



## SERVICE TECHNICIANS



## SERVICE HOTLINES

You can reach the free service centre hotlines:  
Monday to Friday, from 08:30 - 17:30

Indonesia (Bahasa Indonesia, English)	+62-21-5830 3455
Malaysia (Malay, Mandarin, English)	+60-3-5636 6213
Singapore (Mandarin, English)	+65-6778 8318
Thailand (Thai, English)	+66-2-130 7882

service\_indonesia@arburg.com  
 service\_malaysia@arburg.com  
 service\_singapore@arburg.com  
 service\_thailand@arburg.com



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## CERTIFIED RELIABILITY

// ARBURG offers you a service contract for machine inspections at 12 or 24-month intervals. Proven and certified functionality results in fewer downtimes as well as lower machine wear. Thanks to preventive maintenance and the associated value retention, production becomes easier to plan. The results and measured values for each inspection are stored electronically and inalterably in a log book – including up to five consecutive testing cycles. Furthermore, you receive a test seal and a test certificate from ARBURG. For you, this means high machine availability and consistent production quality. //

**ARBURG Pte Ltd.**  
 16 Ayer Rajah Crescent  
 01-01 Tempco Technominium  
 Singapore 139965  
 Tel.: +65 6778 8318  
 Fax: +65 6778 8718  
 singapore@arburg.com

**PT ARBURG**  
 Puri Niaga III  
 Jl. Puri Kencana  
 Blok M8 No.2G  
 Jakarta 11610  
 Tel.: +62 (0) 21 5830 3455  
 Fax: +62 (0) 21 5830 3457  
 indonesia@arburg.com

**ARBURG (Thailand) Co., Ltd.**  
 777/19 Soi Project TIP 6  
 Moo 9, Bangpla, Bangplee  
 Samutprakarn 10540  
 Tel.: +66 (0) 2130 7882  
 Fax: +66 (0) 2130 7881  
 thailand@arburg.com

**ARBURG Sdn Bhd**  
 No. 35, Jalan PJS 11/24  
 Bandar Sunway Industrial Park  
 46150 Petaling Jaya  
 Selangor Darul Ehsan  
 Tel.: +60 (0) 5636 6213  
 Fax: +60 (0) 5636 6215  
 malaysia@arburg.com

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## ARBURG ASEAN

The decisive resource for smooth  
injection moulding production

## WIR SIND DA.

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Service allround: Comprehensively trained technicians ensure quick assistance at local level.



Regular recalibration: maintaining the reproducibility of the ALLROUNDER machines.



### ARBURG Service allround

The service contracts can be obtained from any of the five ARBURG service centres in ASEAN. All the relevant services are centrally coordinated, while the service technicians visit the customers from the appropriate regional centres. In addition to quick direct assistance, comprehensively trained service technicians from all the service centres can be reached via the service hotline.

### ARBURG service contract

The ARBURG service contract includes basic calibration of all quality-relevant parameters at 12 or 24-monthly intervals. This includes calibration of:

- Pump
- Injection pressure and speed
- Back pressure
- Screw position measurement
- Rotational dosage speed
- Locking pressure

The inspection is carried out with ARBURG testing devices according to ISO 9001. Inspection according to ISO 9000, TS 16949 and FDA is recommended.

### Oil management

Hydraulic oils can become contaminated through air, water or solid particles. Contamination through solid particles in particular can cause severe surface damage to hydraulic components due to wear, e.g. by abrasion. The consequences are control inaccuracies, leaks, efficiency losses and reduced component service life. The objective of oil management is to prevent such contamination in order to increase the availability, reliability and, consequently, the efficiency of the injection moulding machine. Our Service personnel will be pleased to answer any queries via e-mail.

### Additional services

In conjunction with basic calibration, further services – with or without actual value recording – are also available:

- Position measurement calibration
- Mould platen parallelism check
- Testing of cylinder/mould temperature measurement chain
- Testing of mould cavity pressure
- Calibration of the additional control valves
- General visual inspection
- Safety check
- Oil analysis
- General actual value recording
- MULTILIFT
- THERMOLIFT T 100-2

Additional services that fall outside the scope of the service contract can be performed by ARBURG in consultation with the customer.