



HEIDENHAIN

SERVICE NEWS

The HEIDENHAIN Service keeps you informed!

Edition 08 – 2011

**The HEIDENHAIN Service –
You may count on us!**

- + PWM 20 Encoder Diagnostic Kit**
- + Transport Damage to
HEIDENHAIN Products**
- + Your Contact to the Service**



www.heidenhain.de

PWM 20

Diagnostic Kit for HEIDENHAIN Encoders

with EnDat 2.1, EnDat 2.2, DRIVE-CLiQ, Fanuc, Mitsubishi and SSI interfaces

PWM 20 is the successor of IK 215 and is an adjusting and testing unit for checking encoders with EnDat 2.1, EnDat 2.2, DRIVE-CLiQ, Fanuc, Mitsubishi and SSI interfaces.

Features of the PWM 20:

- Diagnostics and adjustment of HEIDENHAIN encoders with absolute and incremental interfaces
- Mounting wizard for ExI, LIP 200 and LIC 4000
- Connection to the PC or notebook via USB 2.0 (high speed)
- The PWM 20 hardware can operate a variety of interfaces (see overview on next page)
- Suitability as inspection and testing equipment is ensured by the HEIDENHAIN calibration service



Application example:
ATS software and PWM 20

Items supplied:

PWM 20 encoder diagnostic kit ID 759251-01

The packages 1 and 2 are included in delivery.

Package 1

- PWM 20
- ATS software V2.4 de/en (CD)
- Operating instructions (installation)
- USB cable, 2 m
- Power cord, 3 m
- Case



Package 2

- Operating instructions ATS software PWM 20, German and English
- Six different standard connecting cables



Do you have any questions on the PWM 20?

Please contact the free HEIDENHAIN helpline:

Measuring Systems/Machine Calibration
+49 (8669) 31-3104
service.ms-support@heidenhain.de

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Overview of the functions:

PWM 20 and ATS V2.4—Available functions	EnDat	Fanuc	Mitsu- bishi	SSI	DRIVE- CLIQ	1 V _{pp} 11 μA _{pp}	TTL
Position display							
Display of the absolute position	✓	✓	✓	✓	✓	–	–
Display of the incremental position (if available)	✓	–	–	✓	–	✓ ²⁾	✓ ²⁾
Display and resetting of error messages	✓	✓	✓	–	✓	–	–
Display and resetting of warnings	✓	–	–	✓	✓	–	–
Display of transmission status	✓	✓	✓	(✓)	✓	–	–
Connection dialog							
Automatic connection using ID number	✓	✓	✓	✓	✓	✓ ²⁾	✓ ²⁾
Connection by indicating the supply voltage and interface	✓	✓	✓	✓	✓	✓ ²⁾	✓ ²⁾
Diagnostics							
Display of online diagnostics (open loop)	✓	✓	✓	–	✓	–	–
Display of online diagnostics (closed loop) ¹⁾	✓	✓	✓	–	–	–	–
Circular diagram of incremental signals (if available)	✓	–	–	✓	–	✓ ²⁾	✓ ²⁾
Display of supply voltage and supply current	✓	✓	✓	✓	✓	✓ ²⁾	✓ ²⁾
Mounting wizards							
Mounting support for inductive ECI/EQI encoders	✓	–	–	–	–	–	–
Mounting support for LIP 200	–	–	–	–	–	✓	–
Mounting support for LIC 4000	✓	–	–	–	–	–	–
Additional functions (if supported by the encoder)							
Comparison of absolute position with incremental position	✓	–	–	✓	–	–	–
Datum shift ("electrical zeroing of position")	✓	–	–	–	–	–	–
Display of additional information: Temperature	✓	–	–	–	✓	–	–
Display of additional information : Position value 2	✓	–	–	–	✓	–	–
Display of additional information: Additional sensors	✓	–	–	–	–	–	–
Display of additional information: Limit position signals	✓	–	–	–	–	–	–
Display of additional information: Operating status error sources	✓	–	–	–	–	–	–
Memory contents							
Display of memory contents	✓	–	–	–	✓	–	–
Modification to memory contents	✓	–	–	–	–	–	–
Saving the memory allocation	✓	–	–	–	–	–	–
Comparison of current memory contents with saved memory contents	✓	–	–	–	–	–	–

¹⁾ possible with a signal adapter, e.g. SA 100

²⁾ in preparation for ATS V2.6 (available approx. early 2012)

Recommended system requirements:

- Dual-core processor with a clock frequency > 2 GHz
- 1 GB RAM
- Windows XP or Vista operating system
Win7 (32bit) – Win7(64bit in development)
- More than 100 Mbytes of free hard disk memory

HEIDENHAIN also offers a special training course for the encoder diagnostic kit:

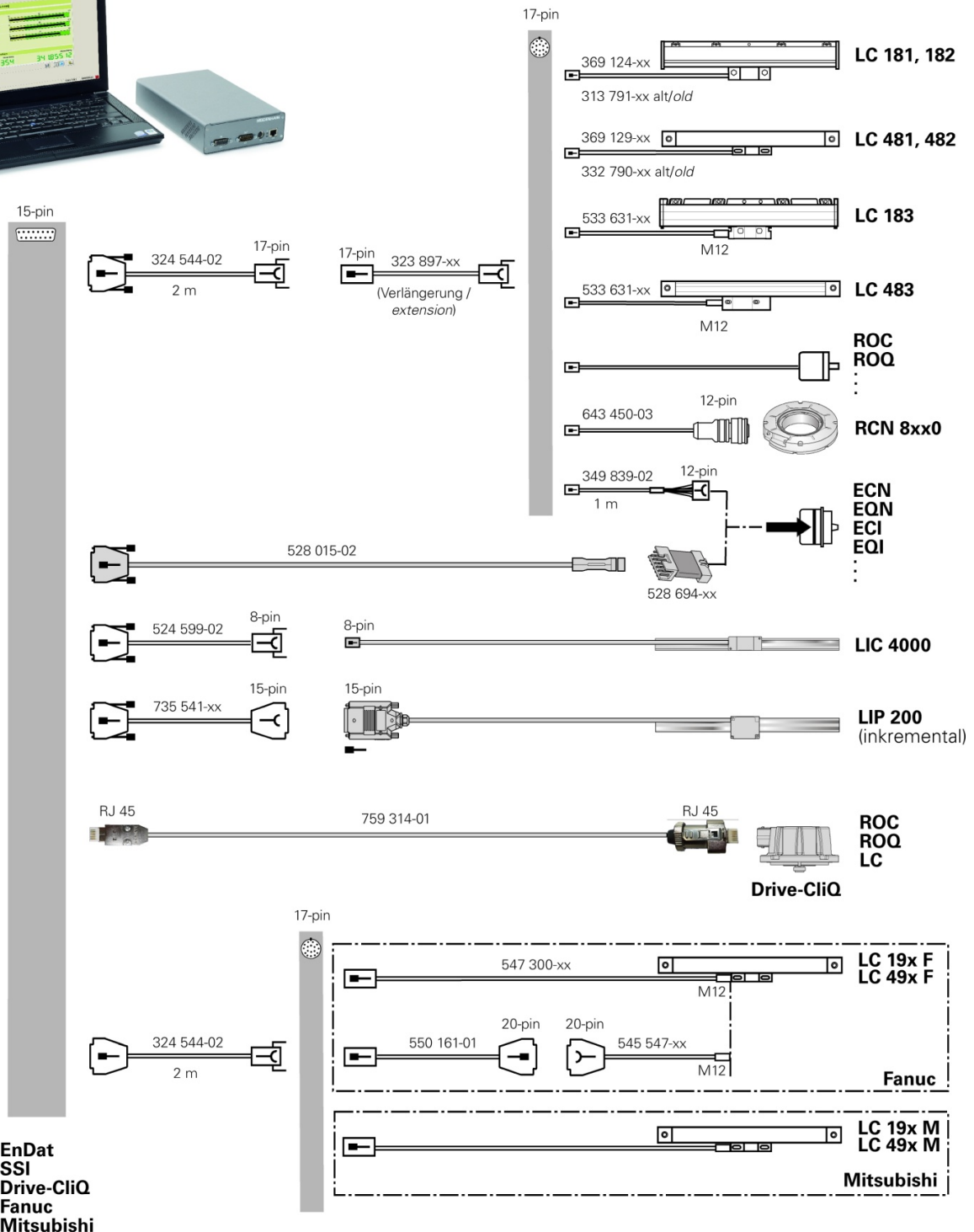
http://www.heidenhain.de/de_EN/documentati on-information/training-portal/worldwide-search-for-courses/

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Overview of cables and testing options:



For an overview of all cables, please refer to the operating instructions, or contact us.

Transport Damage to HEIDENHAIN Products

The number of HEIDENHAIN products damaged during transport is vanishingly small. Still, transport damage cannot be avoided entirely in routine logistics.

Please find below some tips on how to proceed if a HEIDENHAIN product was damaged during transport:



1. What to do, if the goods arrive damaged?

If the packaging or the product is damaged, first check from the invoice by whom the transport was insured. A detailed explanation can be found on the next page.

If the transport was insured by HEIDENHAIN, you can decline acceptance. The carrier returns the damaged goods to HEIDENHAIN.

If you are self-insured, you cannot decline acceptance of the goods. In this case, please contact your insurance company.

In any case, state on the way bill that the goods arrived damaged..

Is concealed damage only revealed later?

You can report the transport damage to HEIDENHAIN within 7 days (air freight up to 2 weeks) upon receipt of the goods.

2. Compensation delivery and information - quick and easy!

In the event of a transport damage, contact the responsible HEIDENHAIN employee or our free HEIDENHAIN helpline.

We always assist you by sending a compensation delivery, irrespective of who insured the transport.

Your case will be forwarded to the person in charge of transport damages who will initiate compensation deliveries and provide further information to settle the loss.

Please provide order data, product data and pictures of the damage.

Free HEIDENHAIN helpline:

Domestic Team
+49 (8669) 31-3121

International Team
+49 (8669) 31-3123

sevice.order@heidenhain.de

Transport Damage to HEIDENHAIN Products

3. Who will bear the costs?

Free settlement by HEIDENHAIN:

If the transport was insured by HEIDENHAIN, we shall bear the costs for processing and replacement delivery.

You can see from your invoice, whether or not the transport was insured by HEIDENHAIN.

HEIDENHAIN charges 0.03 % of the merchandise value for the insurance. The insurance fee is stated separately in the totals line of the invoice.

No cost coverage by HEIDENHAIN:

If the insurance fee on the invoice is 0.00, the shipment was not insured by HEIDENHAIN. In this case, the term "SVS/RVS-Verbotkunde" (i.e. customer exempted from forwarding insurance) is stated on the shipping documents. This means that you, the consignee, waive insurance protection by HEIDENHAIN.

If the consignment is not insured by HEIDENHAIN, we regret to inform you that we cannot bear the costs for processing and replacement delivery.

In this case, you must settle financial compensation with your insurance company.

Nevertheless, we will assist you immediately and straightforward with fast compensation delivery.

R.Pos. ¹		A.Pos. ²		Bezeichnung		Preis/Einheit		Menge		Gesamtpreis			
				*** SVS/RVS Verbotkunde ***		EUR							
Warenwert		Fracht/Porto		Verpackung		Versicherung		Zwischensumme		19,00% Mehrwertsteuer		Endsumme	
10.540,00		0,00		0,00		0,00		10.540,00		2.002,60		12.542,60	

Your Contact to the HEIDENHAIN Service

**The HEIDENHAIN helpline for:
Repairs, spare parts, exchange
units and complaints**

Domestic Team
+49 (8669) 31-3121

Foreign Team
+49 (8669) 31-3123

Complaint Management
+49 (8669) 31-3135

service.order@heidenhain.de

Technical HEIDENHAIN Helpline:

**Free of charge for our customers!
Contact our technical specialists:**

NC Support
+49 (8669) 31-3101
service.nc-support@heidenhain.de

PLC Programming for TNC
+49 (8669) 31-3102
service.plc@heidenhain.de

NC Programming
+49 (8669) 31-3103
service.nc-pgm@heidenhain.de

Measuring Systems/
Machine Calibration
+49 (8669) 31-3104
service.ms-support@heidenhain.de

Lathe Controls
+49 (8669) 31-3105
service.lathe-support@heidenhain.de

For further information refer to
our website:

When calling us, please have the device model and HEIDENHAIN ID number at hand.



Focus on the Customer

You want to learn more about the HEIDENHAIN Service?

**HEIDENHAIN Service Brochure
“Focus on the Customer“**

**“HEIDENHAIN Service News”
Semi-Annual Newsletter**



Topics:

- Our Services
- Your Contact to the HEIDENHAIN Service
- Service Contracts
- Warranty Extensions
- Machine Calibration
- Training Courses

Topics:

- News
- Service Successors
- Service Strategies
- Inspection Equipment
- Service Procedures at HEIDENHAIN
- Your Contact to the HEIDENHAIN Service

→ Fill in and return by fax to: +49 (0) 8669 32 9899

**Service Brochure by mail
Service News semi-annually by e-mail**

Your customer no. _____

Name: _____

Company: _____

Address: _____

E-mail address: _____

This data will only be used for the internal purpose of mailing the semi-annual Service Information and will not be made available to any third party.