

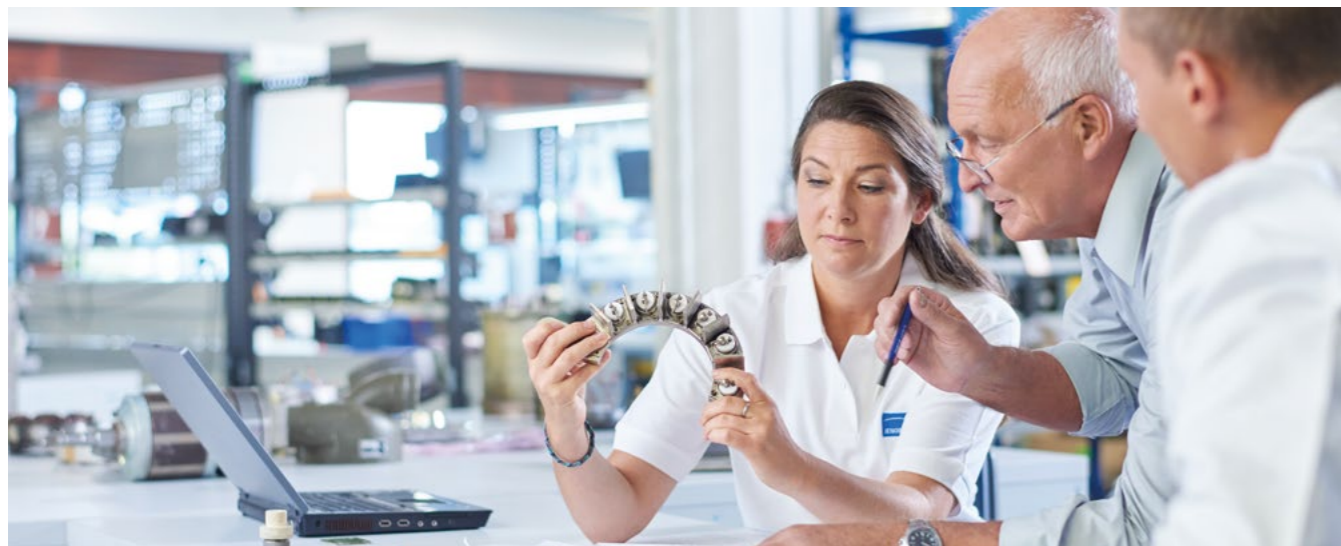
Expert Customer Service Support for
All Brands of Manufacturers.

SHARING EXCELLENCE

JENOPTIK



One for All – Service Excellence for Any System Independent of Manufacturers.



Maintenance and upkeep of military and civilian systems of various manufacturers are the core business of our customer support. We support our customers further with relevant added value services, for example, worldwide replacement part logistics or employee training. Our ambition: cooperation in a spirit of trust thanks to a deep understanding and the high performance level of our technicians.

At its Wedel location near Hamburg, Jenoptik develops, produces, and supports technologically leading, customer-specific systems for military and civil use on land, on the sea, and in the air: Propulsion and stabilization technology, energy systems, and electromechanical subsystems. Permanent operability and reliable protection against failure is thereby guaranteed by our highly specialized customer support. 120 engineers and technicians assume responsibility for maintenance and upkeep during the entire service life of the systems. We provide support for systems of other

manufacturers with the same passion at a level of excellence. We thus offer unique, comprehensive, and complete solutions independent of manufacturers for the upkeep of all technical components and systems.

More than 60 years of experience in military and civil engineering, specialized and continually trained employees, as well as finely meshed quality management ensure that we can quickly and reliably master several thousand orders annually. Highly modern service workshops with state-of-the-art machinery and comprehensive replacement part stocks are available for daily peak performances. They are divided into four areas that work together in an interdisciplinary fashion: Electromechanics and gear systems, power electronics, stabilization, and optoelectronics, as well as aviation. In order to provide customer support in the best sense, the specialists also work directly at the customer on site – worldwide. They can be there on demand and with all of the necessary equipment when they are needed, because excellent reliability is always our ambition.

Perfection in Every Element.

Customer Support for All Brands of Manufacturers:

- Consultation / Training
- Diagnostics
- Reconditioning
- Repair / maintenance
- Replacement parts and logistics
- Maintenance management
- Documentation

References:

Air:

Leonardo, Airbus, Gulfstream, Boeing, Safran, BAAINBw

Land:

Rheinmetall, BAAINBw, KMW, Obrum, MTU, General Dynamics European Land Systems

Sea:

ThyssenKrupp, Atlas Elektronik, Saab, BAAINBw

Our expertise with all technical systems involving the three elements of air, land, and sea is the result of the equally broad and deep range of services provided by our customer support employees and workshops. We maintain all levels of quality in military and civil aviation and offer complete solutions and support packages from one source. From incoming to outgoing goods, from electronics through mechatronics to optoelectronics, and from special wish to special solution, we serve all needs of our customers with tailored solutions. If you will: Your ideal one-stop repair shop.





For Any Challenge There is Always a Solution.

Perfection in maintenance requires maximum ability. With in-depth detailed knowledge, know-how, and often many years of experience, our technology specialists take on any challenge. Their ambition is the error-free diagnosis, maintenance, reconditioning, and repair of all commissioned systems, both those from own production and those of other manufacturers. Our customers can rely on this: Every requirement is fulfilled optimally – irrespective of the degree of difficulty. We always find the ideal solution.

Performance for Performers. Electromechanics and Gear Systems.

Examples of what we work on:

- Generators
- Engines
- Gear systems
- Tilt technology for trains
- Rotary converters
- Blowers

They should always be available and never malfunction during operation – electrical machinery of the most varied functional principles and performance ranges. Our technicians of the electromechanics and gear systems area ensure that the systems entrusted to them fulfill all of the requirements expected of them to 100 percent following punctually completed repairs. This is because the highest priority, besides satisfied customers, are the internal and external quality guidelines. That these are observed at all times is guaranteed by our finely meshed outgoing inspection: In several test fields, the experts of quality management verify that all components provide all of the required performance data following reconditioning or repair.

No Malfunctions Thanks to Excellent Ideas: Power Electronics.

Examples of what we work on:

- Drive engineering
- Static converters
- Inverters and converters
- On-board power supply

The reliable and fail-safe power supply of military and civil platforms can be vital when in use. This is why our customer support specialists work on every maintenance and repair order revolving around power electronics with the highest degree of concentration and attention. Whether converters or current converters, we ensure and guarantee that electrical current and voltage from various sources flows correctly, for example, for the supply of on-board power systems, electronic systems, electrical motors, or the control systems of electrical drives. In addition to highly qualified technicians and the high-tech equipping of our workshop for power electronics, our quality management ensures that every component ultimately fulfills all of the required parameters.



All Our Possibilities Make Everything Possible. Stabilization and Optoelectronics.

Examples of what we work on:

- Electromechanical stabilization systems
- Electro-optic stabilization
- Viewing insert for stabilization
- Tower and defense stabilization
- Tilt technology for trains

Electronic and optronic systems, as well as the related modules and components are the special field of the technicians for stabilization and optronics. Both devices from Jenoptik and third-party products are thoroughly tested, maintained, and repaired by them. Regardless of whether on military vehicles of vessels – the spatial dimensions of the respective system is of no relevance for our experts. Our testing equipment covers all voltage, power, and frequency ranges.

Lift Off Safely Due to Grip on Reality. Aviation.

Examples of what we work on:

- De-icing systems
- Generators
- Radome
- Rescue hoist systems
- Trolley-lift
- Air heater systems
- Indicators
- Composites

Military and civil aviation demands a maximum of reliability, quality-oriented thinking, and technical knowledge with reference to the maintenance, reconditioning, and repair of your technology. To this purpose, the aircraft specialists of our customer support make their profound ability and knowledge available for the requirements of the respective system. All equipment of aircraft, both of own manufacture and from third-parts providers, are carefully inspected, tested, and revised in accordance with the specifications. Proof of the continuously provided top quality of our aviation team is the fact that Jenoptik is the only company that holds the Boeing license for the maintenance of the AWACS rotodomes for all NATO states.



Sharing Our Expertise and Know-how: Technical Support, Documentation, and Training.

- Maintenance concepts: We analyze the systems and formulate tailored concepts for future maintenance.
- Documentation and optimization: We analyze and document all work carried out on the systems. From this, we distill strategies for the further optimization of system reliability.
- Prevention: We evaluate devices within complex systems with regard to their reliability. From this we derive concrete suggestions for the extension of their service life.

- Training: We offer both system and product training, as well as repair and maintenance training – at our customers on location or at our location in Wedel near Hamburg.

Professional maintenance and upkeep are the basis for a high degree of reliability and a longer operating time for military and civil systems. We also offer further services that effectively contribute to the permanently smooth operation of the systems of our customers. The Integrated Logistic Support (ILS) consists of relevant added value services, which we quickly, flexibly, and reliably provide throughout the entire product life cycle.



Jenoptik – a Globally Connected Group.



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