



KraussMaffei

# Our expertise is your advantage Service & Solutions

*Engineering Passion*

**KraussMaffei**



### 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 expertise is your advantage** **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, customer training and our mixing head and pump repair service – 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:**

- Service expertise on a high level
- Professional and in-depth consultation
- Long-standing experience in the polyurethane business
- Unwavering focus on your needs
- Expert support for mixing heads and pumps

**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

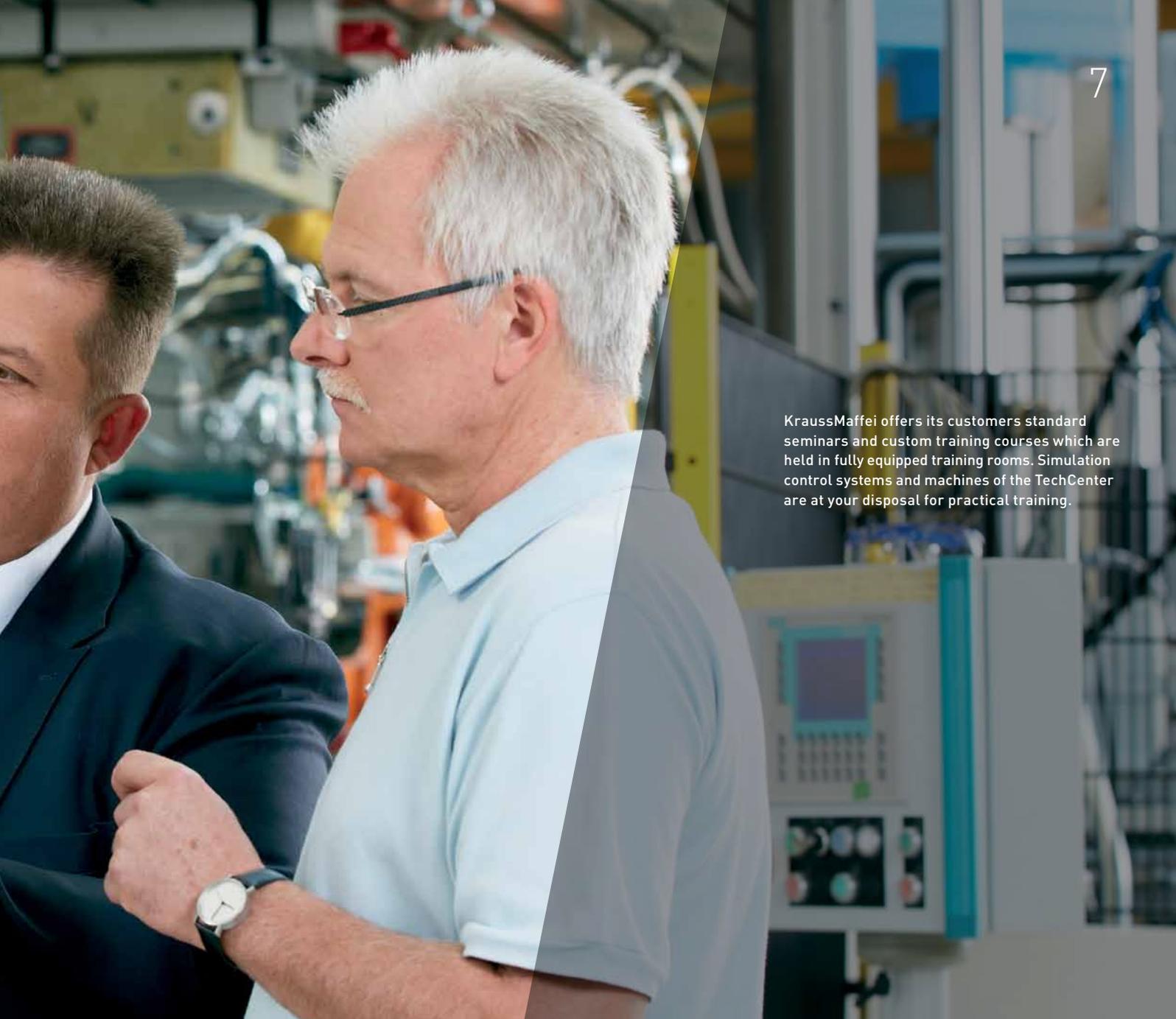
-  **4. Phase-out**  
Overhauling and refurbishing  
Modernization  
Spare parts packages  
Relocating machines  
Used machines



## 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.



KraussMaffei offers its customers standard seminars and custom training courses which are held in fully equipped training rooms. Simulation control systems and machines of the TechCenter are at your disposal for practical training.

#### **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 up and running perfectly as quickly as possible.

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#### **Your benefits:**

- Well-trained service technicians worldwide
  - Global and efficient after-sales infrastructure
  - Wide range of customized training options
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## 2. Utilization: ensuring maximum availability

### Our fast and expert service makes for trouble-free production



KraussMaffei offers you a worldwide service infrastructure. This means that you, as a system operator, always have qualified service technicians at your disposal for maintenance work and advice on process optimization.



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 action is 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.

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#### Your benefits:

- Fast response
  - Modular maintenance packages
  - High spare parts availability
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#### 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. With our professional infrastructure and precision test benches, we are specially equipped to overhaul mixing heads and pumps.

#### 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 up and running perfectly as quickly 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.



## 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 KraussMaffei'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.

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### Your benefits:

- Expert optimization consulting
  - Solution-driven energy consulting
  - Professional machine upgrades
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When retrofitting existing machines it is important to incorporate innovation and technical progress. KraussMaffei will be pleased to provide you with advice on modernizing or upgrading your machines and systems.





Mixing heads and pumps have to be kept "fit". KraussMaffei offers you a professional complete overhaul which will ensure the long life of your machines and system.



## 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.

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#### Your benefits:

- Optimal spare parts supply
  - Experienced machine relocation team
  - Optimal used machine support
  - Expert advice on modernization options
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## 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 as 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 have come to expect from us – 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



### Eco Check

The KraussMaffei Eco Check is a cost-effective alternative to the regular machine inspection, and is performed on the basis of an affordable all-inclusive package for standard machines (consisting of a dosing machine with mixing head).

#### The package includes the following services:

- Inexpensive inspection of the machine
- Condition assessment based on a detailed checklist
- Inspection report with details of recommended maintenance or servicing work and recommended spare parts

### Eco Check Plus

This package includes the same services as the Eco Check, but the service has been adapted for larger systems comprising wet and dry parts (including multiple mixing heads and mold carriers).



### Service & Solutions Maintenance

This package includes a Maintenance Agreement which covers the regular professional inspection and maintenance of your system. Inspection and maintenance are performed by contract at alternating six-monthly intervals.

#### The package includes the following services:

- Inexpensive inspection of your system
- Condition assessment based on a detailed checklist
- Inspection report including details of spare part and repair requirements
- Attractive combined discounts on spare parts ordered on the basis of the inspection report
- Quotations for any required additional work
- System maintenance and performance of the specified work
- Final report

A Maintenance Agreement is the ideal solution for defined routine inspection and maintenance work; we will tailor an all-inclusive package to suit your exact requirements, as well as defining the scope and scheduling of work.



#### Service & Solutions Repair Mixing head and pump

KraussMaffei mixing heads are top quality and high-performance products which need regular maintenance to maximize their service life. Our mixing head repair department is there to help. Qualified routine maintenance and repair of your dosing pumps are essential for long service life.

The scope of the services provided by our mixing head and pump repair department includes:

- Dismantling and cleaning of the mixing heads and pumps
- Checking and measurement of the relevant components
- Quotations for repairs
- Performance of repair work
- Function testing on hydraulics and pump test benches prior to shipment



Our service packages are optimized to meet your needs. Our packages can be extended to include custom services.

## 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/rpm-service](http://www.kraussmaffei.com/rpm-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](http://www.kraussmaffeigroup.com)

## KraussMaffei Group

### Comprehensive expertise

#### Unique selling proposition Technology<sup>3</sup>

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](http://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.