

# services

Comprehensive support for your injection moulding system



**ENGEL**  
be the first

**560** excellently equipped service technicians

**55** support hotline technicians

**9** production plants

**29** sales subsidiaries

**60** representatives

## Close to the customer – a constant challenge

Because it's important to always keep your injection moulding system in top shape and permanently available: the wide range of services offered by ENGEL ensures that you can produce competitively at all times. It doesn't matter whether your production cell is a single machine or a complex integrated system solution; ENGEL makes it possible for you to utilise all options for the optimisation of your machine at any time and thus get the most out of your investment consistently over the long term. In addition, we offer professional training for machine operators as well as worldwide fast delivery and competent installation of spare parts. Diverse services such as maintenance contracts, e-connect.24 or everQ also guarantee optimum machine availability. Because this is our goal: the best possible performance of your ENGEL machine park.

## Support – we assist you on-site

Downtime costs money: ENGEL immediately gives you the support you need – around the clock and around the world. **Our competent service team supports you whenever you need help:** with ENGEL injection moulding machines of any generation, with all of our technologies, and with any control unit version.

## Upgrade – install reliable added value

**Make good things even better:** with our upgrade solutions, ENGEL gives your existing production cell professional added value. That means you can make your machine park even more cost-effective or utilise it for completely new applications and even give machines a new lease of life. It's all very easy to obtain and provides the proven ENGEL quality.

## Know-How – increase your competence

**To keep you and your staff in top form at all times, ENGEL offers a wide range of training with a comprehensive transfer of know-how:** from targeted consulting to a variety of individual seminars and training programs and to informative events. This means that you and your staff can get up-to-date information anytime, either directly on-site or at one of our training centres around the world. Additionally, it is also possible to take part in efficient practical training.

# Support – we assist you on-site

## Hotline

You can reach us around the clock: the ENGEL hotline is your direct connection to fast help as well as additional service and support. This service is available without cost to you during office hours. Via our hotline, you can request troubleshooting assistance by one of our specialists or spare parts deliveries via taxi from the ENGEL AUSTRIA facilities on weekends and holidays (except for the Christmas holidays). In order to provide you with quick help on location, all first-level support requests are processed locally by our service organisations.

### 24/7 hotline

During office hours	by local service organisations, free of charge
Outside office hours & on Austrian holidays	<b>services subject to charges,</b> <b>hotline-no.: +43 50 620 3333</b> € 350/service incident*

## ENGEL e-connect.24

Perfect online support, directly on your machine: ENGEL e-connect.24 gives you access to qualified remote maintenance and online support around the clock in order that you can quickly control unplanned machine.

- 1 send a help request
- 2 contact the specified first-level support
- 3 comprehensive online analysis
- 4 fast troubleshooting

For further information please refer to the ENGEL e-connect.24 brochure.

## Special services

**Whenever quick and competent help is needed:** ENGEL gladly offers highly qualified support anytime for any special need. When help is needed, simply request a visit by one of our highly trained service technicians. We are also happy to offer our assistance for special tasks in the areas of software, application technology, design and articulated-arm robot programming. The costs are calculated according to the scope of each respective case.

## ENGEL care

To ensure sustainable good results and optimal functionality for your machines, ENGEL care provides you with the perfect maintenance package for any requirement and any type of machine. As a single-source provider, ENGEL performs everything from a simple safety check to comprehensive maintenance services, and with ENGEL care select, the range of measures is tailored to your individual needs. Our qualified ENGEL specialists inspect your systems at the intervals you stipulate following the same standardised procedures worldwide. Thus you avoid unplanned downtime and maintenance intervals that are not appropriate for your production. All ENGEL care maintenance packages serve as the basis for our ENGEL protect and protect+ intelligent plant protection service plans which ensure that you have full control of all costs for spare parts and servicing in the first 5 years at a fixed price.

**Select the services you prefer:**

ENGEL care	<b>basic</b> the quick check for your safety	<b>compact</b> the basic module for your preventive maintenance	<b>complete</b> the complete plan for your comprehensive protection	<b>select</b> select the desired maintenance services individually
<b>inspection</b> visual inspection of the machine, inspection checklist with 9 inspection categories/up to 33 individual checks				
<b>safety check</b> inspection and test of safety-relevant machine parts				
<b>fluid service</b> hydraulic oil inspection, lubricant service, filter change				
<b>measuring &amp; testing</b> function test, inspection of platen parallelism and injection unit				
<b>calibration</b> optimisation of control parameters for cylinder heating, pressure and velocity, calibration of movements, pressure and velocity				

ENGEL care complete is available for ENGEL robots as well  
ENGEL care select: calibration is only available together with measuring & testing

## Your benefits

- qualified maintenance from a single supplier
- individual service packages
- globally standardised inspections



## ENGEL relocation service

**Whether within the same facilities, in the same country, or across international borders:** relocating injection moulding systems always presents a special challenge for logistics and installation teams. The great technical complexity of such a relocation requires much experience and consistent project management. ENGEL relocation service is available in order to provide assistance for coordinating the disassembly and reassembly or completely take over the task for you in the future. This broad and flexible service portfolio makes it possible to meet your individual needs. The highly qualified ENGEL service technicians provide you with the assurance that your system will continue to fulfil the high ENGEL standards after the relocation.

Of course, ENGEL provides these services worldwide and for all ENGEL systems: in the same country, the relocation is carried out by the local service organisation, while relocations across international borders are coordinated and invoiced centrally by ENGEL AUSTRIA.

### ENGEL relocation guide

#### **Complete machine documentation**

The step-by-step guide written by ENGEL makes it possible for your technicians to perform the relocation work independently.

### ENGEL relocation select

#### **The individual service package for machine relocations**

From project management to disassembly and transportation organisation to recommissioning: ENGEL provides a complete service portfolio for relocating a machine. During a consultation with our service team you can select the services for the areas in which you would like to have the competent support of the world market leader.

### ENGEL relocation complete

#### **The comprehensive machine relocation service from ENGEL AUSTRIA**

You stipulate when and where – we take over the rest. For the highest technical requirements and maximum protection of your investment, ENGEL takes over all technical relocation tasks and coordination with the logistics partners in this full-service package. You benefit from our decades of experience.

## ENGEL everQ

With **ENGEL everQ** we provide you with validation of the reliability of your production-relevant sensor data – whether already prior to delivery of your production cell or in regular intervals directly in your facilities. Our qualified service technicians measure all relevant data using special calibrated equipment, analyse it with special software and subsequently send you a reliable test certificate. In this way you can regularly provide your customers with proof of the correctness of your production data and thus secure your position as a top supplier, particularly in the medical and automotive industries.

### Your benefits

verified process reliability (according to the IATF 16949 requirements)  
less costs for rejects through higher levels of process reliability and part quality  
and shorter set-up times thanks to the transferability of part data records.

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*The advantage of ENGEL everQ for our e-victory injection moulding machines is that it documents the accuracy of production records into detail even prior to shipping. As a result of this check, we have confidence that our machines are exact and stable so that we can start commissioning and validation without any concerns. During future planned maintenance checks, we can easily review the equipment against the original ENGEL everQ results, which provides accurate information of process stability over time.*

*Fred Clark, Process Development Manager, Fisher & Paykel Healthcare Ltd, Auckland, New Zealand*



### Hose service

**Greater equipment safety thanks to regular hose changes:** ENGEL gladly executes the periodic high-pressure hose changes for you (every 6 years, EN201/2009) and gives you an extra discount for the complete set of hoses. After mounting the hoses in original equipment quality (with tear-off protection, at least 2 layers of steel fabric reinforcement, safety factor = 4x system pressure), the expert recommissioning of the plant is carried out including venting the system and oil level check.

### Spare parts

**Fast assistance when you need it:** we keep spare parts with a total value of 50 million euros in stock for immediate call-off! ENGEL has more than 70 networked logistics centres which always guarantee the fastest possible and most cost-effective delivery. Absolutely on schedule - even by taxi or helicopter.

### ENGEL formula 24

**ENGEL formula 24 gives you 24 months warranty\* on spare parts.**

The only prerequisite is installation by one of our qualified service technicians.

ENGEL quality + ENGEL service = more safety.

## Upgrade – install reliable added value

### Retrofit

Old machine, new production capabilities. With ENGEL retrofit, there are almost no limits to your retrofitting possibilities, whether in the area of automation, to boost efficiency, or to adapt your production. Retrofits enable you to prolong the service life of your injection moulding machine and add specialised features in perfect ENGEL quality.

# Know-how

## increase your competence

### Training

Enhanced product quality, more stable processes and boosted output with a maximum of good parts – a thorough understanding of your injection moulding machine, your robot and the interaction of individual process steps enables you to get more out of your injection moulding system. ENGEL training assists you in achieving this goal with an extremely comprehensive programme of very practical training courses. This ranges from seminars and specialised workshops to certified training, which can be tailored to your company's specific needs upon request.

**Whether for beginners or the more advanced – ENGEL training will make you and your employees fit for the current injection moulding challenges.**

For further information please refer to the ENGEL training brochure.

### Coaching

You have experience with your products, technologies and production processes. Together with our injection moulding expertise you will be able to make even better use of this know-how in order to rise to any future challenges. Discover your hidden potential. We help you to launch an individual and perfectly targeted process of change. On the one hand, a quick check may suffice in order to analyse machine settings, processing parameters, robot programming or processes. On the other hand, a process for the longer term is required in order to structure the entire production more efficiently or to transfer best practices from one plant to another.

**Quick Check ► Analysis ► Implementation**

For further information please refer to the ENGEL Coaching brochure.





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