

# Service and support

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## Our expertise for your requirements

### Service connects - worldwide

Automation technology functions are becoming more complex in a globally-oriented world facing ambitious targets in terms of energy efficiency and smart production. We are your equal partners for the best connections in Industrial Connectivity. Our worldwide network of industrial managers for machine construction, process automation, energy and traffic engineering and for device manufacturers know the challenges you face and can support you in your specific applications.

Training course on technologies, applications and the detailed functionality of our products is available to you locally or at our headquarter in Germany. Our personal support can answer any questions reliably and expertly. Our online services are available 365 day a year around the clock to provide answers to your questions on our products - from user documentation through software to planning tools.

In short: Weidmüller's global service combines our expertise with your requirements.





**Professional advice on planning**

Our global network of industrial managers has extensive experience in automation technology and electrical connectivity. This expertise allows us to assist you with advice and planning support in order to work with you on resolving the everyday challenges of your applications.



**Technology and application training**

Industrial automation is moving towards smart production. It faces the challenges of new technologies and applications. Our varied range of training courses develops this knowledge further or provides more in-depth information on the handling of our products and solutions. Our seminars are modular and can be customised. We can train you and your employees in our academy, on your premises if you wish or online in our webinars at any time.



**Customised installation**

The challenges for the future are reducing costs and increasing efficiency. This requires intelligent, individual solutions which are tailored to your requirements. We can offer a highly qualified customer-specific production service in our application centre. Whether you need modified products, pre-assembled terminal rails or complete small cabinets: we produce the solutions developed for your application quickly and flexibly.



**Online and personal support**

From planning through installation to operation, we can provide exactly the right help and information for each step of your application based on our solutions and products: up-to-date, uncomplicated and comprehensive, around the clock, online or in person.



Visit our website for more information

[www.weidmueller.com/service](http://www.weidmueller.com/service)

Let's connect.

## Benefit from optimum support when using our new products

### Service connects - worldwide

If our new products are used in your automation technology applications, you need the best possible individual support, from planning through installation to operation.

For every stage of your application, we can offer the right tools and information for our products and solutions. Up-to-date, uncomplicated, comprehensive and around the clock via our service portal at [www.weidmueller.com/service](http://www.weidmueller.com/service)

Fast access to our support and services is available via Weidmüller webcodes. Simply select the service you want on the right hand side, then enter the webcode made up of five digits with a preceding hashtag into the search field in the top right corner of [www.weidmueller.com](http://www.weidmueller.com) and it will bring up the details you need.



# Product selection, application and configuration

## Our service portal provides comprehensive support



### Engineering data

Make the most of our libraries to find engineering tools for control cabinet planning, device design and safety assessments with SISTEMA.

Webcode #01219



### Download product catalogues

All the technical data for our whole range of industrial connectivity - summarised in 14 product catalogues to download in PDF format.

Webcode #01218



### Approvals, certificates and declaration of conformity

Find all product- or company-related approvals and certificates for documentation

Webcode #11303



### Software

Our software simplifies the application of many of our products in terms of operation, configuration and monitoring.

Webcode #01212



### Product selection guides

By defining your product properties exactly, you can quickly find what you are looking for thanks to our selection guides.

Webcode #01214



### FAQ - Frequently Asked Questions

Our FAQ database provides quick answers to your most important questions.

Webcode #01216



### Video tutorials

Our video tutorials provide step-by-step instructions on using our products.

Webcode #01215



### Online product catalogues

Keep up-to-date at all times. Our online product catalogue offers you comprehensive search functions and download options.

Webcode #01217

### All Weidmüller online services

Simply scan the QR code or visit our service portal at [www.weidmueller.com/service](http://www.weidmueller.com/service)



Let's connect.

There, you can find all our online support services and direct contact details for your local contact.

