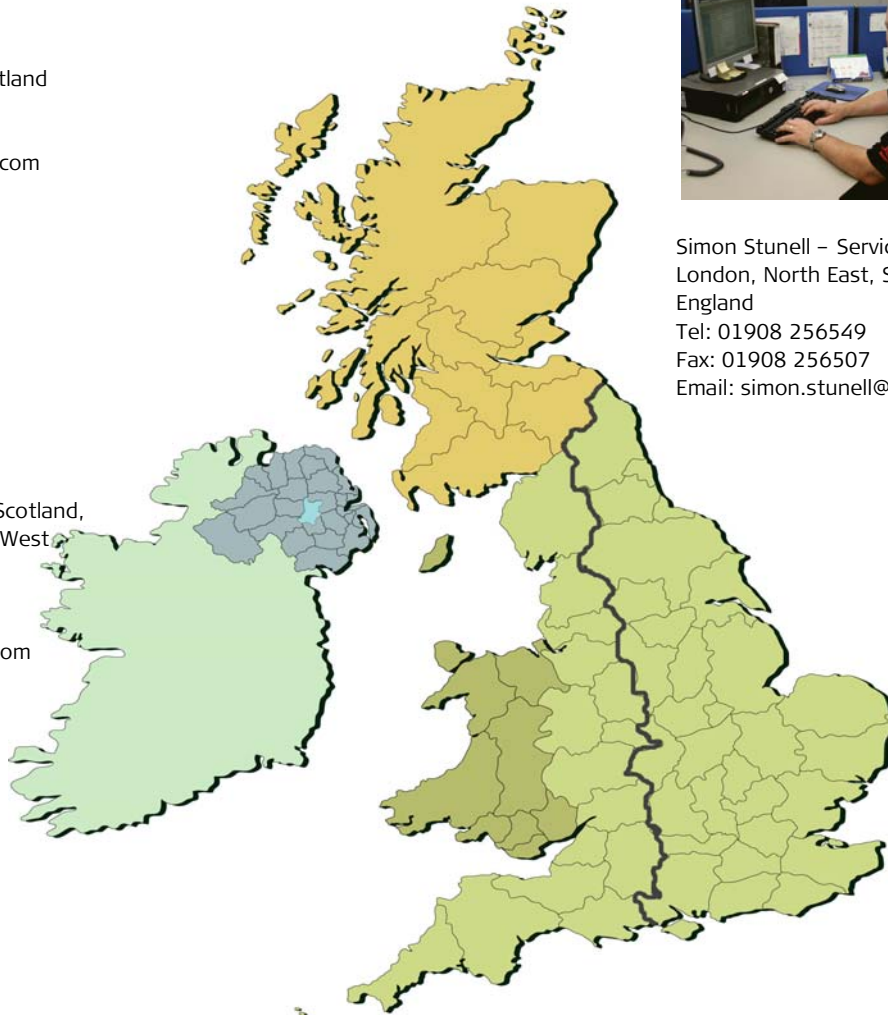
Dave Francis – Service Supervisor, Scotland
Tel: 0131 443 6966
Fax: 0131 443 7825
Email: dave.francis@leica-geosystems.com



Katie Elmer – Service Coordinator for Scotland, Ireland, Wales, North West and South West England
Tel: 01908 256510
Fax: 01908 256507
Email: katie.elmer@leica-geosystems.com



Simon Stunell – Service Coordinator for London, North East, South and South East England
Tel: 01908 256549
Fax: 01908 256507
Email: simon.stunell@leica-geosystems.com



Leica Geosystems Technical Support

The Leica Geosystems Technical Support team is able to offer solutions for any problems that you may be experiencing with your Leica Geosystems equipment. We will endeavour to answer your queries as soon as possible to enable you to carry on working, or advise you that your equipment may need repair or servicing.



Andy Cooper – Technical Engineer



Shane O'Regan – Senior Technical Engineer

Tel: 01908 256529 - Email: uk.support@leica-geosystems.com

Illustrations, descriptions and technical data are not binding. All rights reserved.
Printed in United Kingdom - Copyright Leica Geosystems Ltd, Milton Keynes, UK 2009

Leica Geosystems Ltd
Davy Avenue, Knowlhill, Milton Keynes, MK5 8LB
Tel: 01908 256538
Email: uk.service@leica-geosystems.com
www.leica-geosystems.co.uk

- when it has to be **right**

Leica
Geosystems