



SERVICE



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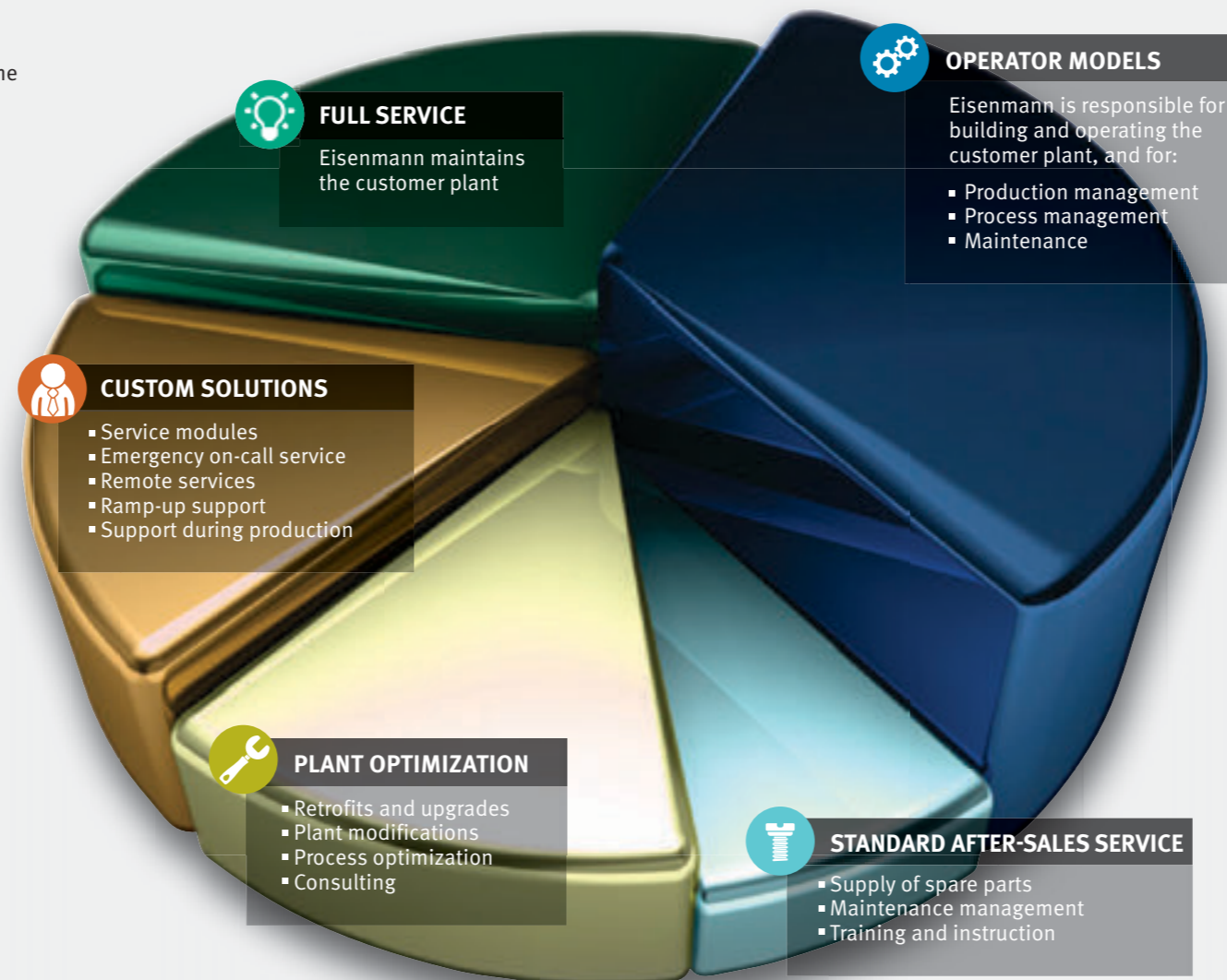
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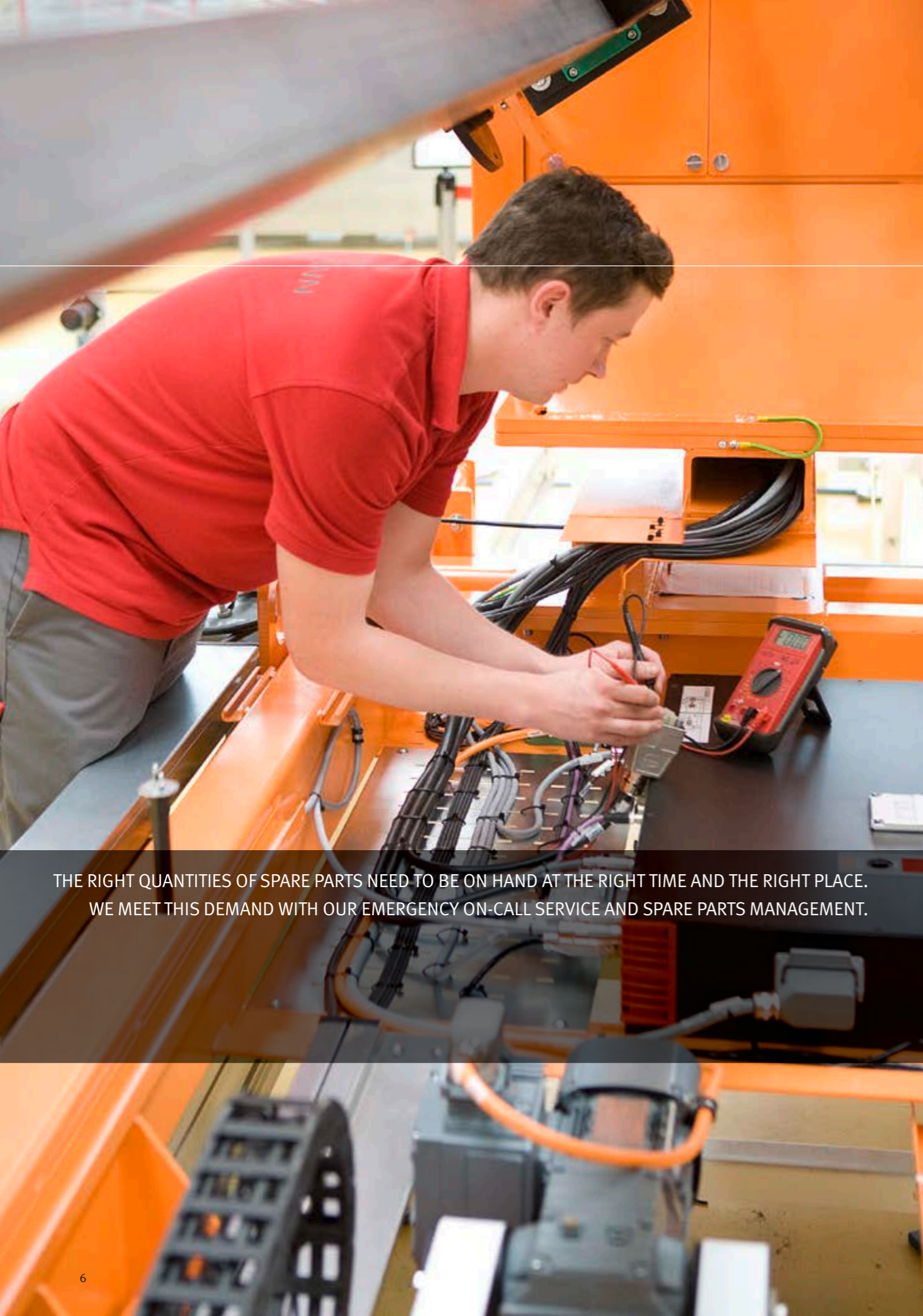
EISENMANN SERVICE OFFERS A BROAD SPECTRUM OF SOLUTIONS TO MEET A DIVERSE RANGE OF REQUIREMENTS. IN ADDITION TO STANDARD AFTER-SALES SERVICES, WE PROVIDE CUSTOMIZED PACKAGES AND OPERATOR MODELS.

OVERVIEW OF OUR SERVICES

Proper maintenance is key to the longevity and efficient operation of production plants. What's more, opportunities for improvements or upgrades must be regularly examined to keep the technology up to date in every way.

Choose our custom-tailored service offering – we minimize system downtime and protect the long-term value of your investment.





THE RIGHT QUANTITIES OF SPARE PARTS NEED TO BE ON HAND AT THE RIGHT TIME AND THE RIGHT PLACE. WE MEET THIS DEMAND WITH OUR EMERGENCY ON-CALL SERVICE AND SPARE PARTS MANAGEMENT.



STANDARD AFTER-SALES SERVICE

Spare parts management

We advise you on the organization of your spare parts management process with plant-specific spare parts packs and individual parts. To this end, we consolidate your orders and create customized packs – to keep production up and running or in case of emergency. As a result of centralized spare parts management, procurement processes are reduced significantly and plant uptime is increased.

In addition to sales, we offer a repair and replace service for spare parts.

Maintenance management

Plant servicing and maintenance from Eisenmann ensure that your equipment works perfectly, and help reduce downtime.

Regular maintenance ensures your plant delivers peak performance. As part of our plant maintenance service, we perform an inspection to determine the current condition of your system. In the process, we identify potential improvements, opportunities for boosting performance, and any urgent repairs or modifications that may be required.

We offer maintenance contracts tailored to the needs of your plant. We remind you in good time of the next maintenance assignment, scheduled to be carried out by our highly skilled technicians. A maintenance contract gives you cost transparency at all times. Performing maintenance on a regular basis can extend the service life of your system. What's more, you can commission us to carry out additional checkups, safety checks and servicing beyond the standard contract scope.

Training and instruction

In addition to instructing our next generation of specialist technicians, our state-of-the-art training center can be utilized to develop your employees' skills. We offer product training and instruction on maintenance and servicing.

Maintenance management	Training and instruction
Inspections	Start-up support
Preventive maintenance	Instruction on maintenance and troubleshooting
Repairs	Product training
Customer-specific maintenance strategies	Maintenance and servicing training
	Customer-specific training at customer site



UPGRADING EXISTING PLANTS CAN BOOST PRODUCTIVITY AT SIGNIFICANTLY LOWER COST THAN BUILDING NEW ONES.



PLANT UPGRADES AND UPDATES

Plant upgrades

We are your first port of call for upgrades, modifications and extensions to your paint shops and environmental, process or conveyor technology. Our upgrades can help you align your technology with new parameters and requirements, such as:

- Increased throughput
- Changes in product dimensions or weights
- Modified factory layouts
- Production relocation
- Upgrading paint shops (E-Scrub and E-Cube)
- Energy-saving measures
- Retrofitting Vario Shuttle installations
- Software and hardware updates

Our consulting services for process analysis and optimization

Take advantage of our expert consulting services for process analysis and optimization and increase the potential of your plants. Today, process analysis is becoming more and more important. By regularly analyzing and tuning your processes, you can drastically improve your plant's performance while reducing long-term operating costs.

Analyzing your paint-shop processes and material flows can reveal potential savings in energy and materials. Moreover, it can safeguard the long-term availability of your plant.

We develop goals, optimization solutions and action plans in close collaboration with your employees. This includes critical issues such as quality, cost savings and preventive maintenance strategies. We are an experienced plant manufacturer and expert service organization – if desired, we can also carry out the improvements identified through process analysis.

Chemical process engineering

Our comprehensive range of chemical process engineering services covers all aspects of your process technology. We have a wide spectrum of analysis and benchmark findings at our disposal, and perform process simulations on our own test plants. Our experienced process engineering specialists have in-depth knowledge on diverse topics, including troubleshooting (e.g. relating to the first-run rate), process optimization, and the use of our chemical process aids.

Overview of consulting services

Process analysis	Chemical process technology	Technical optimization	Organizational optimization
Quality analysis	Troubleshooting	Recovery and utilization of waste heat	Energy monitoring
Savings potential	Process optimization (e.g. condensate recovery)	Modification of air management systems in line with process requirements	Energy-optimized control
Maintenance strategy	Chemical process aids	Extended lifetime of pretreatment and e-coat media	Time management: on/off state of equipment depending on process windows
Material flow analysis	Process simulations	Modification of process windows in spray booths (temperature/humidity)	Operating time management (production/breaks/weekend operation)
Analysis of potential energy savings (thermographic inspection)	Laboratory		Recovery and utilization of waste heat



THANKS TO OUR TECHNOLOGY AND OUR HIGHLY SKILLED SPECIALISTS,
WE HAVE WHAT IT TAKES TO PLAN, BUILD, AND, WHERE DESIRED, OPERATE PLANTS BASED
ON ENERGY-EFFICIENT PROCESSES THAT MEET CUSTOMER REQUIREMENTS AT EVERY POINT.
EXTENSIVE EXPERIENCE WITH VIRTUALLY ALL TYPES OF PLANT ENABLES US
TO DELIVER SUSTAINABLE, CUSTOMIZED SOLUTIONS.



CUSTOM SOLUTIONS

Service modules

Each type of plant has its own specifications and requirements – especially with regard to maintenance and services. As a plant engineering specialist with extensive experience as a service provider, we have a thorough knowledge of the maintenance scope and schedule required by each component.

We have exploited this knowledge to develop service modules that you can put together to create an offering tailored to your plant. Moreover, product-specific service modules can be complemented with other general services.

By combining several standardized components, you can configure the ideal service offering for your needs.

Not only do you enjoy improved transparency of your maintenance costs and a precisely defined scope of services, but our terms are also very attractive in comparison to conventional service contracts.

Emergency on-call services and remote diagnosis

We offer an emergency on-call service, giving you access to our experts within a pre-defined response time. In addition, we work in accordance with your particular shift patterns and production times.





Through remote diagnosis, our specialists are able to resolve issues fast: remote data transmission allows us to access your controllers and material flow computer and identify faults.

Support during ramp-up and production

During the start-up and production phases, we offer you custom-tailored support on site. Our team of highly qualified service engineers assist your employees, who also receive training and instruction in maintenance and troubleshooting.



Plus, in the start-up phase, you can depend on the assistance of our standby team at all times.

Overview of our product-specific service modules

 Paint shops	 Conveyor systems	 Environmental technology	 PHT plants*
Dip-coating systems	Electrified monorail systems	Biogas plants	Oxidation ovens
Spray booths	Power & free conveyors	TOs	Heat treatment plants
Dryers	Pallet conveyors	RTOs	
E-Scrub	Circular conveyors	Adsorption wheels	
	Skid conveyors	Waste water systems	
	Vario Shuttle/E-Shuttle	Ultrafiltration plants	
	Material handling devices	Reverse osmosis plants	
		DI water plants	

* Process and high-temperature plants



  **FULL SERVICE AND OPERATOR MODELS**

Full service – ongoing, on-site service

We already provide full services to customers in a diverse range of industries and sectors. They benefit from our extensive experience of building and operating process and conveyor technology. Our ongoing, on-site service guarantees constant availability of your plant and supports you throughout the system’s lifecycle. What’s more, it offers protection of your investment.

A full-service contract can also be regarded as a preliminary step towards a operator model contract. Under this arrangement, the customer retains responsibility for the operation of the plant.

Operator models (BOT) – an end-to-end package for total peace of mind

Operator models are an innovative business model with enormous potential. Eisenmann offers advice and assistance throughout all phases of the project, from the planning stage to construction and operation of the new plant. These contracts have a pre-defined term, after which the plant is generally transferred to the customer. The operator model contracts can also be extended.

The long-term nature of operator model contracts allows Eisenmann to prove the potential of the plant and the services provided, while you, the customer, are free to focus on your core business.



Over 15 years’ experience with operator models

For many years, a large number of manufacturers have reaped the benefits of Eisenmann operator models, including: Carese in Brazil (paint shop for truck cabs at Volkswagen Brazil), Endosul in Brazil (paint shop for truck components for Mastertech), CSG in Belgium (operation and maintenance of an electrified monorail system linking the supplier park with final assembly at Ford’s Genk facility), and CSK in Germany (operation and maintenance of the assembly line and the conveyor system linking the supplier park with final assembly at Ford’s Cologne plant).

AN OPERATOR MODEL OFFERS A HOST OF ADVANTAGES: IT ALLOWS YOU TO CONCENTRATE ON YOUR CORE COMPETENCIES. AT THE SAME TIME, EISENMANN EMPLOYEES GAIN A DEEP UNDERSTANDING OF YOUR REQUIREMENTS, ENABLING THEM TO OPTIMIZE YOUR PRODUCTION PROCESSES.

Full service	Operator model
Preventive maintenance	Eisenmann plans and builds the plant, and Eisenmann employees ...
Troubleshooting	... operate the plant in line with your needs.
Repairs	... perform daily production tasks.
Ongoing customer support and assistance	... manage logistics and procurement of materials.
	... ensure process compliance and system availability.

Many customers choose Eisenmann’s outstanding operator models due to the comprehensive scope of service (compared here to the full-service model).

EISENMANN – YOUR GLOBAL SERVICE PARTNER

CONTACT



Service Center in Böblingen, Germany.



Technology Center in Holzgerlingen, Germany.

Eisenmann is a leading global provider of industrial solutions and services for surface finishing, material flow automation, thermal process technology and environmental engineering. A family-run business founded in 1952 in southern Germany, Eisenmann develops and builds made-to-measure manufacturing, assembly and distribution facilities that are highly flexible, energy- and resource-efficient – and have been deployed by enterprises worldwide for over 60 years. The company has around 4,000 employees in Europe, the Americas and BRIC countries.

Specialist engineers and technical staff comprise around half of the workforce. Thanks to their in-depth understanding of process engineering, they are able to develop plant configurations precisely tailored to each application. Prior to shipping, the systems are fully assembled and thoroughly tested at our dedicated Technology center, ensuring problem-free installation and rapid commissioning at the customer site.

Ground-breaking technology, high customer satisfaction and outstanding cost-effectiveness underscore the stand-out quality delivered by Eisenmann.



■ CUSTOMER SERVICE

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