



TruServices

Remote 24/7 extension option

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Around-the-clock technical support

We offer you the usual support – in addition to normal office hours – at night and on weekends.

Support over the phone:

Monday through Friday 6:00 p.m.– 7:30 a.m.
5:00 p.m.– 6:30 a.m. (UTC+1)
Saturday and Sunday 12:00 a.m.–12:00 a.m.

Contact us by phone around the clock if you have technical issues, and our trained and specialized staff are available at any time of day to keep your production running and avoid downtime.

*For more information, please ask your local sales and after-sales contact person.



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Overview of available devices:

SOLID-STATE LASERS	
TruDisk (FDxx), (6C) and (4C)	■
TruDisk Pulse	■
TruDiode 151–903	■
TruDiode 1006–6006	■
TruMicro 2000, 5000, 7000, 8000	■
TruFiber	■
TruPulse	■
3D LASER SYSTEMS AND CO ₂ LASERS	
TruLaser Cell 5030 (L80)	■
TruLaser Cell 7000 (L13), (L31), (L58) and (L59)	■
TruLaser Cell 8030 (L60), (L45)	■
MARKING LASERS	
TruMark incl. one-box lasers*	■
TruMark Station*	■

* Consultation with TRUMPF experts required.

Recommendations for 3D laser systems and CO₂ lasers



Adherence to prescribed maintenance intervals recommended



Schedule trained personnel during each shift



VPN connectivity and ability to communicate in German/English



Spare parts on location are recommended

Recommendations for solid-state and marking lasers



VPN connectivity and ability to communicate in German/English



On-site maintenance and spare parts are recommended

Exclusions:

Christmas Eve, Christmas Day, New Year's Day, Easter Sunday, Pentecost for 3D laser systems, CO₂ lasers and solid-state lasers.
Holidays in Switzerland for TruMark and TruMark Station: 01/01, 01/08, 12/24, 12/25, 12/26, 12/31.