

FAQ - DATRON After Sales

DATRON Digital Experience Days 2.0

Do you stock special tools for your customers?

Not regularly, by agreement only. For larger quantities, e.g. annual quantities can be contracted. This enables us to plan our production capacities efficiently and your tools are instantly available in the warehouse.

Is it possible to regrind coated tools?

Yes, that's no problem at all. The tools are regrinded, completely decoated and newly recoated.

Does it make sense to coat an existing tool afterwards?

Coatings are mainly used to extend tool life. This makes sense with hard or highly abrasive materials. For soft materials, we generally advise against coatings because they impair the sharpness of the cutting edges. For individual questions, our colleagues from the DATRON Competence Center Tools will be happy to advise you. You can reach them by phone: +49(0) 6151-1419-480 or optionally also by e-mail: cct@datron.de

Is it possible to place job shop orders at Datron?

No orders can be manufactured at DATRON directly, but we will be happy to advise you in order to find a suitable job shop.

Who can I contact for detailed application questions?

All our colleagues from the Technology Center will be happy to help you. Contact our experts by phone: +49(0) 6151-1419-86 or optionally via e-mail: application@datron.de

When is it worthwhile to book DATRON production support?

To exploit your machine's full potential and create greater efficiency by optimizing the milling parameters, this is the proper action to take. If you are interested in DATRON production support, please contact us by phone at +49(0) 6151-1419-86 or optionally via e-mail: application@datron.de

Can I use the Tool Assist even if I have installed a direct shank spindle?

Unfortunately this is not possible, the DATRON ToolAssist is only designed for the use of HSK-E collets.

In which sizes is the Tool Assist available?

There is the DATRON ToolAssist for the DATRON M8Cube and DATRON MLCube with 60 tool places or with 143 tool places. For the DATRON MXCube the DATRON ToolAssist is permanently integrated and available with up to 110 tool places.

Can I watch the streaming again afterwards?

The recording of the live streaming as well as the most important information about DATRON After Sales including answers to questions from the live chat in a FAQ document will soon be available here: experience.datron.de