

# Customised service

Our services for ensuring your success





## YOU'LL MOVE AHEAD WITH US.

If you are looking for integrated solutions in cabling and connection technology, the Lapp Group is the specialist partner for you. As one of the world's leading systems providers of integrated wire, cabling and connector solutions, we offer our customers not only over 40,000 different products, but also a comprehensive range of services.

On the following pages, we will present our attractive service options to you in more detail. Take advantage of our expertise and follow the road to success with the Lapp Group!





# CUSTOMISED PRODUCTS

TAILOR-MADE WIRE AND CABLING SOLUTIONS.

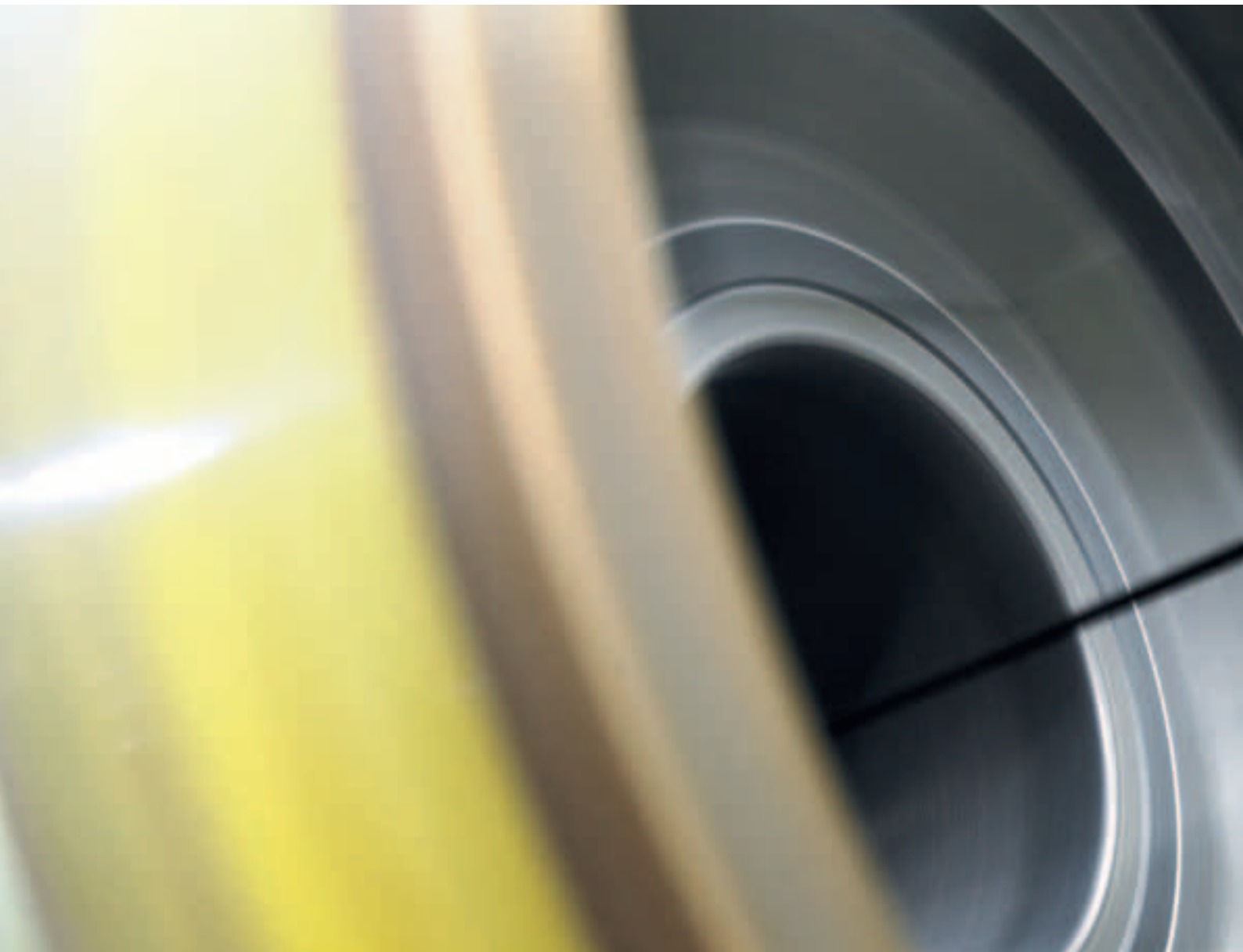
## SPECIAL SOLUTIONS FOR SPECIAL APPLICATIONS

With 40,000 items in its standard range, the Lapp Group offers an impressive product portfolio for all kinds of applications. On top of that, our Customised Products department develops special wire and cabling solutions that are tailored precisely to meet particular customer needs.



**For example, we design and produce cables that are optimised for:**

- high bending cycles or tight bending radii
- high tensile and compressive forces
- use in aggressive media, water or oil



We aim to meet our customers' requirements when it comes to shielding technology too. Whether you are looking for film, braiding or wrapping – we find the right solution for every project. You too can rely on tailor-made special cables developed by professionals. Our highly committed experts will be happy to advise you on site.

[sonderleitungen@lappkabel.de](mailto:sonderleitungen@lappkabel.de)

#### QUALITY SOLUTIONS THAT ARE IMPRESSIVE IN EVERY WAY

Our high-quality cores and cables come in a wide range of different diameters and stranding types and are made of PVC, PUR, TPE, FEP or PTFE. They all reflect our outstanding technical expertise and meet the highest quality standards. At our 17 company-owned manufacturing sites around the world, we produce wires and cables strictly in compliance with national and international regulations. In our laboratory and test centre, we optimise the performance of our products and assure excellent quality.





# LAPP SYSTEMS GMBH

YOUR SYSTEMS PARTNER WITH DEVELOPMENT EXPERTISE.

## OUR CUSTOMISED SYSTEMS

LAPP SYSTEMS GMBH IS A FULLY OWNED SUBSIDIARY OF THE LAPP GROUP AND SPECIALISES IN THE MANUFACTURE AND SUPPLY OF TAILOR-MADE, PRE-ASSEMBLED CABLING SYSTEMS.

## EXPERT ADVICE ON APPLICATIONS

We help our customers in their search for high-performance, precisely manufactured and cost-efficient connection solutions – from system development, production and product testing right through to series production. Throughout this process, our project managers and system engineers always work in close consultation with our customers.

## RELIABLE BRAND QUALITY FOR THE GLOBAL MARKET

As an expert with many years of experience in system pre-assembly, Lapp Systems offers a comprehensive product range covering all kinds of different requirements. We make cabling and pre-assembled systems for customers all over the world, for use in industrial applications, renewable energy facilities and the automotive sector. Our products are all fully compatible. Whether they are spiral cables, servo cables, optical cables or cable carriers, and whether they are standard products or a special order – products made by Lapp Systems GmbH always deliver premium quality.

## QUALITY CONTROL PAR EXCELLENCE

Quality control throughout the product development process, using state-of-the-art, computer-aided test procedures, and strict test documentation that complies with auditing requirements guarantee that our products maintain the highest quality standards.

## JUST TWO OF MANY SUCCESS STORIES

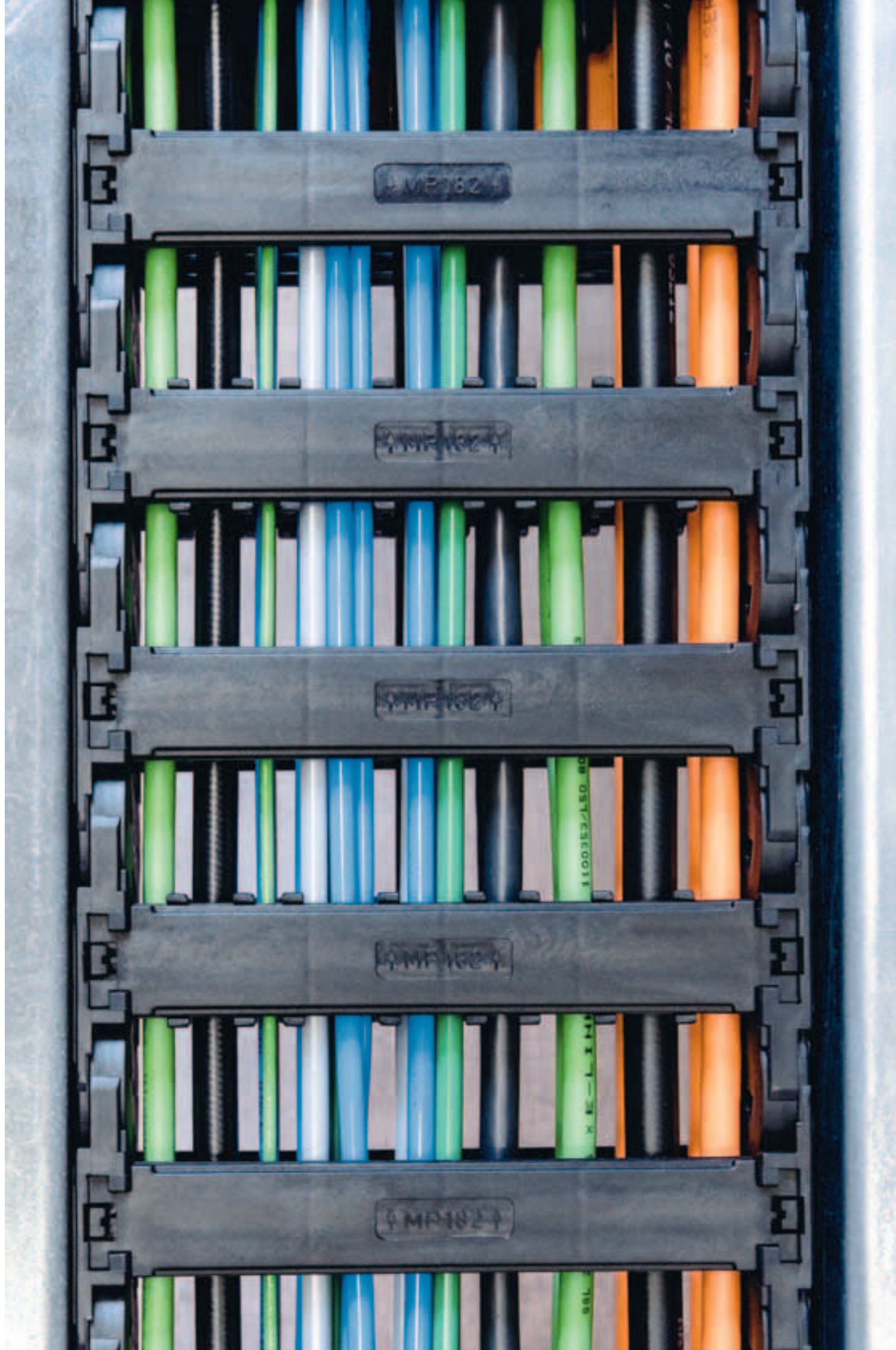
### 1. Breaking new ground for electric vehicles

With our LAPP CHARGE system, we were one of the first companies to develop a complete charging system including cables and plug connectors that complies with all current safety standards and is also impressively user-friendly. The charging system can be made in different colours or to a customer-specific design. As well as our series-produced charging cable systems, we also offer our customers solutions for high-voltage cabling and energy storage.

### 2. Tried-and-tested cable carriers

Our cable carriers are designed to be ready for installation and to make guiding flexible supply lines on and around moving machine parts both easy and reliable. They can be used with hydraulic and pneumatic cables as well as mechanical connectors. More information available at:

[www.lappsystems.de](http://www.lappsystems.de)





# LABORATORY AND TEST CENTRE

UNCOMPROMISING PRODUCT QUALITY WITH NO IFS OR BUTS.

## FOCUS ON ROBOTICS

- Testing of cables and connectors in realistic operational conditions
- Endurance testing of highly flexible cables under extreme strain
- Testing of cables in drag chains of various lengths, with different bending radii and process speeds

## FOCUS ON WIND

- Simulation of real torsional loads on cables in wind turbines
- Reverse bending tests
- Endurance testing to check torsional and bending strength
- Testing of industrial connectors for resistance to sea water

## MATERIAL TESTING

- Testing of material strength by artificial ageing
- Resistance testing in different media
- Climatic testing using artificial weathering
- Analysis of the composition of materials and their thermal properties



### **The laboratory and test centre in Stuttgart** plays a vital role in product development at Lapp.

This is where detailed inspections of cores, cable entries, industrial connectors and protective hose systems are carried out.

Before being approved for production, new products are thoroughly tested and – if required – made ready for certification by accredited test institutions. Demanding tests, including continuous monitoring of electrical and mechanical parameters, ensure that our highly flexible cables will demonstrate their outstanding quality and safety in operation in drag chains, robots and other moving applications.





max. 380kg

KONIGSBERG



380 RB



# LAPP LOGISTICS SOLUTIONS

WE MEASURE SERVICE IN SECONDS.  
CUSTOMER RELATIONSHIPS IN DECADES.

CUSTOMER SERVICE AND FLEXIBILITY ARE TOP PRIORITIES FOR THE LAPP GROUP,  
SO NATURALLY THE SAME APPLIES TO OUR LOGISTICS SERVICES.

## ORDERS ACCEPTED UNTIL 6 P.M.

Regardless of whether you have ordered an original product or a cut length, deliveries within Germany will be carried out the next working day.\*

## DELIVERY STATUS TRACKING

With Track & Trace, you can keep an eye on your deliveries within Germany at all times. You can check the current delivery status online at [www.lappkabel.de](http://www.lappkabel.de) at any time.

## SITE DELIVERIES

Our logistics partners will deliver your goods directly to the construction site at the specified time - even outside Germany!

## SPECIAL PACKAGING

In addition to our standard packaging, we can also supply seaworthy packaging (e.g. Lamiflex) on request, or any other kind of packaging that meets your particular requirements (e.g. plastic load carriers).



**Whatever the size of the consignment, your goods can be delivered as you request:**

- Early delivery\*:  
guaranteed delivery by 10 a.m.
- Morning delivery\*:  
guaranteed delivery by 12 noon
- Guaranteed delivery\*:  
guaranteed delivery by 6 p.m.
- Saturday delivery\*

\* The order must be received by 3:30 p.m. in the case of post-code areas with poor accessibility due to traffic infrastructure. Our Sales department will be happy to help you with any questions you may have. Orders for Saturday deliveries must be received by 10 a.m. on Friday.

# LAPP LOGISTICS SOLUTIONS

## CUSTOMISED LABELS AND DELIVERY NOTES

On request, we can produce customised labels and delivery notes showing your logo, different barcodes and precisely the information you need.

## READY FOR INSTALLATION

If required, we can mark up your individual cut lengths, group them into cable sets and deliver them pre-sorted in the correct order for installation or use.

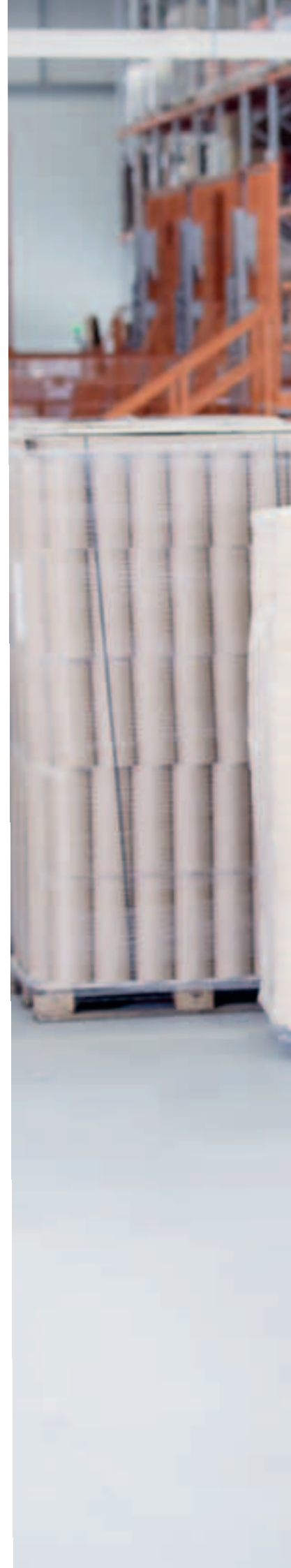
## DELIVERY TO YOUR END USERS

With our drop shipping system, we can also take care of deliveries to your end users. We use cross-docking solutions to pre-pick your goods and then deliver them ready-prepared for direct onward dispatch, simplifying your logistics process without compromising on reliability.

## ANY OTHER SPECIAL REQUESTS?

No problem! The Lapp Group has a highly motivated team of experts standing by to help you with your logistics requirements in any way they can. Just give us a call!

[www.lappkabel.com/service/logistics](http://www.lappkabel.com/service/logistics)





HITRONIC<sup>®</sup>  
Capacitive Coding-  
Identifizierungssysteme

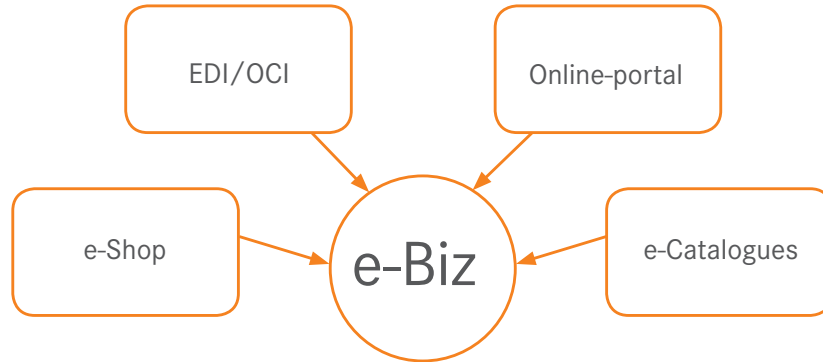
SIEMENS

LAPP KABEL

# e-SERVICES

THE SERVICES YOU NEED – JUST A FEW CLICKS AWAY.

OUR e-SERVICES AT A GLANCE:



OUR SPECIALISED e-SERVICES OPTIMISE YOUR WORK-FLOWS AND BUSINESS PROCESSES AND SIMPLIFY YOUR DAY-TO-DAY WORK. EASY, EFFICIENT, EXPERT – THAT’S WHAT THE “e” IN e-SERVICES STANDS FOR AT THE LAPP GROUP.

## THE LAPP e-SHOP

Making purchasing fast, simple, convenient and secure. Round the clock, from anywhere in the world. Order from a range of over 40,000 products.

Payment can be made by invoice or credit card. Minimum order value of 50 euros.

[www.lappkabel.com/eshop](http://www.lappkabel.com/eshop)



## Benefit from all these advantages:

- Option to order immediately after registration
- User-friendly ordering interface
- Individual price checks
- Information on availability and delivery times
- Consignment tracking within Germany
- Terms and conditions available to access
- Monthly special offers
- Free on-site delivery in Germany
- Trusted Shops® quality seal for buyer protection
- Excellent customer reviews



TRUSTED SHOPS®  
Das Gütesiegel mit Käuferschutz





#### EDI (ELECTRONIC DATA INTERCHANGE)

Is an e-service enabling you to handle your orders from the Lapp Group fully automatically. All you have to do is connect your inventory control system to that of the Lapp Group. The benefits for you:

- Faster procurement processes
- Fewer errors thanks to automation
- Time and cost savings

[www.lappkabel.com/edi](http://www.lappkabel.com/edi)

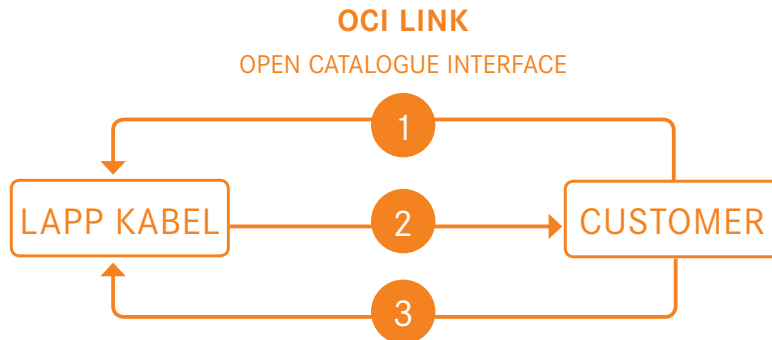
#### e-CATALOGUES IN BMECAT® FORMAT

Use the Lapp Cable Product Catalogue in digital form! We are happy to make our product catalogue available to you in BMEcat® format, the catalogue exchange format of the German Association for Materials Management, Purchasing and Logistics. BMEcat® offers you tangible benefits:

- Standardised sharing of catalogue data
- Customised presentation of prices, product features, pictures, diagrams and classifications, etc.
- Improved speed and quality of your procurement processes
- Cost savings

[www.lappkabel.com/bmecat](http://www.lappkabel.com/bmecat)

# e-SERVICES



- 1 Direct transfer from customer's ERP system to the Lapp e-Shop (automatic login), product search and addition to e-Shop shopping basket
- 2 Shopping basket is then automatically transferred to the customer's ERP system (item no., text, purchase price)
- 3 Purchase order is transferred from customer's ERP

## OCI (OPEN CATALOGUE INTERFACE)

Is an open interface developed by SAP. OCI enables catalogue data and the contents of your shopping basket to be sent from the Lapp e-Shop directly to your inventory control system – regardless of whether your system comes from SAP or another producer.

## 3D/CAD PRODUCT CATALOGUE

The Lapp Group offers its customers global access to CAD models of SKINTOP® cable glands, SILVYN® cable conduit systems and EPIC® industrial connectors. Our high-performance e-Engineering platform enables you to download our CAD models quickly and free of charge from the Lapp 3D/CAD catalogue and ensures that the relevant data is entered in your company's own CAD software. You can choose between universal exchange formats and native formats connected directly to your system. By providing this service, we aim to satisfy the need of many designers and planners for a system that is quicker and easier to use. Use Lapp products to cut down on reworking and processing time during mechanical construction and benefit from our regularly updated product data in 12 languages.

[www.lappkabel.de/3d-daten](http://www.lappkabel.de/3d-daten)



### The benefits for you:

- Procurement processes that include approval procedures with no time-wasting duplicate record-keeping
- Access to up-to-date prices and availability information.
- Less time spent updating master data because updated data is transferred into your inventory control system
- Time and cost savings
- OCI is a standard interface and can be used instantly, with no long project lead times

[www.lappkabel.de/oci](http://www.lappkabel.de/oci)





## PRODUCT FINDER

TO HELP YOU FIND YOUR WAY THROUGH OUR RANGE OF OVER 40,000 ITEMS, THE LAPP PRODUCT FINDER TAKES YOU TO THE RIGHT CABLES, CONNECTORS AND SO ON AS QUICKLY AS POSSIBLE. JUST SELECT THE RELEVANT PRODUCT PARAMETERS AND CLICK STRAIGHT THROUGH TO THE PRODUCT YOU NEED.



### CABLE FINDER

The cable finder will help you find the right product out of all the cables, cores and fibre optics that are listed in the catalogue under “Bulk stock”.

[www.lappgroup.com/cablefinder](http://www.lappgroup.com/cablefinder)



### CABLE GLAND FINDER

Use the cable gland finder to select the gland you need, along with any accessories.

[www.lappgroup.com/cable-glandfinder](http://www.lappgroup.com/cable-glandfinder)



### CONNECTOR FINDER

With the connector finder, you can configure the right EPIC®, rectangular, circular or solar connector to suit your particular requirements, with just a few clicks of the mouse.

[www.lappgroup.com/connectorfinder](http://www.lappgroup.com/connectorfinder)



### CHARGING CABLE CONFIGURATOR

With the help of the charging cable configurator, you can select cables and connectors to put together the right charging cable in next to no time.

[www.lappgroup.com/emobility-cablefinder](http://www.lappgroup.com/emobility-cablefinder)



### SPIRAL CABLE FINDER

This tool helps you to find the right spiral cable and required accessories.

[konfigurator.lappsyste.ms.de/en](http://konfigurator.lappsyste.ms.de/en)

# e-SERVICES

## e-ACADEMY

What are voltage classes all about? And what are cables actually made of? Answers to these and many other questions about the Lapp Group's products are available from our e-Academy. You can look forward to interesting product training sessions that will teach you everything you need to know in the form of clearly explained video clips. The e-Academy deals initially with the most important basic principles of our products, showing their components in detail and how they are constructed. Later – step by step – it goes into more detail about specific applications and areas of use.

Learn more about the Lapp Group product range and gain the cutting-edge knowledge you need! You can find more information about the e-Academy at

[www.lappkabel.com/eAcademy](http://www.lappkabel.com/eAcademy)





**Terms of Trade:**

Our general conditions of sale  
can be downloaded from our website  
[www.lappgroup.com/terms](http://www.lappgroup.com/terms)



[www.lappgroup.com](http://www.lappgroup.com)

To contact your local Lapp Group representative  
please visit [www.lappgroup.com/worldwide](http://www.lappgroup.com/worldwide)