

Service Philosophy

Service is an essential part of our business philosophy. We support our customers extensively and in collaboration with them develop the best possible solutions for their individual finishing problems.

Pre-sales service, application engineering and test work is as important to us as the after-sales service, maintenance and the supply of spare parts and superfinishing tools.

Our flexible machine concept eases the quick adaptation of Supfina machines to flexible production with changing workpieces or surface parameters.


This way our customers can quickly react to the changing demands of their customers, which can prove to be of competitive advantage.



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our service

Service and Maintenance

Supfina offers a service support package according to the wishes and needs of our customers.

- Preventive maintenance through targeted maintenance work
- Reducing downtime
- Increasing machine availability
- Extending lifetime of wear parts

Technology Support

With an array of highly qualified process engineers and the corresponding machinery we are able to carry out sample machining according to individual specifications (material, tolerances, tools, etc.).

Further technological development may be conducted in partnership with our customers.

Spare and Wear Parts / Tools

Supply of tools as required based on the continuing development with tool manufacturers. Tool assortment and ordering via the Internet: <http://tools.supfina.com>

Spare part delivery within 24 hours. If ordered before 1pm and provided that the spare part is available, delivery is same day by courier (for Germany and neighboring countries).

Training / Education

Targeted training sessions for defined user groups. If desired operator- / maintenance-training. By using documentation that is especially adapted to the machine and the workpiece, the customer will be enabled to setup the machine and conduct program changes.

The training location may be chosen by the customer (on site or at Supfina).

Production Support

- Customer support during startup and production
- Technology support during the machining of workpieces for which the specifications have changed (tolerance, cycle time, dimension, etc.)
- Testing of new workpieces or tools

24hr Service / On call service for Sundays and Holidays

Next-day service (weekday) is available if the error message is submitted before 5pm. We also offer 24hour service, as well as on-call service for Sunday and Holidays per customer request.

Online Support

Teleservice via modem. This service serves as a means to debug, software updates and as a targeted error analysis. This teleservice serves as a base for the planning of a service trip.



Production and Prototype Work

Our qualified personnel, as well as our broad machine spectrum, enable us to conduct any kind of (qualitative and quantitative) production and prototype work.

We also conduct first prototype machining, smaller batch, as well as large batch production.

The customer personnel may participate for the startup or the entire period of machining.

Mobility Guarantee for Repairs

We issue a 6-month mobility guarantee for the reconditioning of the chuck and tool, as well as workpiece spindles. Should the process not generate the desired quality and the mistake can be attributed to a repair, then Supfina will cover all costs for the rebuilding of quality and the functioning of the Supfina machine.

Rebuilding / General Overhaul

Rebuilding / General Overhaul of the mechanics, electrics, electronics, hydraulics, etc.

The location of rebuilding / general overhaul (on-site or at Supfina) is determined during consultation with the customer.

Used Machines

Purchasing and selling of used machines. Purchased used machines are overhauled at our plant, provided with a CE-sign and adjusted to the individual customer's needs.

