



# SERVICE WORLDWIDE

Prompt, comprehensive, solutions-based  
all-round support – directly from ARBURG

**ARBURG**

# **ALL-ROUND SUPPORT**

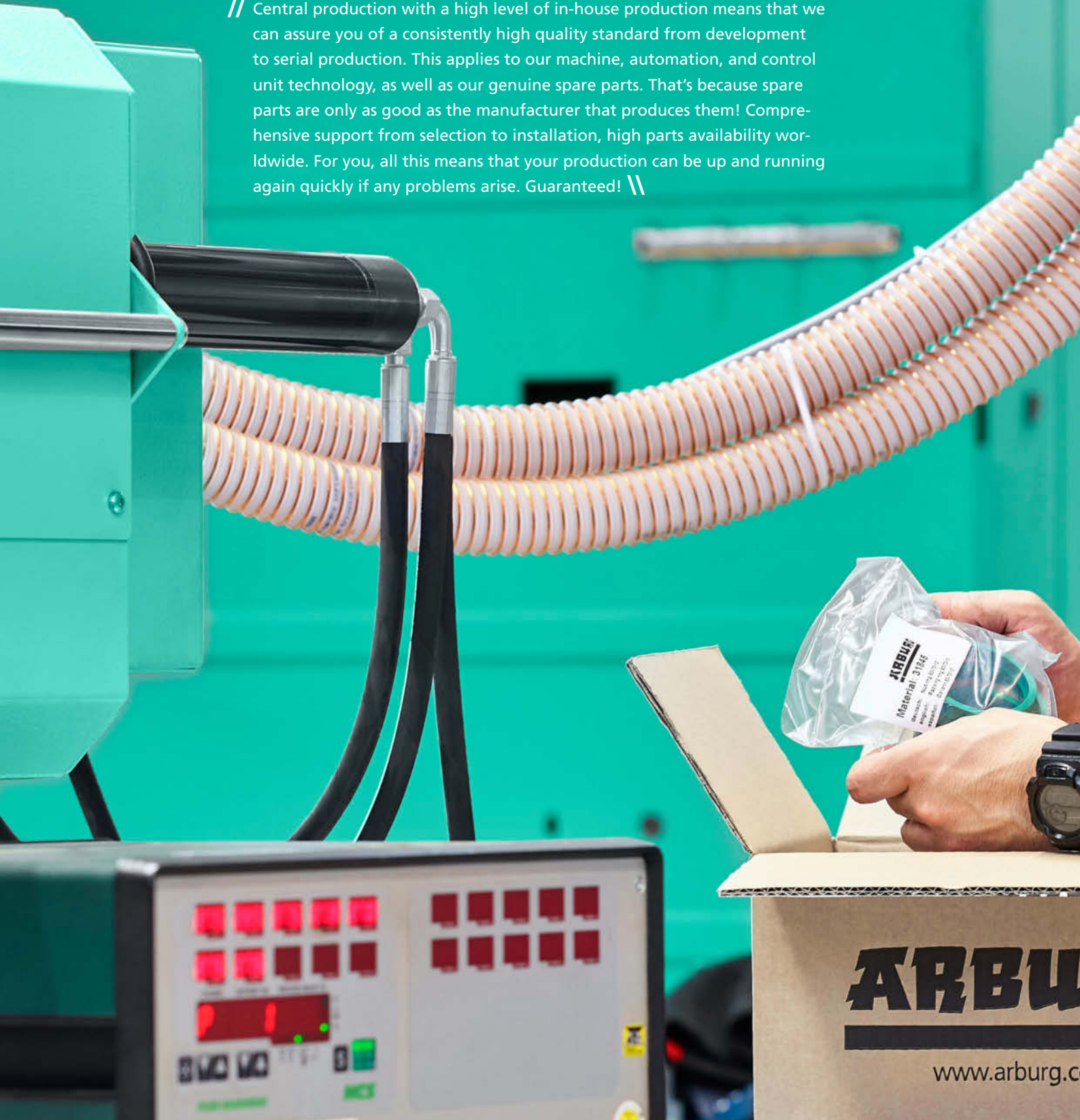
**Service Allround: whenever and wherever  
you need us - we're there for you.**

For us at ARBURG, service is not just something we do, but rather an expression of an attitude: when you use our injection moulding technology or additive manufacturing technology, you can rest assured of comprehensive support over the entire plant life cycle, knowing that you will be able to rely on world-class, up-to-date services. We do our utmost to ensure that you can manufacture your products efficiently and successfully. Wherever and whenever necessary.

**WIR SIND DA.**

# FAST GLOBAL COVERAGE: ARBURG SPARE PARTS

// Central production with a high level of in-house production means that we can assure you of a consistently high quality standard from development to serial production. This applies to our machine, automation, and control unit technology, as well as our genuine spare parts. That's because spare parts are only as good as the manufacturer that produces them! Comprehensive support from selection to installation, high parts availability worldwide. For you, all this means that your production can be up and running again quickly if any problems arise. Guaranteed! //





ALTRAC

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Genuine ARBURG spare parts: we produce key components, such as plasticising screws, for ourselves.



## Always the same high standards


ARBURG is certified according to DIN EN ISO 9001, 14001 and 50001. To ensure our high quality standards, we manufacture solely in our German headquarters in Lossburg. In addition to a high proportion of in-house production, new developments can also be incorporated directly into the spare parts area.

## Constant availability

As well as high quality, an additional bonus of centralised production location is the high availability of spare parts, not just for the current product range. Even with older ALLROUNDERS you can be sure of getting the right spare parts from us.

## Always the right parts

Our manufacturer's warranty refers to both quality and subsequent availability. This ensures that components such as screws, non-return valves, cylinder modules or heated belts are perfectly matched to the relevant machine as well as the application.

 Further information:  
Plasticizing brochure



"Made by ARBURG - Made in Germany": Development and Production work side-by-side under one roof on an area measuring 200,000 m<sup>2</sup> at the company's German headquarters.



**YEARS  
OF SPARE PARTS**

our comprehensive service for your older ALLROUNDERS



## Interactive: the order

You can not only order spare parts via our subsidiaries and agents, but also via the "arburgXworld" customer portal, our convenient online option. The free-of-charge shop offers you everything you need for your spare parts purchases: access round the clock, easy navigation and search options, order history and repeat orders, and direct price and availability queries.



### Online shop

Companies wishing to use this convenient and swift ordering option can register at [www.arburgXworld.com](http://www.arburgXworld.com).





Tailor-made prevention: the service and repair packages of the AEM.



**FIRST-PICK-RATE:**  
**>90 %**   
of orders immediately available -  
high global spare parts availability  
that speaks for itself

### **Fast: deliveries**

Minimise the standstill times of your machines: well-stocked spare parts stores in our branches mean that the components you need can be available worldwide in the shortest possible time. Our branches are digitally networked to ensure optimum scheduling and supply. If, for instance, a spare part is urgently required in the USA but is only available in stock in Brazil, our customer service can request it there and have it dispatched directly to the customer in North America. Things couldn't be any faster!

### **Individualised: support**

Made-to-measure: our Active Spare Parts Management (ASM). Through predictive planning, this service enables you to cut the cost of maintaining your machinery, while also reducing downtime. The AEM includes on-site visits, comprehensive advice on the choice of suitable components, as well as the combination of economical maintenance and wear parts packages - specially adapted to your machine fleet.

# FULL-SERVICE AT ALL TIMES: ARBURG CUSTOMER SERVICE

// Our well-developed service and sales network with our own organisations and trading partners enables us to offer you support around the world. From the safe commissioning of machines to specialist training, direct telephone assistance or direct use of our service technicians, "Wir sind da." – whenever you need us. In addition, there is our offer for preventive maintenance, oil management and regular calibration via inspection contract. All-in-all, for you this means: permanently high availability and reliability for your ARBURG technology. This ensures smooth production, minimal downtime and lower costs! //





ABBURG  
CE



## arburgXworld – digital services

The „arburgXworld“ customer portal brings together all of our digital services, which we will be gradually expanding over time. The „ServiceCenter“ is one of the main free apps on the platform. It can be used to start service tickets around the clock, including on-location using mobile end devices. A brief description of the problem with an attached picture reduces queries. The current processing status of open tickets is clearly displayed at all times and can be centrally tracked. The communication process is automatically documented as a service history, so it can also be used for self-help purposes.



### Register now

Companies wishing to access ARBURG's digital service world can register at [www.arburgXworld.com](http://www.arburgXworld.com).

Quick assistance: Your individualised support is a top priority for us.



Global yet local: as well as sales, also application technology consulting and after-sales service.



Further information:  
Smart factory brochure

## Hotline - time-saving support

The team who staff our national service hotlines all have many years of practical experience. They have access to all important machine data and can quickly offer you help. ARBURG Remote Service (ARS) can offer you even more efficient remote diagnosis. This allows external access to ALLROUNDER controllers - of course only after you have allowed this and using a secure data connection.

## Service technicians - qualified support

Our well trained service technicians offer rapid on-site assistance with service vehicles equipped with all major tools and measuring equipment. During their one-year training programme, all service technicians are given intensive training at the headquarters in Lossburg, as well as in practical situations. This is how we ensure that you are looked after worldwide by highly qualified professionals who know our products down to the last detail.

Digitalised processes: the actions of our service technicians are coordinated flexibly and efficiently.

Premium service around the world:  
our own organisations in 26 countries  
and a total of

**35**  
**LOCATIONS**



“Regular calibrations:  
maintain the reproducibility  
of the ALLROUNDERS.”

## Preventive maintenance

Wear on machines is something that cannot be avoided. However faults, down-time and consequential damage can be prevented. Through regular maintenance, machine running times can be optimised and necessary repairs can be detected in a timely manner and planned. In order to support you in routine production, leaving nothing to chance, our control technology constantly monitors maintenance schedules during operation.

## Smart machine – secure monitoring

Our predictive maintenance solutions deliver greater reliability, fewer unplanned production disruptions and reduced maintenance costs. These solutions include load-dependent lubrication for electrical toggle-type clamping units and for servo axes on robotic systems. We will be continuing our targeted expansion of these smart solutions.

## Oil management

In 70 to 90 per cent of faults in injection moulding machines are attributable to contamination in the hydraulic system. The aim of professional oil management is to avoid contamination by air, water or solid particles. We already do a lot in this direction in our production. However, we still need your cooperation. Our experts will be happy to advise you.

## Inspection contracts offer greater security

Operability checked and certified: regular recalibration reduces wear and downtimes and permanently ensures the reliability of your ALLROUNDER. For this purpose, we offer you inspection contracts at intervals of 12 or 24 months that can be tailored precisely to your specific circumstances.



**CONTACT**  
[service\\_germany@arburg.com](mailto:service_germany@arburg.com)







# TAKE FULL ADVANTAGE OF THE POTENTIAL OF OUR TECHNOLOGY.

## **Our training – your expertise**

You also benefit from the detailed training of our service technicians: that's because our training experts also offer you the same, extensive knowledge about our products. In addition, you will also be able to attend training courses for new products shortly after their introduction. The provision of detailed specialist knowledge has been one of our most important concerns since we launched our customer

training courses in 1969. Our range of practical courses includes courses on machines, robotic systems, service, additive manufacturing and plastics technology, as well as special workshops on set-up time optimisation, energy efficiency or IT integration. A clearly organised overview of topics and dates can be found in the training schedules for each country.

In demand: our range  
of practical courses.  
To date around

# 125,000

## PARTICIPANTS



# COMMITTED: ARBURG SERVICE

// Our ALLROUNDERS are distinguished by a modular design that allows the machines to be equipped according to different requirements. This modularity, however, does not end once the machine is delivered. Our services are also available to you if your production requirements change and you want to adapt your machine fleet to these new conditions. What this means for you: always individual, cost-efficient and technically optimised solutions. //





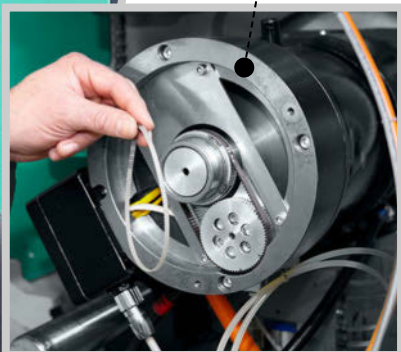


## Retrofitting

Machines can be retrofitted with a wide range of options and various accessories. This allows you to flexibly adapt your ALLROUNDER to changing requirements. We will prepare a professional quotation, so that you can decide whether retrofitting will pay off. The job will then of course be handled by our service technicians - quickly and professionally.

**CONTACT**   
[spare\\_parts@arburg.com](mailto:spare_parts@arburg.com)

Cost-effective alternative:  
component repairs.



Technical update: greater efficiency  
for injection moulding production.

## Technical support

Personal contact with you is our top priority. That's why a dedicated department deals exclusively with technical customer support and offers individual advice and solutions to problems. For you, this means that you have central contact persons to support you comprehensively in every matter.

## Repairs

Repair instead of replace? We can do that for you. For various parts and in many situations, you only need to send us a photo to start with. If a repair is feasible, our experts will examine the components in detail and draw up a report with an offer for you.



# WE DO EVERYTHING WE CAN TO ENSURE YOUR PRODUCTION IS SUCCESSFUL.

## Global service offering

- Our philosophy: comprehensive service as a requirement for efficient production
- Worldwide sales and service network
- Total customer management from planning and commissioning to preventive maintenance

## Genuine spare parts

- Our guarantee: the right high-quality spare parts from ARBURG
- Active Spare Parts Management (ASM) – individually tailored to your needs
- Fast global availability - our subsidiaries are digitally networked
- Easy ordering by phone or online at [www.arburg.com](http://www.arburg.com)

## Comprehensive customer support

- Our objective: "Wir sind da." – whenever you need us
- Regular inspection of machinery - inspection contracts with certificates and seals
- Experienced hotline staff
- Highly-qualified, specially trained service technicians
- Detailed training course schedule - we have been sharing our knowledge with you since 1969
- Expert support - whether with conversions, retrofitting, repairs or complaints

A byword for quality: on site worldwide in no time.

Spare parts and direct support on the ground in around

**100**  
COUNTRIES





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

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**WIR SIND DA.**