Oberkochen, May 2025

**As close to the customer as nobody else - Leitz as a global service provider**

**As the world's leading manufacturer of tools for machining wood, the name Leitz stands for quality and sustainability. Always focussing on the economic and ecological benefits for the customer. The difference between Leitz and its competitors is that all this does not stop with the purchase of a Leitz tool. This is precisely where the varied and extensive work of Leitz Service begins.**

Reconditioning, maintenance or tool logistics - Leitz aims to minimise the daily workload for its customers. The world market leader for precision tools and tool systems offers many different solutions, some of them digital, as part of its comprehensive range of services to provide its customers with the best possible support so that they can pursue their core competences. Leitz service is therefore a huge package of services that no competitor offers in terms of scope and quality.

**Process optimisers on site at the customer's premises**

The basis for tool solutions and strategies as well as for Leitz services is always a qualified consultation. The Leitz tool specialists gain an overview of the overall situation on site and derive sensible and efficient solutions for the customer. The world market leader relies on its vast wealth of experience and practical knowledge, which is unique in its scope. Together with the customer, Leitz tool specialists create, for example, optimally designed utilisation and sequence plans for the machines, optimise production processes and also help with the complex commissioning of new machines and tool systems. If required, the customer's employees are then given comprehensive and practice-orientated training in individual workshops.

**Tools always like new - The Leitz grinding service**

When the cutting edges of a tool have reached the supposed end of their tool life, users are faced with the fundamental question of whether to buy a new tool or regrind it. Well, actually there should only be one answer to this - because with the Leitz grinding service, customers save money compared to buying new tools. Taking the highest quality standards into account, the world market leader is able to regrind tools of all types and from all manufacturers - provided the tools are designed for this. They are then delivered back to the customer in manufacturer quality - in more than 150 countries worldwide. This unique regrinding service is carried out at Leitz exclusively by qualified personnel. Under the motto ‘As much as necessary, as little as possible’, Leitz always grinds or sharpens in a way that conserves resources and optimises wear, making it extremely sustainable. In addition, all Leitz service processes are documented transparently, completely and precisely.

Leitz tool specialists are continuously trained in the company's own Service & Training Centre and the work carried out is regularly checked. In over 100 service locations worldwide, state-of-the-art machines and technologies are available to recondition tools made of carbide, HS steel or even diamond quickly and cost-effectively. All the customer has to do is contact their personal contact person and a Leitz service employee will collect the tool for regrinding.

**Tool logistics in different stages**

If a tool is at the grinding service, it must of course be replaced for this period so that no machine is at a standstill. This requires precise planning, which not only takes time and money, but also labour. In order to avoid unpleasant surprises and to relieve its customers of as much work as possible, Leitz offers flexible tool management models that can vary in scope depending on customer requirements.

The ‘Logistics’ concept forms the basis and includes computerised tool provision. This means that both current and used quantities of predefined tools can be displayed quickly and easily at any time at the touch of a button. Both the customer and Leitz service staff have access to the shared database via the Internet. If required, detailed consumption and cost analyses can even be requested in order to optimise internal processes and work more efficiently. To ensure that productivity is always guaranteed, minimum stocks of tools are defined and automatically reordered on request. Invoicing is based on stock additions or withdrawals according to defined periods.

With the ‘Life’ model, tools no longer have to be purchased, but the customer is provided with tool life by Leitz. This leads to a significant increase in flexibility for the customer. Billing is based on the proportional tool and service costs. This means that the customer's production quantity is directly related to the tool costs and can be perfectly optimised in terms of consumption. A history is created for each tool to ensure that the use, new procurement or reconditioning of the tools in the inventory functions smoothly. This model enables the customer to release capital that is actually planned for the purchase of tools from this commitment and invest it in other areas of the company.

The ‘CompleteCare’ concept is the all-round carefree package. Leitz takes over the complete tool supply for the customer and can therefore calculate the costs precisely and adjust them variably in order to achieve maximum cost efficiency. Billing, planning, storage, delivery and much more can be customised according to the user's needs. Of course, Leitz also utilises the latest tool technologies, which in turn offers CompleteCare customers clear production advantages over their competitors. Billing for this service model is based on agreed production figures and is therefore one hundred per cent predictable and absolutely transparent. CompleteCare enables customers to concentrate fully on their core business.

**Always one step ahead - Living environmental protection with Leitz Tool Recycling**

The extraction of rare raw materials for the manufacture of tools and tool systems is sometimes costly and consumes large amounts of resources. This is why Leitz has launched the Tool Recycling programme, with which the global market leader and therefore also its customers actively contribute to protecting our environment. The whole process works in four steps. Leitz customers first collect used solid carbide tools such as router cutters or planer knives. If they have at least three kilograms, they then notify their Leitz service salesperson, who collects the material free of charge. Next, the weight and quality are determined transparently and accurately at the Leitz Service Centre. Based on this, the customer then receives a credit note for the Leitz grinding service. This is not just an advantage for LTR customers - Leitz Tool Recycling means that tool parts and tools are returned to a sustainable recycling process, thereby conserving valuable resources. This not only saves up to 70 percent of energy consumption, but also significantly reduces CO2 emissions.

With innovative service ideas and service concepts, Leitz proves once again that the careful support of its customers, even beyond the purchase of tools, is one of the cornerstones of the Leitz company philosophy. The commitment and care for the success of Leitz customers does not end with the delivery of the tools. Rather, Leitz service concepts are an offer and the basis for long-term, partnership-based relationships. Leitz service concepts emphasise Leitz's role as a technical pioneer and as a benchmark for user-oriented product development. With quality, reliability and knowledge, as well as by increasing efficiency, productivity, flexibility and sustainability for its customers, Leitz also offers ‘solutions in new dimensions’ in service.

**The company**

Founded in 1876 in Oberkochen, Southern Germany, the Leitz Group is the worldwide leading manufacturer of tools for industrial processing of wood, wood derived materials, plastics, compound materials and non-ferrous metals. The product spectrum covers the complete range of precision tools for automated machines. In a complete package of advisory services, approximately 3,000 employees pass on their experience of cutting tools to customers so meeting daily the requirements of a complete problem solver and producing service provider. Leitz products regularly are used in more than 150 countries.. Together with its two legally independent sister companies Boehlerit and Bilz, Leitz forms the globally active Brucklacher Group. With a total of 16 production sites, its own sales and service companies in 38 countries at 137 locations and an exclusive partner network, the Brucklacher Group is a global player represented on all continents. The Brucklacher Group employs over 4,000 people worldwide and generates an annual turnover of around 450 million euros.

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**ill. 1:** With its tool service, Leitz offers its service customers the option of cost-saving and process-optimised tool reconditioning. All the customer has to do is contact their personal contact person and a Leitz service employee will collect the tool for regrinding. (Photo: Leitz)