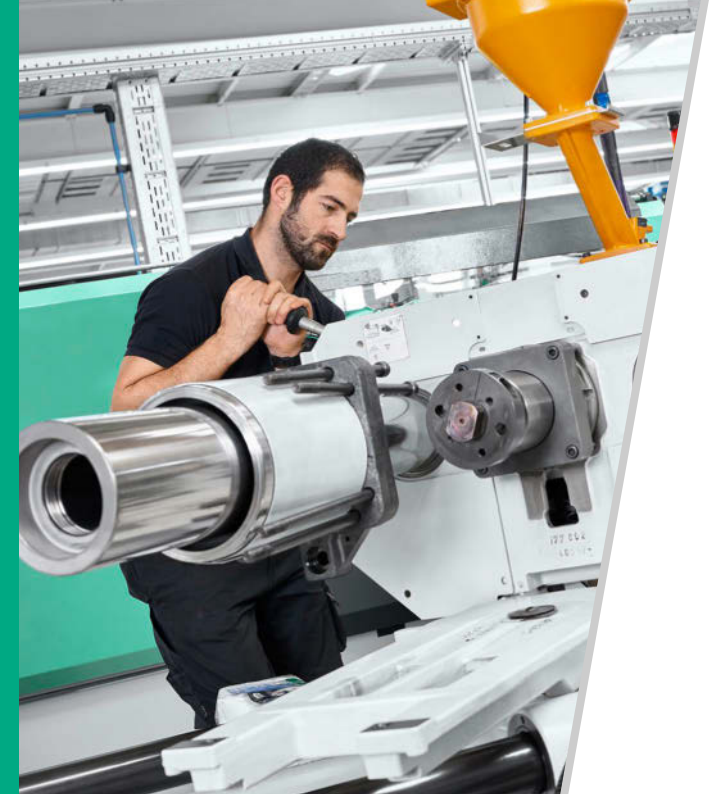


Spare parts and direct
on-site support in around

100
COUNTRIES



Scan this code to visit our
Media Centre: in-depth,
captivating, entertaining.



COMPREHENSIVE SUPPORT

// For us at ARBURG, service is not just something we do, but rather an expression of an attitude: when you use our injection moulding or additive manufacturing technology, you can rest assured of comprehensive support over the entire system lifetime, in the knowledge that you can rely on our world-class, responsive service offerings. We do our utmost to ensure that you can produce efficiently and successfully. Wherever and whenever necessary. //

ARBURG GmbH + Co KG
Arthur-Hehl-Strasse
72290 Lossburg
Tel.: +49 7446 33-0
www.arburg.com
contact@arburg.com

WIR SIND DA.

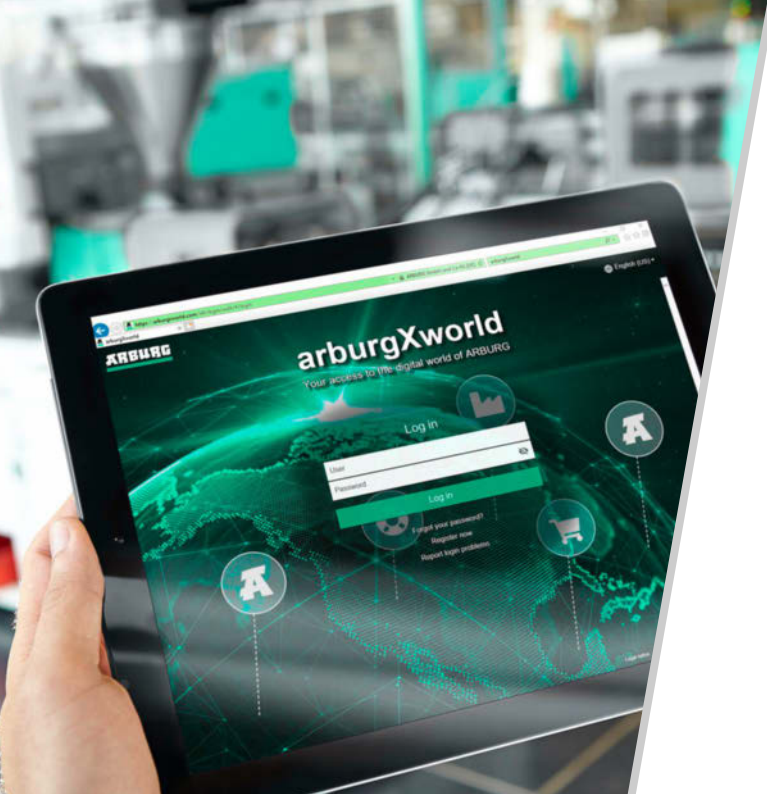
© 2019 ARBURG GmbH + Co KG | All data and technical information have been compiled with great care. However we accept no responsibility for correctness. Individual illustrations and information may deviate from the actual delivery condition of the machine. The relevant valid operating instructions are applicable for the installation and operation of the machine.

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Printed in Germany

SERVICES

Our wide range of services

ARBURG



- Suggested solutions for messages from the machine control system
- Guided troubleshooting
- Online spare parts ordering (24/7)
- Interactive spare parts catalogue and 3D previews
- Direct access to prices and availability of spare parts as well as to order history

Training courses

- Wide selection of courses available worldwide
- Courses on machines, automation, service and technology for specific target groups
- Special workshops on energy efficiency and set-up
- Individual courses – customer-specific, on-site

Technical documentation

- Operating instructions and spare parts catalogues on paper and on DVD (PDF) for ARBURG products
- Spare parts catalogues with 3D exploded drawings
- Extended expert operating instructions for special programming and conversion work
- System descriptions regarding function and safety for complex production cells
- User information for additional equipment and optional features
- Special documentation for modified machines
- Transport and assembly instructions for machines that need to be shipped disassembled

Genuine spare parts

- High quality standard: production takes place exclusively at the parent company in Lossburg, Germany
- High global spare parts availability:
> 90% of all orders immediately available
- Spare parts for older ALLROUNDERS (>10 years)
- Active Spare Parts Management (ASM)*
- Component available for rental, e.g. plasticising cylinders
- Machine-specific wear part and hose packages* – with optional installation
- Software validation documents
- Numerous retrofitting options
- Exchange of valuable components at controlled prices

Comprehensive customer support

- National hotlines with experienced personnel – also 24/7*.
- ARBURG Remote Service (ARS) for remote diagnostics
- Highly qualified service technicians locally available worldwide
- Inspection contracts: tested and certified performance of ALLROUNDERS
- Oil management: detailed advice and training
- Filter and test equipment for oil management
- Safety testing of light barriers*
- Rental of special moulds
- Commissioning and training
- Repairs and modifications
- Service newsletter

Digital services – “arburgXworld” customer portal

- Central access to production-relevant information and documents (for machines from 2017)
- Create service tickets (24/7) – including on mobile devices
- Current information on the status of inquiries and planned service technician deployments
- Documented service history



ARBURG Service app: create tickets and retrieve information on your mobile device.

*Country-specific availability

i Further information:
Global service brochure
arburgXworld brochure