

# Customer Service Engineer

**CSE**



## Course description

CSE customer service engineers learn about and understand Hunkeler production lines and their various functions. The training is geared to the customer, facilitates the efficient remedying of faults, and increases the availability of the entire system. Short response time and fast fault correction on site with calculable costs.

The course is offered following the installation of Hunkeler systems.

## Content

- Operation
- Parameters for operating personnel
- Cleaning work
- Troubleshooting with service instructions (RAP)
- Basic mechanical settings

## Target group

- Customer service engineers

## Profile of qualification

- Technical understanding
- Several years of professional experience in paper processing
- Independence, flexibility, ability to handle stressful situations
- Analytical approach and use documentation to achieve specific goals
- Familiarity with processes in the system and production

## Objectives and Benefits

- Recognizing and remeying faults
- Carry out maintenance work
- Reduction of outages

## Training location

On-site or at the Hunkeler Training-Center in Wikon (Switzerland). During on-site training, no production can be done on the customer system.

## Training inquiry

Please send us your training inquiry\* online immediately at [www.hunkeler.ch/training](http://www.hunkeler.ch/training)

\*Required information: type of course, dates, language of instruction, number of persons, address, contact information with telephone and fax number plus an e-mail address.

## Training courses

### Customer Service Engineer

# CSE

#### Basic courses

- Basic training POPP6 | POPP7 | POPP8
- Unwinder UW6 | UW7 | UW8



#### Duration of training

15 h

#### Module courses

- Roll to roll
- Rewinder RW6 | RW7 | RW8



#### Duration of training

3 h

- Roll to fan-fold
- Fan-folder FS6



9 h

- Roll to sheet
- Cross cutting module CS6 | CS7



9 h

#### Advanced courses

- Punch/perforator PP6



#### Duration of training

9 h

- Dynamic perforator DP6 | DP8



18 h

- Web buffer WB6 | WB7



3 h

- Folder-merger module FM6



9 h

- Web-merger module WM6
- Pinless-merger module PM6



6 h

- Drum collator DC7



6 h

- Separation unit SE6



3 h

- Stacker module LS6 | LS7
- Long sheet stacker LS6-28



6 h

- Transfer station TS6



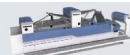
6 h

- Primer-coater module PC7



9 h

- Plow folder PF7



15 h

- Star wheel delivery SD7



18 h

- Web inspection system WI6



18 h

- Human line interface HLI



3 h

- Laser module HL6



18 h

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