

Biesse

Customer Care

Beyond machines. Value that works longer.

We stand beside our customers every day,
delivering proactive support, remote monitoring,
and fast intervention to ensure lasting performance
and complete operational confidence.



Biesse

Customer Care

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Biesse Customer Care delivers global expertise and local support, every day, everywhere, to protect your investment and enhance long-term machine performance.



Services

- Installation & Warranty
- Remote assistance
- On-site assistance
- IoT Services



Maintenance

- Machinery maintenance
- Components maintenance



Components

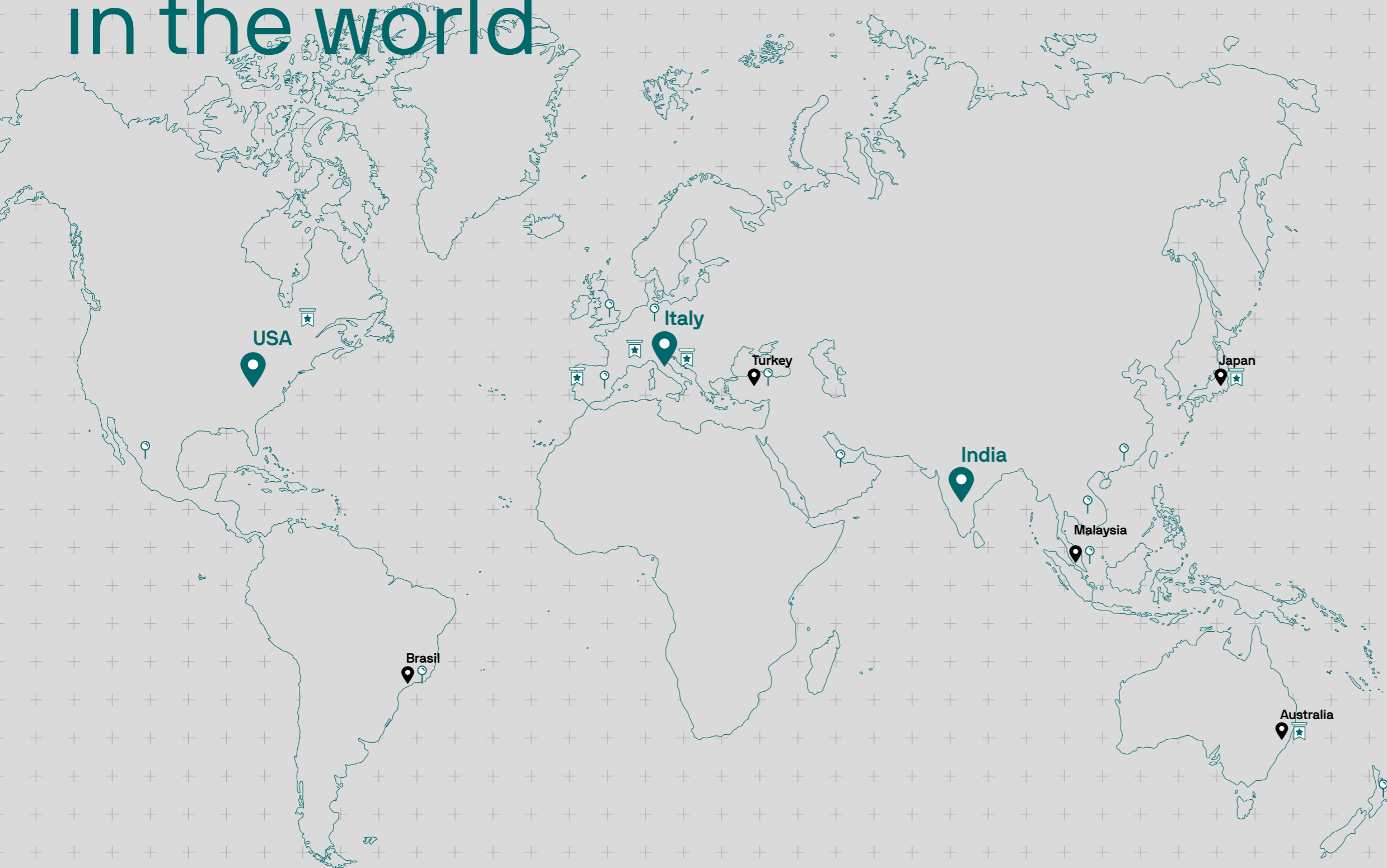
- Spare parts
- Upgrades & Modernization
- Tooling
- Software



Training

- In-person coaching
- Customized education
- Remote training

Anywhere in the world



+600

Highly specialized technicians around the world, ready to help customers with every need

+110

Experts in direct remote contact

+50,000

SKUs available with more than 3 million in stock worldwide

90%


of machine down cases receive a response within 1 hour


92%

of spare parts orders for machine downtime are processed within 24 hours

 Centre of Excellence

 Local Warehouse

 Subsidiaries feat. Customer Care Centre

 Biesse Material Hub

By your side.



Our Customer Care team provides proactive, widespread support to keep your operations running smoothly wherever you are. With a global network of experts and fast response times, we anticipate needs, minimize downtime, and ensure your machines consistently perform at their best.

Through preventive maintenance, dedicated technical assistance, and sustainable solutions, we help you maximise productivity and extend the lifecycle of your equipment.

Get in touch with our Customer Care team and discover how we can help your growth:

wherever you operate, we are there.



Services

Expert care.
Enduring value.

Comprehensive services that guide our customers' operations at every stage, from installation to proactive remote monitoring and advanced troubleshooting.



Installation & Warranty



Remote assistance



On-site assistance



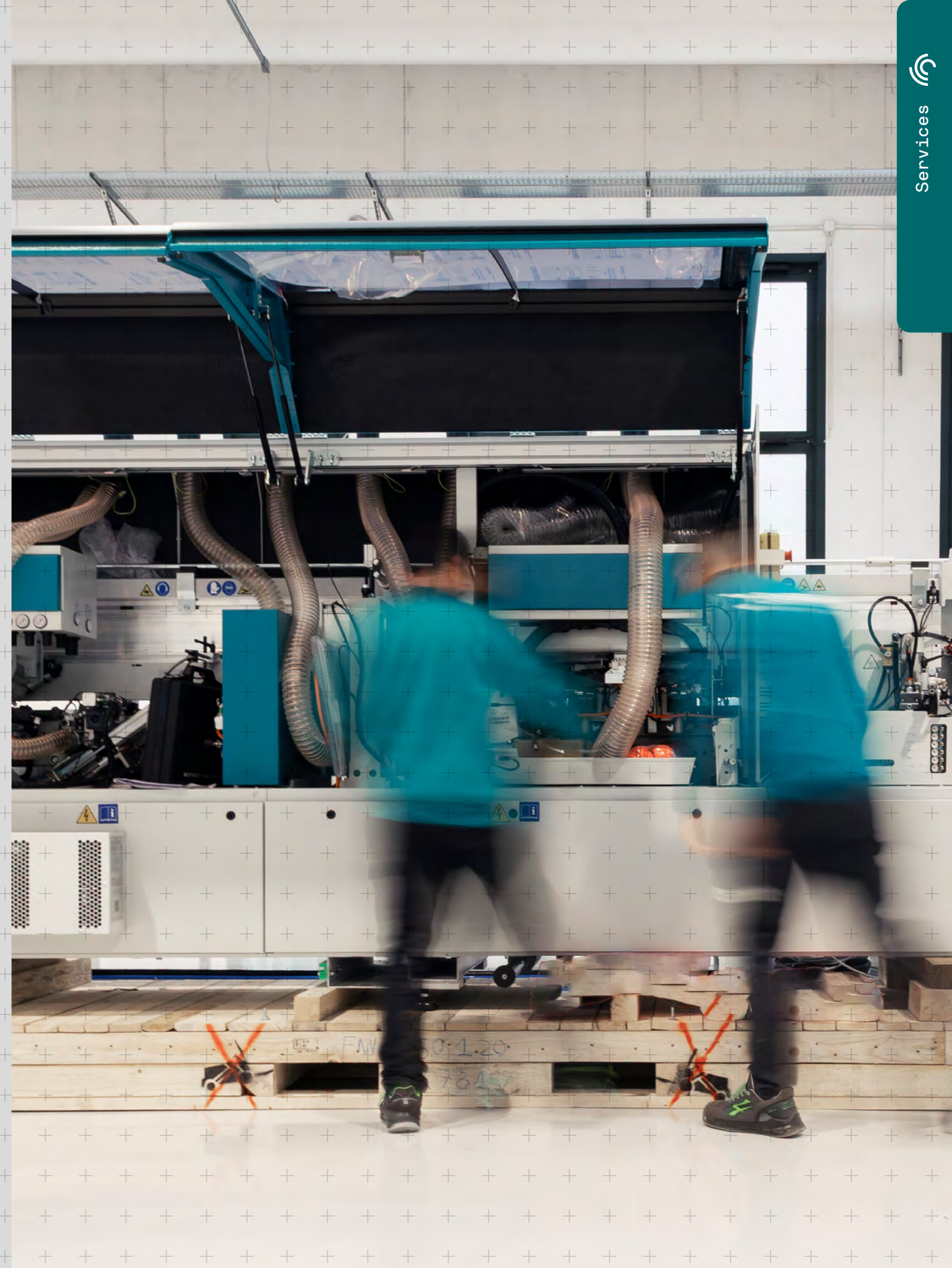
IoT Services

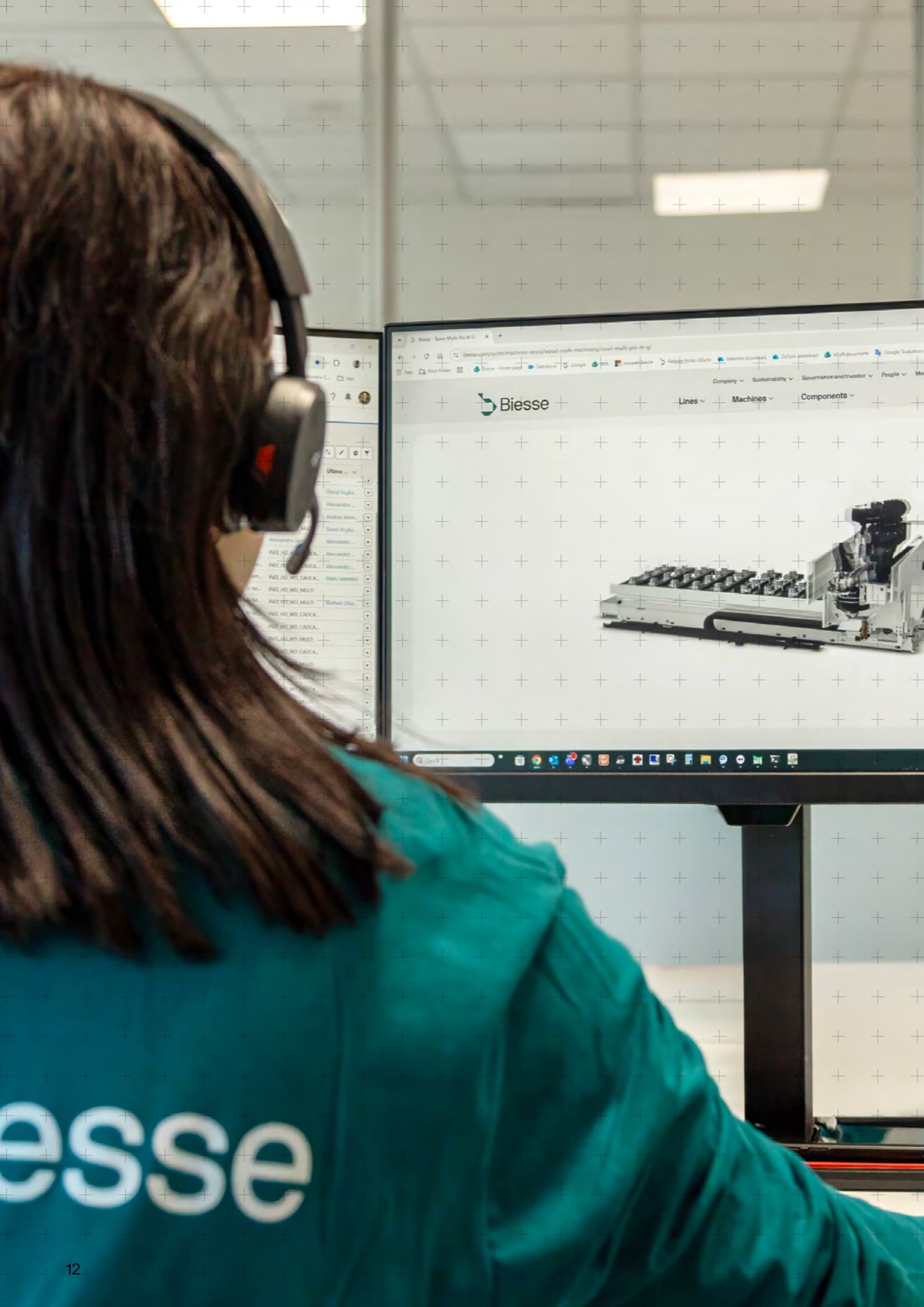


Installed. Trained. Productive.

Thanks to our expert team every machine is installed with precision and brought into production fast, facilitated by global expertise and local technicians to enhance performance over time.

Dedicated operator training enables customers to become autonomous immediately, ensuring confident use of the machine and maximizing productivity from the very first shift.





Remote assistance



On-site assistance

Continuous presence

Biesse Customer Care provides fast and effective support through a combination of remote and on-site assistance, advanced troubleshooting, ensuring maximum machine uptime and long-term performance.

Remote assistance allows our specialists to quickly diagnose issues, optimise machine settings and help operators in real time, wherever they are. When required, our Centre of Excellence network of highly qualified technicians is ready to intervene on site, delivering targeted solutions and restoring full operational efficiency.

Smart Data. Smarter Performance.

Sophia IoT services enable real-time exchange of machine and technology data to continuously optimise performance and productivity across machines and production lines.

By collecting and analysing operational data, we provide full visibility into production processes, monitor machine behavior and quickly identify potential issues.

This data-driven approach allows us to enable customers in maintenance activities, speed up spare parts ordering and proactively prevent failures ensuring higher efficiency, reliability and long-term value.





Maintenance

Built to last.
Maintained
to perform.

Targeted maintenance programs that preserve efficiency and extend the life of machinery and critical components.



Machinery maintenance



Components maintenance



Proactive machinery care. Enduring reliability.

A tailored maintenance plan safeguards your machine's precision, dependability, and long-term value.

Regular inspection, genuine parts and timely servicing prevent unplanned downtime and ensure consistently optimal operating conditions.





Advanced component care. Engineered for sustainability.



Through dedicated Repair Service Centers located close to you, Biesse restores and certifies components to the highest quality standards.

Access to refurbished parts ensures reliable performance, it grants delivery within 48 hours, and a more sustainable, cost-efficient lifecycle for your equipment.



Components

Fast solutions.
Maximum
uptime.

Spare parts, tooling, upgrades
and software solutions to
maximise uptime and drive
continuous improvement.



Spare parts



Upgrades & Modernization



Tooling



Software



Spare parts

Ready. Zero waiting.

Immediate availability of spare parts is ensured through strategically located warehouses around the world. Our mission is to speed up spare parts delivery, whatever and wherever you need them.

Easy reordering

Sophia Parts is our 24/7 online portal for ordering spare parts. This multilingual, multi-platform tool allows customers, dealers, and subsidiaries to access continuously updated machine documentation, explore drawings and bills of materials, create purchase baskets with real-time availability and pricing, and monitor order status. All within one integrated digital environment.





Spare parts

Genuine parts. Uncompromised performance.

Choosing genuine parts means protecting the integrity of your machine. Engineered to the original specifications, Biesse genuine parts guarantee consistent performance, maximum safety, and long-term reliability.

With perfect compatibility and certified quality standards, you minimise downtime, preserve machine value, and ensure peak productivity without compromise.

Certified refurbished. Responsible performance.

Biesse certified refurbished parts combine guaranteed quality with a sustainable approach.

Each component is carefully inspected, restored, and tested to meet our performance standards.

You benefit from reliable operation and cost efficiency, while reducing waste and extending the lifecycle of your equipment because performance and responsibility should go hand in hand.





Unlock your machine's full potential

Modular enhancements let you customise and optimise your machines to meet specific needs, directly boosting efficiency, production continuity and competitive edge.

Our upgrade model keeps machines continuously and sustainably up-to date, ready to meet future challenges. Strategic, proactive guidance turns upgrades into a tool to align machines and processes with evolving market and technology trends.

From special units to optional functionalities, upgrades provide the additional capabilities you need when you need them keeping your investment at the forefront of performance and reliability.

Mechatronics and tooling

Biesse Customer Care ensures distribution and support for spindles and tooling, keeping your production running smoothly and efficiently.



Our machines are equipped with **HSD** spindles, the highest-performing and most reliable on the market, delivering precision, speed and durability for every application.



Diamut tooling, designed for exceptional longevity and consistent performance, helping you maintain efficiency and minimise downtime over the long term.





Software

Smarter design. Optimized production. Full process control.

An integrated software ecosystem that supports every stage of production, from design and nesting to process management. By connecting digital tools with machine operations, it helps improve efficiency, reduce material waste and maintain full control over the manufacturing workflow.



Training

Beyond
knowledge.
Skills that make
the difference.

Through in-person coaching, tailored education and remote training, we develop skilled independent teams that protect performance and enhance your investment over time.



In-person coaching



Customised education



Remote training



In-person coaching



Customised education



Remote training

Empowering knowledge, safety & autonomy.

Biesse Customer Care views training as a strategic lever for customer value, transferring not only know-how but also confidence and operational independence. Our comprehensive training program offers diverse courses in multiple formats to meet the specific needs of each participant, ensuring skills are immediately applicable on the job.

Training sessions are conducted both online and in-person, including specialised courses at our Material Hubs, providing hands-on experience with the latest technologies and solutions.





We offer three main types of training:

In-person Coaching

Hands-on guidance to develop practical skills directly on the machine.

Customised Education

Tailored courses designed to address the unique requirements of your team and processes.

Remote Training

Flexible online sessions that provide expert knowledge anytime, anywhere.



By combining expertise, flexibility and real-world application, Biesse Training helps your teams work safely, efficiently and autonomously, maximising value of your machines and processes.

Testimonials



Explore real stories and experiences from our customers around the world, showcasing how our Customer Care support enhances performance, reliability, and long-term value.



Name
**Hawk Furniture
Wood**

Machines
**Stream A edgebander
with a panel return system**

“By investing in this machinery, we are helping and making the workplace better for our employees.”

“The total care package that was offered is excellent. It offers a 3 strike system with the warranty. This was a big thing for us. Service is very important, so that was a big influence in the decision.”

“The installation went great. It arrived when it should have arrived. The time scale they gave us for the installation was what they said it was and that’s always great because sometimes these things do get dragged out a little bit. The team have always predominantly operated, one manufacturer. So the change to Biesse was a big change, mainly in the software. We got, 4 days of training on the machine. The engineer left when the operators were satisfied that there was fully comfortable with the machine. That’s what took the most adjustment.”

Name
**Abox
Wood**

Machines
**Stream
Twin head Skipper 130 drilling
machine along with the single
head Skipper V31, Rover A Edge
and Selco SK4**

“When we first had the machine, it was like rocket science to us. It is quite difficult to get your head around it, but we had a lot of training with Biesse.”

Name
**Dunstable Laminates
Wood**

Machines
**Rover K CNC and also our new
Akron 1400 edgebander**

“The very few teething problems we’ve encountered, have been dealt with immediately by Biesse. Their customer service level is excellent and all staff are extremely knowledgeable.”

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Via della Meccanica, 16 61122 Pesaro PU Italy Tel. +39 0721 439100

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