

36-month guarantee on igus energy chains

With the online service life calculator, users can now determine the guaranteed operating time of their e-chain and obtain a certificate

Robust, lightweight and long-lasting: these are the qualities of the igus energy chains made from high-performance polymers. To ensure that users are always on the safe side, igus is now offering a 36-month guarantee on its energy chains. It is easy and quick for the customer to obtain the certificate. To do this, open the online service life calculator for e-chains and enter the dynamic specifications and the environmental conditions of the application. The online tool will then calculate the guaranteed service life of the energy chain. With one click, the customer receives the certificate by e-mail.

To determine the service life of its products, igus puts them through their paces under the most adverse conditions all the way up to a total failure in its own 3,800-square-metre laboratory. The result: 10 billion e-chain cycles per year. Based on this test data, the motion plastics specialist has been able to grant a 36-month guarantee on its chainflex cable range since 2015. In its efforts to always keep its energy chain users on the safe side, igus now becomes the only provider worldwide to offer a 36-month service life guarantee on its e-chains. The service life calculator helps igus to live up to this promise. Using the data from the test laboratory, it determines the operating time of the igus standard energy chains in customised applications. Over 4,000 tests and more than 7,500 results flow into the online tool. More tests are performed every day in the endeavour to deliver more precise statements about the service life. According to the manufacturer, the service life of energy chains is often 10 years or more. "The new guarantee service gives buyers the surety of being able to design their individual application exactly, and always choose the most cost-effective e-chain that works with reliability", explains Michael Blaß, head of the e-chain systems division at igus. "If an energy chain fails due to wear and tear within the guarantee period, the customer will receive a free replacement."

Service life guarantee at the push of a button

The customer can obtain the guarantee certificate in just two steps. To do this, they must first call up the service life calculator at www.igus.in/e-chain-guarantee and specify the application parameters such as speed, acceleration, additional load and travel distance. As an option, it is possible to enter external influences such as dirt, impact and the ambient temperature. The online tool will then determine the operating time of the energy chain in double strokes. The customers can have their certificate sent to them by e-mail using a button. "Either the calculated double strokes or 36 months are guaranteed, whichever comes first", says Blaß. The special feature of the chain guarantee is that the customer gets the guarantee certificate whilst using the service life calculator, even before the purchase.

Caption:



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igus now promises a guaranteed service life of 36 months for its energy chains. The user can have the certificate sent straight to them via the e-chain service life calculator. (Source: igus GmbH)

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ABOUT IGUS:

igus GmbH is a globally leading manufacturer of energy chain systems and polymer plain bearings. The Cologne-based family business has offices in 35 countries and employs around 4,150 people around the world. In 2018, igus generated a turnover of 748 million euros with motion plastics, plastic components for moving applications. igus operates the largest test laboratories and factories in its sector to offer customers quick turnaround times on innovative products and solutions tailored to their needs.

The terms "igus", "Apro", "chainflex", "CFRIP", "conprotect", "CTD", "drylin", "dry-tech", "dryspin", "easy chain", "e-chain", "e-chain systems", "e-ketten", "e-kettensysteme", "e-skin", "e-spool", "flizz", "ibow", "igear", "iglidur", "igubal", "kineKIT", "manus", "motion plastics", "pikchain", "plastics for longer life", "readychain", "readycable", "ReBeL", "speedigus", "triflex", "robotlink", "xirodur", and "xiros" are protected by trademark laws in the Federal Republic of Germany and internationally, where applicable.