



Our service expertise
is the key to your
production efficiency
Service & Solutions

Engineering Passion

Krauss Maffei



1. Startup

From day one, we provide you with support in everything from setting up and commissioning your system through to training your personnel, which, by request, we can offer as early as the project planning phase.



2. Utilization

As soon as you start up your system, our experienced service team will be entirely at your disposal with a wide range of services.



3. Optimization

To enable you to make efficient use of your system and meet new requirements at any time, we offer you our expert support in everything from consultation and component optimization through to preventive service.



4. Phase-out

Is your system starting to show its age? No problem! Whether refurbishing or a complete overhaul, our solutions make sure your system is fit for the future.

Our service expertise is your key to production efficiency

Service & Solutions

The KraussMaffei Service Team gives you optimal support throughout your machine's entire life cycle. By providing solution-driven services and products – such as assistance with commissioning, spare parts supply as well as our excellent training and consulting services – we can help you achieve optimal production efficiency and thereby secure your investment. This way we aim to build a lifelong partnership which works to your advantage.

Profit from:

- End-to-end process support – from the first shot to the last
- Professional and expert consulting
- Proven solutions
- Single-source support
- Longer life of your production system

Service & Solutions
Take advantage of our extensive
range of services





1. Startup



- Assembly
- Commissioning
- Training
- Spare parts packages
- Teleservice
- Hotline

2. Utilization



- Training
- Spare parts packages
- Troubleshooting
- Maintenance
- Inspection
- Teleservice
- Application advice
- Repairs
- Hotline
- Preventive service

3. Optimization



- Retrofitting
- Modernization
- Energy consulting
- Training
- Maintenance
- Inspection
- Process consulting
- Teleservice
- Preventive service

4. Phase-out



- Overhauling and refurbishing
- Modernization
- Spare parts packages
- Relocating machines
- Used machines



1. Professional startup A perfect start is vital for your success



You can rely on our full support from day one. Our technicians provide you with flanking support every step of the way from setup to startup of your system.



Professional hand-over and thorough instruction are the fast track to gaining acceptance and trust.

Assembly

Our motivated personnel ensure the fast and professional setup of your system.

Commissioning

Our specialists configure your system on site, train your operating personnel, and conduct trial and acceptance runs together with your engineers.

Training

Well-trained personnel are essential to the successful operation of your system.

Spare parts packages

Even before you get started, we coordinate with you spare parts packages customized to meet all your application requirements.

Teleservice

Our state-of-the-art remote maintenance solution provides you with support from as early as the commissioning and startup phases.

Hotline

In the event of technical problems or a machine breakdown, it is vitally important to have access to quick and expert solutions. With our expertise and dedicated support, we ensure that your system is back to running perfectly as soon as possible.

Your benefits:

- Quick and smooth production start
 - Optimal utilization of your machine technology
 - High efficiency and availability
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2. Utilization: ensuring maximum availability

Our fast and expert service makes for trouble-free production



Regular service inspections preserve the high efficiency of your machine and give you planning reliability with regard to maintenance.



Trust in precision and professionalism.

To ensure the long-term availability of your machines and systems, we can offer you a wide range of services customized to suit your needs.

Training

Well-trained personnel enable you to maintain a high level of production and machine reliability. KraussMaffei offers you an extensive program of training courses which can be held either at our training centers or individually on site. Please refer to our current training program for details.

Spare parts packages

The first priority of our Spare Parts Service is to supply our customers with suitable original spare parts as quickly as possible. Our active Parts Management Service covers everything from consulting to the selection of spare and wear parts tailored to your requirements.

Troubleshooting

A breakdown can lead to loss of manufacturing capacity, product quality and productivity. With our extensive worldwide service network with well-trained technicians, we can troubleshoot and resolve your problem quickly.

Maintenance

Routine system maintenance is the key to reliable production during the utilization phase. It also helps to retain the value of your system and provides a safeguard against costly machine breakdowns. We can offer you maintenance programs tailored to your needs.

Preventive service

Unforeseen and expensive failures can be largely avoided by preventive service.

Inspection

If you want to be on the safe side, we recommend that you have your system inspected by our specialists. With our specialist tools and measuring equipment, we are able to diagnose your system quickly and take preemptive action before you run into trouble. Using a checklist, we check your system's electrical, hydraulic and mechanical components, as well as its safety devices. The resulting documentation tells us what spare parts or other actions are needed. A service quality seal documents that your system has been inspected by us.

Teleservice

Our state-of-the-art teleservice gives you direct access to your system, enabling us to offer you quick fault diagnostics and support.

Application advice

Do you need support with your application or process? Our experienced process engineers will be happy to advise you.

Repairs

Do you need repair work done? You have the option of onsite repair or part repair at our factory. Take advantage of this opportunity, and leave the job to us.

Hotline

In the event of technical problems or a machine breakdown, it is vitally important to have access to quick and expert solutions. With our expertise and dedicated support, we ensure that your system is back to running perfectly as soon as possible.

Warranty

In the event of problems or breakdowns, we will supply you with all the spare parts or support you need – quickly and with a minimum of fuss.

Your benefits:

- Regular maintenance gives you planning reliability and cost transparency
 - Training services for optimal operation and utilization of your machine technology
 - High machine availability and demand-driven solutions for spare parts and service support
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3. Optimal service

Efficient manufacturing on high-performance systems

Our goal is to keep your system and your employees technically up-to-date. New technology can be integrated into existing systems, enabling you to embrace the latest innovations. After expertly modifying your system, we make sure that your personnel are provided with all the necessary training.

Retrofitting

Meeting new requirements often necessitates a retrofit. To this end, we can supply you with complete turnkey solutions including all the services you need.

Modernization

Newly developed technologies can be incorporated to increase the productivity of your system. These include our state-of-the-art control system and recently developed machine components.

Process consulting

If your requirements regarding materials, tools and processes change, our experienced process engineers will be happy to give you all the support you need.

Energy consulting

Given today's rising energy costs, a review of your system is an investment definitely worth making. We will be pleased to advise you on everything from optimally adapted drive motors to the efficient thermal insulation of heating elements.

Training

The basis for efficient production is continuous training of your personnel. We recommend that you take advantage of KrausMaffei's worldwide training program.

Maintenance

Routine system maintenance is essential to ensuring a high level of availability. It also helps to retain the value of your system.

Inspection

You can rely on our experienced service team to maintain the efficiency and high performance of your system.

Teleservice

Our state-of-the-art teleservice gives you direct access to your system, enabling us to provide you with quick fault diagnostics and support.

Preventive service

To protect your system against avoidable and costly breakdowns, we recommend our preventive service and flanking service packages.

Your benefits:

- Proven solutions
 - Adaptability to new processes through quick and inexpensive upgrades
 - Single-source support and expert consulting
 - Transparency through documentation of all service activities in a service history file
 - Safety and compliance with all applicable regulations
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From simple system upgrades through to new technologies – sound advice is vital for your success. As your reliable partner, we offer you our extensive know-how and experience. If required, we will test your products and application at our TechCenter.





When it comes to large-sized and specialized systems, modernization is often the most cost-effective solution. Our expert knowledge in this field is the key to success. A question typically asked is what level of investment offers the greatest benefits.

4. Phase-out: continuous modernization

Tried and tested modernization solutions for maximum performance

Has your system been operating to your total satisfaction for a lengthy period of time? Do you want to hold onto it even if it is starting to show its age and in need of repair? No problem! We will be happy to advise you on what upgrades would be best for your system and where worthwhile investments can be made.

Overhauling and refurbishing

Are you happy with your system and want to extend its useful life? We will help you plan a complete overhaul of your system and ensure that it continues to give you maximum performance.

Modernization

We offer custom modernization solutions tailored to fit the requirements of new production methods. These range from the replacement of individual components to the retrofitting of complete assemblies.

Spare parts packages

Our Spare Parts Service offers you reliable supply of spare parts throughout the entire life cycle of your system.

Relocating machines

During the long life cycle of a system, there may come a time when you need to move it from one production site to another. Our service experts will provide you with customized single-source support for relocating your machines, whether it is a simple move within your plant or a complex move across the world.

Used machines

When it comes to buying, selling or renting used systems, we can offer you cost-effective solutions and a full range of services.

Your benefits:

- Modular modernization concepts
 - Availability of spare and wear parts
 - Combinable with other services, relocation, retrofitting or conversion
 - Complete package of services, commissioning, training and documentation
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A CF drive replaces the disk drive



Insulation of barrel heaters



Upgrading of machine control units





Our service packages give you all-round protection

Full-time protection

To meet the specifications of our customers, we offer a full range of services which are available in the form of attractive service packages.

Technicians

Our specially trained technicians have all the expertise, specialist tools and measuring equipment needed to expertly inspect and maintain your system.

Spare parts

For the maintenance and repair of our systems we use only original parts which meet the high quality standards you are used to – parts which you can be assured are reliable and innovative down to the last detail.

Availability

With our Service Agreement you don't have to worry about the next maintenance work or inspection and will find it easier to plan ahead when it comes to production.

Costs

A Service Agreement gives you fixed costs that are easier to budget.

Our packages are summarized on the next double page.

Our service packages Tailored to your needs



Service & Solutions Calibration

A service technician equipped with special tools calibrates your injection molding machine. Quality-critical machine and control parameters are checked according to ISO 9001 based on our type-specific calibration and adjustment records.

This package covers:

- Barrel heater temperature gauges
- Mold temperature gauges
- Clamping unit displacement transducers
- Ejector displacement transducers
- Injection unit displacement transducers
- Clamping unit pressure sensors
- Injection unit pressure sensors
- Tiebar strain on three-platen machines
- Injection rate and profiles

Also available for hydraulic systems:

- Pressure limiting valves
- Pressure accumulator
- Pressure and volume/flow curves for all pumps
- Testing of installed additional equipment



Service & Solutions Basic

A service technician equipped with special tools checks your injection molding machine based on our type-specific maintenance schedule.

The Basic package includes:

- All services offered by the Calibration package

Plus the following checks:

- All safety devices and their functions
- Full machine alignment
- Platen parallelism, verticality and angularity
- Nozzle centering
- Hose assemblies
- Pressure accumulator
- Oil level
- Filters and any necessary filter changes
- Control cabinet and electrical system
- Inspection of system status messages
- Cavity pressure charge amplifiers



Good planning is the key



Service & Solutions Advanced

A service technician equipped with special tools checks your injection molding machine, including additional custom services, based on our type-specific maintenance schedule.

The Advanced package includes:

- All services offered by the Calibration and Basic packages

A custom package is configured to suit your application and operating hours from our range of additional services:

- Alignment and setting of clamping unit
- Platen parallelism, alignment and setting
- Injection unit, alignment and setting
- Non-return valve, function test
- Screw output
- Rotary table, testing and setting
- Oil change on drive and gear units
- Pressure accumulator, testing and filling



Service & Solutions Premium

A service technician equipped with special tools checks your injection molding machine, including additional custom services, based on our type-specific maintenance schedule.

The Premium package includes:

- All services offered by the Calibration and Basic packages

Plus the following services:

- Teleservice, supply of service during the contract duration
- Pre-maintenance service visits including diagnostics
- Workshop for operators and service personnel, training and on-system instruction, one-day course during inspection work

Other optional services:

- Oil service, particle measurement and water extraction
- 12-month service concepts
- Selection of additional services from the Advanced program

Our service packages are optimized to meet your needs. Our packages can be extended to include customized services. All packages come with complete documentation including test and maintenance logs.

We look forward to your inquiry Service & Solutions by KraussMaffei



Our goal is to give you satisfaction. As a fair and expert partner, we will be happy to provide you with flanking support every step of the way. Contact us and take advantage of our products and services. We thank you for your interest.

For more information please contact us at:
www.kraussmaffei.com/imm-service



KraussMaffei

A strong brand in a unique global group

Cross-technology system and process solutions

Whether in Injection Molding, Reaction Process Machinery or Automation – the KraussMaffei brand stands for pioneering and cross-technology system and process solutions in plastics processing worldwide. For decades, our expertise, innovative ability and passionate commitment to plastics engineering have been your competitive edge. As a cross-industry system provider, we offer you modular and standardized systems as well as solutions customized to your needs.

There for you around the world

With our worldwide sales and service network, we offer our international customers an excellent basis for a successful business relationship. Due to the close proximity to our customers, we are able to answer your individual inquiries very quickly. We work out the best possible technical and economical solution for your product and production requirements together with you. Test our machine technology for your applications and let our experts put together an individualized service package for you.

Individualized service

Our employees from customer service, application technology and service help you with your questions and needs on every topic dealing with machines, systems and processes – around the globe, quickly and with a high level of expertise. We have developed an extensive customized service spectrum with our lifecycle design, which accompanies you throughout the entire lifecycle of your machines and systems. Take advantage of the personal interaction and flexibility we offer in our practically oriented seminars. We carry out customer-specific trainings either at your location or at our sales and service locations.

You can find additional information about KraussMaffei at: www.kraussmaffeigroup.com

KraussMaffei Group

Comprehensive expertise

Unique selling proposition Technology³

The KraussMaffei Group is the only provider in the world to possess the essential machine technologies for plastics and rubber processing with its KraussMaffei, KraussMaffei Berstorff and Netstal brands: Injection Molding Machinery, Automation, Reaction Process Machinery and Extrusion Technology.

The group is represented internationally with more than 30 subsidiaries and over ten production plants as well as about 570 commercial and service partners. This is what makes us your highly skilled and integrated partner. Use our comprehensive and unique expertise in the industry.

You can find additional information at: www.kraussmaffeigroup.com



The KraussMaffei Group has a global presence. Countries with subsidiaries are marked in dark blue. In the white-colored regions, the Group is represented by over 570 sales and service partners.

Your needs Our solutions

With your KraussMaffei system you have chosen a product that delivers highest levels of productivity and reliability. Service & Solutions by KraussMaffei safeguard your production efficiency and provide lifelong security for your investment. Our specially trained and experienced staff is at your disposal worldwide.