Bühler Die Casting Services. **Expertise you** can rely on.

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Innovations for a better world.

# Expertise you can rely on. **People you can trust.**

Reaching for higher profitability requires improved productivity, quality, and uptime of your production systems. Modern die-casting systems are exposed to permanent performance pressure and are often in service on a 24/7 basis. This places very high demands on your people and machines.

# How can Bühler service help?

Now more than ever, it is vital that you have expert support available to provide preventive maintenance, local service, speedy repair and replacement, consultancy and training.

At Bühler, we have more than 100 service stations worldwide, with over 200 die-casting specialists. They are fully trained to understand your process and application, as well as the technical intricacies of your cell.

Every one of our dedicated service experts is committed to helping you meet your production goals, today, tomorrow and long into the future.

North America 9 **Die Casting Competence Center** Holland, Michigan, USA 6 South America 13

Bühler is represented in over 140 countries with more than 13,000 employees.



# Best practice from around the world. **Personalized for you.**

We can share best practice and innovation from around the world, whilst tailoring a personalized service for your application, your people and your immediate challenges.

## Global reach. Tailored solutions.

We know that no two die-casting applications are precisely the same. That is why we create individual service, consulting and training packages tailored to your specific needs and throughout the lifecycle of your die-casting equipment.

With us, you benefit from:

- Experienced project managers for optimal project handling
- On-schedule delivery and start-up
- Tailored service offering, based on your specific needs
- Individual training and knowledge transfer





# Expert engineering and project management. Integration with your plant.

Our engineering team supports you, from the specification of your die-casting solution to a smooth integration into your plant.



## **Experienced engineering.**

#### Careful system design.

We can help you with your individual cell layout – determining the machine size, optimal automation solution and cycle time analysis that will work within your factory footprint, access points and existing production systems.

#### Process integration.

Your solution may need to work seamlessly with other processes. We can help integrate your die-casting cell into smart plant concepts, analyzing your needs, running robot simulations for optimized processes and writing robot programs.

#### Special-purpose solutions.

Our experienced engineers can work with your team to create bespoke solutions, if your specific application requires it.



## Fast installation and start-up.

All of our engineering know-how will be focused on getting your production up and running on time, as quickly as possible.

While working with your team, we will take responsibility for project planning, scheduling and construction site management. We will ensure smooth integration with peripheral equipment and oversee professional start-up, inspection and approval of your entire cell.





Getting more from your process with an optimal performance of your die-casting system — that is where our experts can help.

# Training and consultancy. Getting more from your cell.

As the demand for higher quality and faster production continues, the knowledge about your process and the ability of your operators can make a crucial difference.



### Benefit from our trainings.

#### Training at our competence centers.

Our competence centers in Uzwil (Europe), Holland (USA) and Wuxi (China) offer your people a unique opportunity to learn how to get the most from your Bühler cell. They can explore best practice solutions from around the world and see the latest technological developments in action.

#### Training at your premises.

Our experts can visit your premises to conduct training for your operators and maintenance crew tailored to your installation and the specific challenges you face.

#### Your customized training.

We can create your individual learning experience to suit your needs, covering anything from machine training to peripherals and process, technology or management issues. We can focus on theoretical fundamentals, practical applications or extensive knowledge transfer in your specialist area.

#### **Die Casting Academy.**

To support and enhance our hands-on training sessions, we also offer a convenient and flexible E-Learning package. Developed by our experienced die-casting tutors, our E-Learning is arranged in popular topics and guides your people through a series of modular learning experiences. The Die Casting Academy is available for your staff whenever they need it, anywhere in the world.



### Consulting and testing services.

#### Fine-tuning your production processes.

We understand that process optimization is crucial. Our experienced experts can help you to systematically fine-tune all of your production processes, including infrastructure, materials, risks and personnel.

Our aim is always to improve your OEE by helping you to reduce your operating costs and increase your overall competitiveness.

#### Testing and exploration.

You can use our competence centers for applicationspecific trials, zero series and samplings to help improve your processes. Your people can experiment on different machines with a range of process optimizations, troubleshoot specific issues and run casting trials and simulations, without interrupting your own production cycles.

# Proactive maintenance and technical support. **Optimizing uptime.**

Our tailored maintenance and inspection services are designed to optimize uptime, helping to keep your processes running and maintain product quality.



## Proactive maintenance solutions.

#### Maintenance contracts.

Your tailored maintenance contract can cover everything from troubleshooting, remote diagnostics and system settings, to repair and replacement, and spare parts stock advice.

We will work with your maintenance personnel to ensure they understand the key issues with your application and provide detailed reporting at agreed intervals.

#### Preventive maintenance.

Preventive maintenance can give you full confidence in your cell availability, minimizing unscheduled downtime, increasing your cell uptime and giving you a longer cell lifetime.

Tailored programs include a thorough inspection of the technical condition, the fine-tuning of your machines, and, if necessary, the exchange of worn parts. An inspection report will ensure that you are always well informed and are clear on potential investment needs for the future.



### Technical support, 24/7.

Whether you call with a problem or you need us to remotely connect with your cell, there is always a qualified Bühler specialist ready to respond, day or night.

Working from more than 20 die-casting service stations around the world, we are never far from your site.





# myBühler. **Always there for you.**

As 24/7 access to information becomes more important, the myBühler Customer Portal provides up-to-date information and additional services for installed Bühler equipment.



## myBühler.

myBühler provides you with an overview of your installed Bühler equipment and offers you access to the following:

#### Product information.

myBühler provides information on your Bühler equipment, including user manuals, 3D catalogs for certain machines, spare parts catalog and technical information.

#### eCommerce.

You can find and order spare and wear parts directly online. Quotations, orders and contracts can also be viewed on the platform.

In addition you will be able to profit from various Digital Services such as E-Learnings, Downtime Analysis and Predictive Analytics.

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# Stocking the parts you need.

We keep a high inventory of quality spare parts in convenient locations around the world, ensuring fast delivery when you need them most.

Our original parts will support your warranty conditions and are designed to provide extended lifetime in even the toughest applications.

# Bühler Insights. Enabler for your Digital Services.

Bühler Insights is the platform that runs our Digital Services. Data is collected and transferred to the cloud, offering valuable insights into production.



### **Digital Services.**

Bühler Insights is the platform that runs our Digital Services. Data is collected, transferred and analyzed in Bühler Insights, offering valuable insights into production.

#### Downtime Analysis.

Machine failures lead to a loss of efficiency, energy, and productivity and may severely impact your bottom line. Our Downtime Analysis enables your machine operator to determine the cause of any interruption and whether it is due to a machine failure, human error, or a defective peripheral. In addition, it gathers long-term data on all downtimes in your production process, providing invaluable insights for troubleshooting and improvement.

#### Predictive Analytics.

Predictive Analytics is a Bühler Insights service that uses data analytics to increase OEE, by reducing unscheduled downtime through prognostics.

#### Die Casting Dashboard\*.

Our Die Casting Dashboard can display real-time customized KPIs for your machine, foundry and plant. Digital charts, graphs and dials can inform your operational, maintenance, and management decision-making, helping to improve your OEE.



\* in development

# Our remanufacturing centers:

Bühler Brescia (Italy) BuhlerPrince (Holland, USA) Bühler Wuxi (Wuxi, China)



# Remanufacturing and retrofits. **Protect your investment.**

Professional remanufacturing and control unit upgrades can increase the lifetime and productivity of your die-casting operation.



# Remanufacturing and retrofits.

Working from our dedicated centers, we can carry out a partial remanufacturing or overhaul your entire die-casting machine. With a full remanufacturing of your die-casting machine, you can literally reset the production clock to zero.

Remanufacturing can include software updates, control system upgrades, an overhaul of electric, mechanical or machine components or an expansion of functionality. Upgrading can give you greater operational flexibility and ensure that your machine is ready for the digital age.





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