

How to use the ASMP Repair Service?

2024



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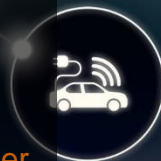
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What is the ASMPT Repair Service?

The ASMPT Repair Service is a service for ASMPT customers.

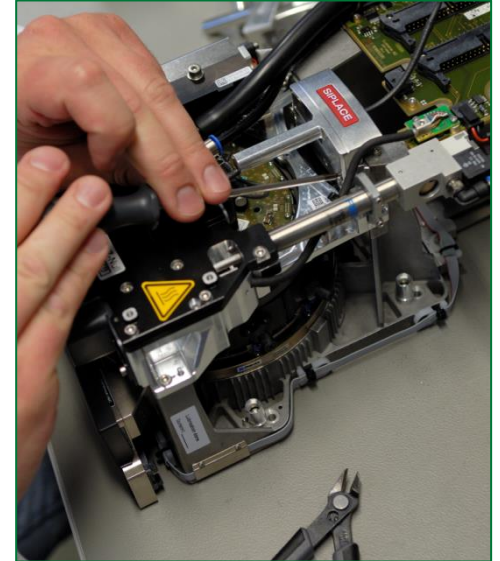
Defective products are repaired and tested in the ASMPT Repair Center according to factory standards. The repaired product is then sent back to the customer.

We offer:

- Highest repair quality according to factory standard,
- Very short lead times,
- Transparent pricing.

There is no cost estimate, but fixed prices.

The product sent in will be repaired and returned to the customer as soon as possible. This is the only way we can achieve short lead times.



How is the Repair Service ordered?

For repair services, use the

ASMPT Webshop

- Customers can generate offers themselves at any time,
- Guided process, ordering works reliably and conveniently,
- Catalogue of repairable products, order numbers and prices,
- Optional provision of a rental head to bridge the repair time.



Your advantage

- The repair order is already correctly created when your goods arrive at ASMPT.
- No unnecessary delays due to clarifications.
- Download the correctly completed repair sticker for shipping the defective goods.
- Download the finished package sticker to return the rental head.
- The error description is sent directly to the repairer for the best possible error analysis.



Instructions for ordering a Repair Service

There are ASMPT Repair Services for

- SIPLACE Placement Heads
- SIPLACE Feeders
- SIPLACE Tools

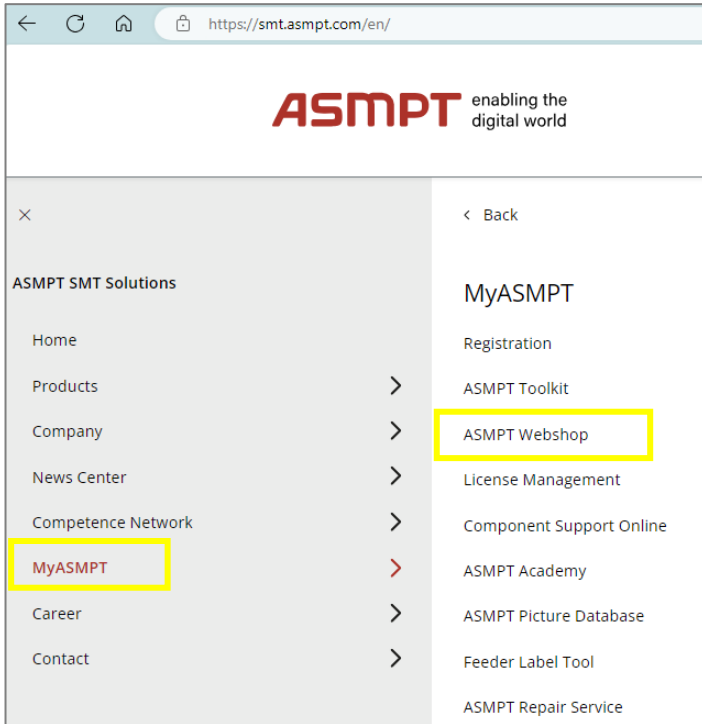
In the case of repair services for placement heads, a rental head can be selected as an option. This service is subject to a fee.

The following pages describe in detail how a repair service can be ordered in the ASMPT Webshop using the example of repair service for a SIPLACE placement head.

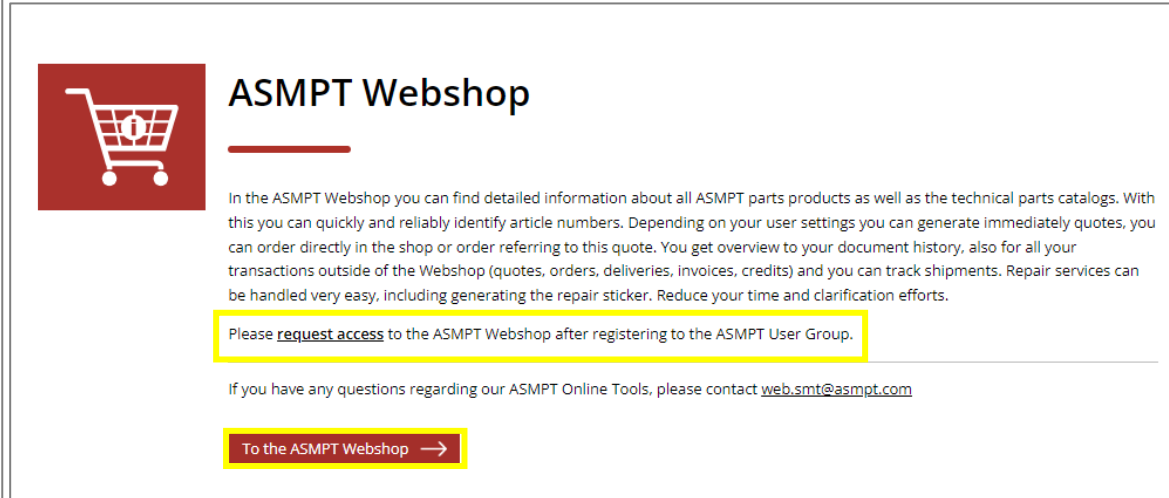


Start the Webshop

<https://smt.asmpt.com>



The screenshot shows the ASMPT website's navigation menu. The browser address bar displays <https://smt.asmpt.com/en/>. The ASMPT logo and tagline "enabling the digital world" are at the top. The navigation menu is divided into two columns. The left column, under "ASMPT SMT Solutions", includes: Home, Products, Company, News Center, Competence Network, MyASMPT (highlighted with a yellow box), Career, and Contact. The right column, under "MyASMPT", includes: Back, MyASMPT, Registration, ASMPT Toolkit, ASMPT Webshop (highlighted with a yellow box), License Management, Component Support Online, ASMPT Academy, ASMPT Picture Database, Feeder Label Tool, and ASMPT Repair Service.



The landing page features a red shopping cart icon on the left. The main heading is "ASMPT Webshop". Below the heading, a paragraph explains that the webshop provides detailed information about ASMPT parts products and technical parts catalogs, allowing users to quickly identify article numbers, generate quotes, and place orders. It also mentions that users can track shipments and handle repair services. A yellow box highlights the text: "Please request access to the ASMPT Webshop after registering to the ASMPT User Group." Below this, a line of text says: "If you have any questions regarding our ASMPT Online Tools, please contact web.smt@asmpt.com". At the bottom, a red button with a white arrow points to the right, labeled "To the ASMPT Webshop".



Find a Repair Service in the Webshop

The screenshot displays the ASMPT webshop interface. At the top left is the ASMPT logo with the tagline 'enabling the digital world'. A search bar labeled 'Search in Parts List' is positioned next to it. On the top right, a shopping basket icon shows '0' items. Below the search bar is a navigation menu with items: Dashboard, Shopping basket, Catalogs, Documents, Favorites, and More. The 'Catalogs' menu is highlighted with a yellow box and a callout '2' pointing to the 'Parts List' option. On the right side of the page, a 'Change Baskettype' panel is visible, containing three options: 'SPARE PARTS ORDER', 'REPAIR SERVICE ORDER' (highlighted with a yellow box and callout '1'), and 'STENCIL REQUEST'. Below this panel is an 'ASMPT ACADEMY REQUEST' option and a 'Rental Head' section. The main content area on the left shows a 'Dashboard' with 'My ASMPT Contact' information (Name: Systemadmin, Phone: +49 89 20800 0, E-mail: n.a.@asmpt.com) and a 'Send E-mail' button.

1 Change the Basket Type to Repair Service Order

2 Select Catalog = Parts List

Find a Repair Service in the Webshop

ASMPT
enabling the digital world

Search in Parts List

Dashboard ▾ Shopping basket ▾ Catalogs ▾ Documents ▾ Favorites ▾ More ▾

Parts List

Overview

Category

- + [Placement Solutions](#) (8908)
- + [Printing Solutions](#) (5699)
- + [Line Solutions](#) (107)
- + [Mid Speed Solutions](#) (3460)
- + [Process Support Products](#) (700)
- + [Customer Specific](#)

Placement Solutions
8908 Article

Printing Solutions
5699 Article

Line Solutions
107 Article

3 Choose Placement Solutions

4 Choose Repair Services

[view](#) » Placement Solutions

Spare Parts
5180 Article

Consumables
136 Article

Adjustment & Verification Tools
381 Article

Adjustment & Verification Tools
(381)

- + [SOKO Nozzles, Grippers, Magazines](#) (2492)
- + [Accessories & Options](#) (358)
- + [Repair Services](#) (90)
- + [Nozzles](#) (275)
- + [Printing Solutions](#) (5698)
- + [Line Solutions](#) (107)
- + [Mid Speed Solutions](#) (3460)
- + [Process Support Products](#) (700)

Accessories & Options
358 Article

Repair Services
90 Article

Nozzles
275 Article

Find a Repair Service in the Webshop

Overview » Placement Solutions » Repair Services

Head Repair 18 Article

Feeder Repair 53 Article

Parts List

Overview » Placement Solutions » Repair Services » Head Repair

exact search Search in Parts List Search

Number of hits: 18 Page 1 from 1 Sorting: Relevance

Category	Item No.	Unit	Product description	Available	Price	Quantity
<input type="checkbox"/> Deselect						
- Placement Solutions (8912)						
Spare Parts (5180)						
Consumables (136)						
Adjustment & Verification						
Tools (381)						
+ SOKO Nozzles, Grippers, Magazines (2492)						
+ Accessories & Options (358)						
- Repair Services (90)						
Head Repair (18)						
der Repair (53)						
l Repair (19)						
ss (275)						
Solutions (5698)						
utions (107)						
	<input type="checkbox"/>	53028986	EA Repair Service P+P HF, Factory State Version: 53028986-70 Warranty: Yes	<input type="checkbox"/>	List price End price	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>
	<input type="checkbox"/>	53033628	EA Repair Service TH Module, Factory State Version: 53033628-70 Warranty: Yes	<input type="checkbox"/>	List price End price	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>
	<input type="checkbox"/>	53047768	EA Repair Service DLM3/12, Factory State Version: 53047768-70 Warranty: Yes	<input type="checkbox"/>	List price End price	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>
	<input type="checkbox"/>	53048341	EA Repair Service DLM3/6, Factory State Version: 53048341-70 Warranty: Yes	<input type="checkbox"/>	List price End price	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>
	<input type="checkbox"/>	53053528	EA Repair Service CPP, Factory state Version: 53053528-70 Warranty: Yes	<input type="checkbox"/>	List price 1 End price 1	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>
	<input type="checkbox"/>	53058420	EA Repair Service C+P20A, Factory State Version: 53058420-70	<input type="checkbox"/>	List price 1	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Star"/>


5 Placement Head Repair

6 Head Type



Repair Service Information

Article details



Repair Service CPP, Factory state

[Placement Solutions](#) » [Repair Services](#) » [Head Repair](#)

Product number	53053528
Version	53053528-70
Warranty	Yes
Commodity Code	84799015
Country of origin	DE
Base unit of measure	EA
Weight	9.000 KG
Availability	<div style="width: 20%;"></div>
List price	
Price	
Discount	0,0 %

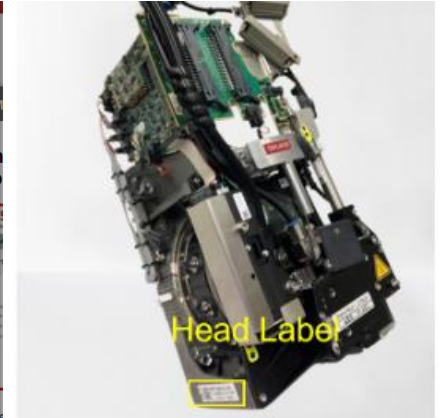
1,00 EA

Product description

Repair Service for 03053528 Placement head CPP / w/o camera. This service covers repair of defects, complete cleaning, maintenance, replacement of wear parts and the accuracy test of the head to factory level. 6 Months warranty on the repaired head inclusive all DP. Excluded are unreparable heads (high degree of rust, incomplete or crashed heads). The repair price is charged by a base price plus the price for the amount of replaced DP-drives. This order number shows the maximum price. The repair of the camera is not included, please only send the head without the camera.

- Part numbers
- Prices
- Description
- Position of the Head Label
- Serial Number

Add to Shopping Cart



Add and update your shopping cart

Items

Items: 2
Erroneous ones: 0
Repair Service Order: on warranty ?
Spare Parts Order:
Stencil Request:

Delivery settings

Delivery type: Deliver items on stock
Delivery address: EbS Shop User internal
test road
MY- test town

Text

PO number:
Invoice recipient: EbS Shop User internal
test road
MY- test town


Add. information per order

Update

ATTENTION: You are working on a repair request. [cancel edit](#)

Update Cancel Clear failed items Further functions Order now

Search in Parts List Order type: Repair Service Order

Item No.	Quantity	Unit	Product description	Available	Price
<input type="checkbox"/> 10 <input type="button" value="v"/>  53053528	1.00	EA	Repair Service CPP, Factory state Version: 53053528-70 Warranty: Yes Country of origin: DE Weight: 9.000 KG	<input type="checkbox"/>	List price Σ List price Σ End price 1 Discount

Additional information

Serial no. defective part* ? **Help**

Error description:*

add Rental-Head

E-mail address for technical enquiries*

Help

Serial number

**Error description,
As detailed as possible**

If rental head is desired

**For queries regarding
rental head**

11

If a Rental Head is desired: Rental Conditions

The screenshot shows the ASMPT webshop checkout interface. At the top, there is a checkbox labeled "add Rental-Head" which is checked. Below it is a field for "E-mail address for technical enquiries*". The main product information for "ASMPT Rental Head" is displayed, including version, country of origin, weight, list price, and end price. A modal window titled "Rental Head Conditions" is open, providing details about the rental period and charges. At the bottom, there is a checkbox for "I have read and accepted the Rental Head Conditions" and a large orange button labeled "Agree to the Head Conditions".

add Rental-Head

E-mail address for technical enquiries*

ASMPT Rental Head
Version: 00151017-01
Country of origin: DE
Weight: 0.000 KG

List price 2,000.00 EUR
Σ List price 2,000.00 EUR
Σ End price 2,000.00 EUR
Discount 0.0 %

1 further order item(s)

Rental Head Conditions

The rental period is 4 weeks. If the rental head is not returned within this period, additional charges will apply for each subsequent week, provided the delay is the customer's responsibility. The details of these charges are outlined in the currently valid rental head conditions available in the Webshop (under More => News, Help & Downloads) as well as on the ASMPT webpage in the ASMPT Repair Service section.

Total weight 9.00 KG

List price End price
Total 17,370.00 17,370.00

I have read and accepted the [Rental Head Conditions](#)

Agree to the Head Conditions

Quotation Order now

You find a detailed document „Rental Head Conditions“ here:

[ASMPT Reparatur-Service | ASMPT SMT Solutions](#)

Or in the Webshop „More – News, Help & Downloads“

The screenshot shows the ASMPT webshop navigation menu. The "More" dropdown menu is open, showing options for "My account", "Maintenance", and "News, Help & Downloads". The "News, Help & Downloads" option is highlighted.

ASMPT enabling the digital world

Search in Parts List

Dashboard Shopping basket Catalogs Documents Favorites More

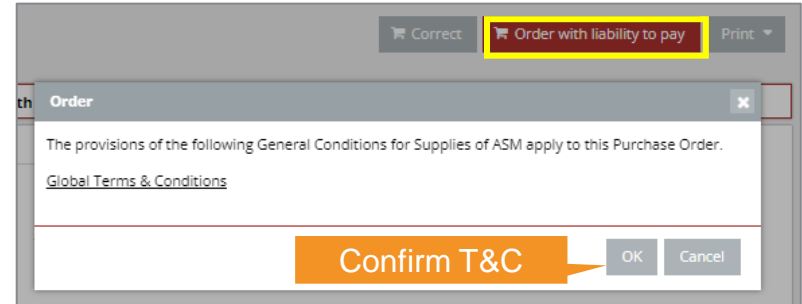
News, Help & Downloads

My account
Maintenance
News, Help & Downloads

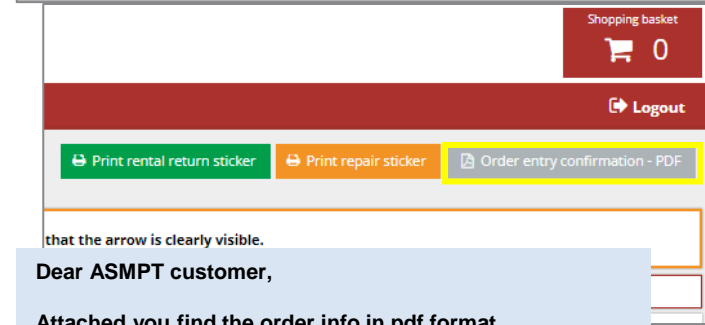
Trainingvideos how to use the ASMPT Webshop
The videos are made to help you using the ASM SMT Webshop. They are testet with Microsoft Mediaplayer.

Order with obligation to pay

**Click on “order now”,
Confirm T&Cs,
The order has now been completed.**



**The order entry confirmation can be
downloaded directly as a PDF document.**



**The customer will also receive an automatically
generated e-mail. Attached is:**



- Order entry confirmation
- Repair Sticker
- Rental Head Return Sticker, if a rental head has been chosen.

Dear ASMPT customer,
Attached you find the order info in pdf format.

Regards,
Your ASMPT Service Team

[0055503406.pdf](#) [0055503406_RepairSticker.pdf](#) [0055503406_RentalReturnSicker.pdf](#)

The Rental Head will be sent

ASMPT Order Management delivers the appropriate rental head to the customer's delivery address.

If no rental head is available, Order Management contacts the customer.

As soon as the rental head has arrived at the customer's premises, the rental head can be installed in the customer's machine.



Rental heads are marked with green labels.

Send the defective part for repair

The screenshot shows a web application interface. At the top right, there is a 'Shopping basket' icon with a shopping cart and the number '0'. Below this is a navigation bar with 'Documents', 'Favorites', and 'More' dropdown menus, and a 'Logout' button. In the center, there are three buttons: 'Print rental return sticker' (green), 'Print repair sticker' (yellow), and 'Order entry confirmation - PDF' (grey). Below the buttons, a message box states: 'Please download the Repair Sticker, print it and attach it on the outside of the package such that the arrow is clearly visible.' At the bottom, a status message reads: 'Your document was with the number 55503243 created.'

Pack the defective product properly (original packaging).

Download and print the Repair Sticker. The Repair Sticker is already filled out by the Webshop.

Attach the sticker to the outer packaging in a clearly visible way. The arrow must be visible.

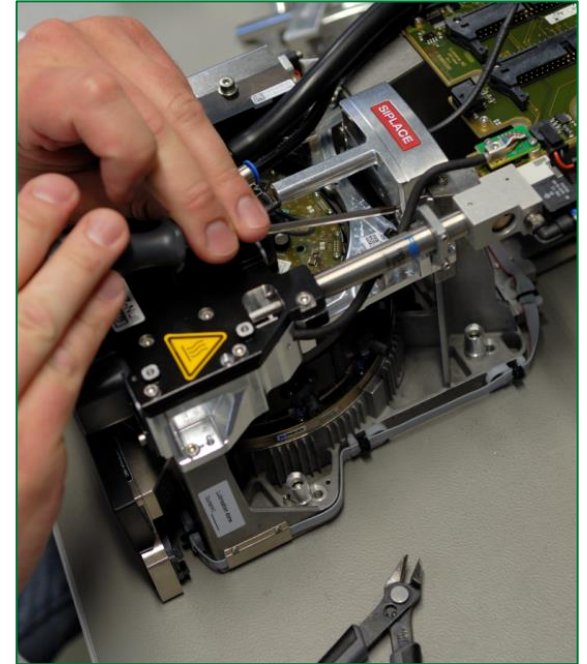
This is the only way that ASMPT Goods Receiving can recognize your repair delivery at first glance and immediately forward it to the Repair Center.



The actual repair


The defective customer product is repaired and tested by specialists in the ASMPT Repair Center according to factory standards.

The repaired product is then sent back to the customer.



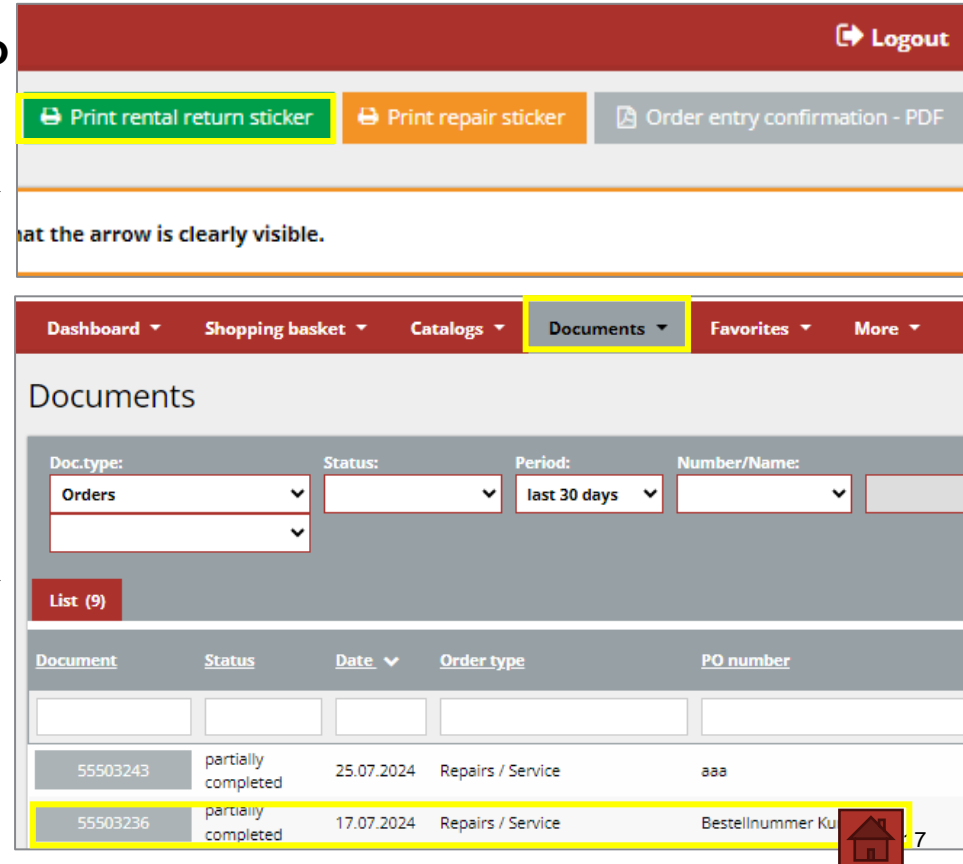
Send Back Rental Head, Rental Head Return Sticker

Please send the ASMPT rental head back to ASMPT as soon as possible.

- Download and print the Rental Head Return Sticker. 
The rental head Return Sticker (green button) is already filled out by the Webshop.
- Pack the rental head properly (original packaging).
- Attach the sticker to the outer packaging in a clearly visible way. The arrow must be visible.

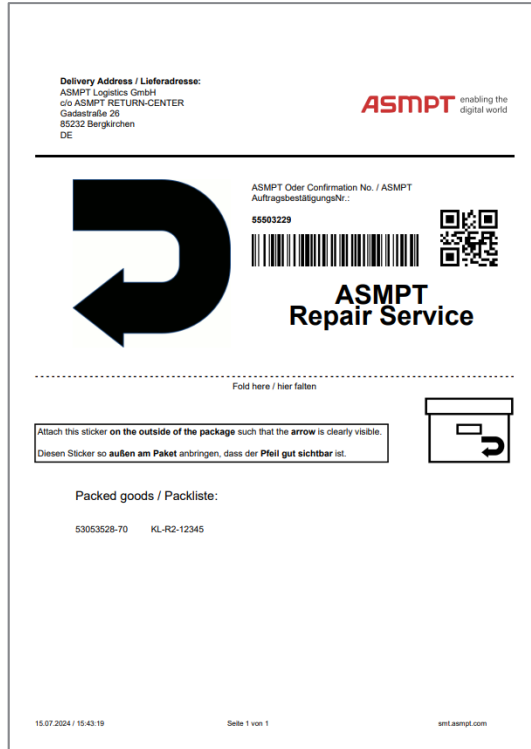
The sticker is also available for download at any time in the Webshop under "Documents – Orders". 

In addition, the sticker was sent with the e-mail after order entry confirmation as an attachment.

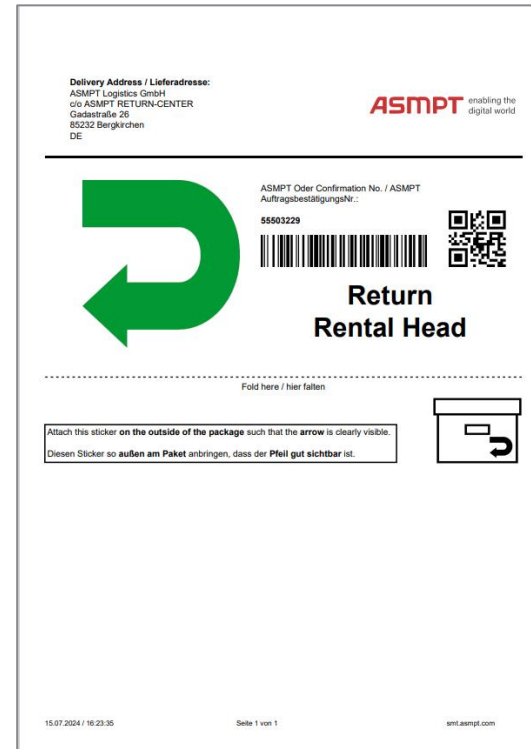


The screenshot shows the ASMPT webshop interface. At the top right, there is a "Logout" button. Below the navigation bar, there are three buttons: "Print rental return sticker" (highlighted in green), "Print repair sticker" (highlighted in orange), and "Order entry confirmation - PDF" (highlighted in grey). Below these buttons, there is a text box with the instruction "at the arrow is clearly visible." Below this, there is a navigation bar with "Dashboard", "Shopping basket", "Catalogs", "Documents" (highlighted in yellow), "Favorites", and "More". Below the navigation bar, there is a "Documents" section with filters for "Doc.type:" (Orders), "Status:", "Period:" (last 30 days), and "Number/Name:". Below the filters, there is a "List (9)" button. Below the list button, there is a table with columns: Document, Status, Date, Order type, and PO number. The table contains two rows: one with Document ID 55503243, Status "partially completed", Date "25.07.2024", Order type "Repairs / Service", and PO number "aaa"; and another with Document ID 55503236, Status "partially completed", Date "17.07.2024", Order type "Repairs / Service", and PO number "Bestellnummer Ku". The second row is highlighted in yellow. At the bottom right, there is a home icon and the number "7".

The Stickers



Repair Sticker for all products



Return Sticker for Rental Heads

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Thank You!