

TECHNICAL SERVICE



SERVICE HOTLINE

You can reach the service centre hotline:
Monday to Friday, from 8.00 am to 8.00 pm
Eastern Time

Rocky Hill, CT:

860 667 6500

Toll free Number:

800 221 0712



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CERTIFIED RELIABILITY

// ARBURG offers you a service contract for machine inspections/calibration 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. //

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ARBURG SERVICE USA

The decisive resource for
reliable injection molding production

681653_EN_US_072022 - Subject to alterations
Printed in Germany

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ARBURG



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 our service center at our headquarters in Rocky Hill, CT. All the relevant services are centrally coordinated by the headquarters, while the factory trained service technicians visit the customers. With Service ALLROUND, ARBURG offers all of its customers in USA and Canada a comprehensive service, including training for machine operators, service and maintenance people, in-house application support and process optimization. In addition to quick direct assistance on the phone, comprehensively trained service technicians can be reached via hotline.

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 molding 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
- Mold platen parallelism check
- Testing of cylinder/mold temperature measurement chain
- Oil analysis
- 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.



ARBURG service/calibration contract

Recommended is a 12 or 24 month calibration agreement following ISO 9000, IATF 169494 and FDA guidelines.

The agreement covers a full calibration of the machine using testing devices according to ISO 9001.

- Pumps
- Clamping unit
- Injection pressure and speed
- Back pressure
- Screw position
- Screw rotation
- Clamping force
- Calibration certificate
- General visual inspection
- Safety Check
- Actual value recording via Log book