

## Appendix 17\_INT

## Service Manual

Contents and structure

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## Contents and structure of the service manual

The service manual is a service-oriented document with instructions on how to perform service tasks, i.e. it contains information for service staff on the elimination of malfunctions. In addition, it is used as a training document for the Heidelberg service staff. The service manual is only available to the Heidelberg Service. It is part of the *Technical Documentation*. The technical specifications represent basic, service-relevant information for operators and service staff and are part of both the *operating manual* (Appendix 16\_INT) and the service manual.

### Contents of the service manual (example of the structure and essential information):

- Table of contents
- Index
- Product description focusing on service-relevant aspects:
  - Function of the product
  - System diagram incl. service-relevant components
  - Explanations on the structure of the overall system and of service-relevant components
  - Description of the control concept
    - Functional diagram / flowcharts of system processes
    - System configuration
    - Electronic subassemblies
  - Information on start-up / electrical connections
  - Safety instructions
  - Information on proper use
  - Maintenance of components and replacement of wear parts

The information on maintenance should be provided in tabular form. The maintenance intervals specified by Heidelberg must be observed. More detailed information on individual maintenance tasks, e.g. with images and graphics, must be documented separately. The table should provide the following information:

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- Part
- Maintenance group
- Maintenance intervals
- Maintenance task / location
- Extras
- Required service parts
- Tasks for customers / service staff
- Eliminating malfunctions:
  - Test procedures / diagnostic information
  - Measuring points, measured values
  - Adjustment/setting values
- Technical specifications as basic, service-relevant information for operators and service staff:
  - Technical specifications of the overall system
  - Technical specifications of components that are important for users and the service staff
  - Wiring diagram
  - Pneumatic diagram
  - Device list  
List of electrical components with equipment identification and Heidelberg part numbers.
  - Pin assignments  
Diagram showing the assignment of plug contacts and terminals.
  - Service parts list (with Heidelberg part numbers)
- Language varieties:
  - The service instructions are to be provided in the following languages:
    - Deutsch, Englisch, Französisch, Spanisch
  - A separate agreement can be made for all other language versions.
- Data format:
  - The service instructions are to be provided in the following data formats:
    - Adobe PDF
    - Microsoft Word