



WITTMANN BATTENFELD Customer Support
Worldwide at your side

Technology working for you.

Battenfeld
world of innovation

Our Customer Service – Worldwide at Your Side

WITTMANN BATTENFELD machines are often used over several decades and for a great variety of tasks. Therefore, it is all more important for our customers to be able to fall back on reliable service partners. A competent partner who works fast, flexibly and effectively.

The specialists at the WITTMANN BATTENFELD customer service know only too well of the enormous pressure imposed on plastics processors today in terms of costs, quality standards and tight delivery schedules. Accordingly we see it as our prime responsibility to keep our customers' machines working continuously and with optimal performance. Our service engineers ensure maximum uptime whilst our application and technology specialists are there to optimize cycle times and quality standards.

The WITTMANN BATTENFELD service will take care of your machinery throughout its entire life cycle:

Professional start-up, practical training of machine operators, preventive inspections and maintenance, technical support (hotlines and web services), reliable support of spare parts, control system upgrades, retrofits, adaptations for relocation and modernization of used machinery.

Together with our service partners worldwide, we have more than 200 service engineers on all continents working towards your success. This we do with extensive know-how, many years of experience and strong commitment.

You won't find us everywhere, but rather we are located precisely where you need us.



Worldwide at your side ...

Top quality from the very beginning: WITTMANN BATTENFELD's service experts ensure worldwide that your machinery performs optimally and retains its maximum value. Quickly, reliably and competently.

Professional start-up

Our service engineers' special know-how ensures a professional start-up of your machinery in order to provide perfect conditions for successful production.

Complimentary service hotline

With many years of practical experience and top-class technical expertise – our service specialists will help you with error analysis and efficient troubleshooting.

The complimentary WITTMANN BATTENFELD hotline is also available beyond regular business hours and on weekends. Daily from **7.00 a.m.** to **10.00 p.m.**

The WITTMANN BATTENFELD added-value program

Our professional maintenance and repair of your machinery will ensure maximum uptime, optimize quality and cycle times and assure long-term preservation of value for your machinery.

Our experts will establish a special preventive service program for you, tailor-made to fit the needs of your company.

Conversions and retrofits

Battenfeld machines are often used for several decades and many different applications.

Professional conversion, retrofitting and adapting the machinery for relocation to regional requirements is all part of WITTMANN BATTENFELD's core competence. This is often the most economical way to regain optimal profitability in production.

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Please find your worldwide contacts on page 11.

Reliable, top-speed service for our customers ...

First-class quality is the standard for our customers. WITTMANN BATTENFELD will supply your company fast and reliably with high-quality original spare parts. You will see: nothing is more economical than reliability.



The WITTMANN BATTENFELD winning margin

Continuous production for you is assured by our fast supply of genuine spare parts. Our stocks are continuously monitored and replenished, so we can guarantee the delivery of all standard spare parts within two working days.



Competent WITTMANN BATTENFELD partners

We cooperate with international courier service companies. This enables us to also organize deliveries to our customers within the European Union at nighttimes and on weekends.



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Preventive-service

- Calibration service
- Machine inspection according to check list
- Oil analysis
- Hotline service included

Your benefit:

- Complete calibration service package
- Improved reliability
- Thus reduced costs for repairs
- Maintenance requirements for hydraulic oil determined by regular oil analysis
- Calculable repairs due to wear
- Reduced machine wear, thus increase in machine resale value

NEW: Energy check

- Measurement of actual energy consumption
- Inspection of all parameters in order to secure optimal energy efficiency
- Possibilities to capitalize on the energy saving potential
- Final analysis and display of the achieved energy consumption minimization

Your benefit:

- Reduction of energy costs
- Sustainable assurance of productivity
- Contribution to a global environmental awareness

Calibration service

Adjustment and balancing of basic parameters:

- Strokes, speeds, pressures
- Temperatures, to ensure machine capability

Your benefit:

- Precise repeatability of machine parameters
- Greater process repeat accuracy
- Consistent production quality standards
- Time, energy and material savings

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Setting new standards in customer service ...

Web – Service 24/7

WITTMANN BATTENFELD meets the plastics industry's demand for 24/7 availability with a global network of experts.

With the help of the web service center, experienced service engineers establish a direct link to the customer's injection molding machine via the Internet.

In this way, actual service tasks on the machines are performed quickly and flexibly, which ensures optimal productivity and conservation of value.

WITTMANN BATTENFELD's all-in-one box

We provide the WITTMANN BATTENFELD web service package for free for new machines during the warranty.

Secure your competitive advantage:

- 2100 machines with Web-Service application since beginning of 2008
- Already more than 400 connected machines in more than 30 countries, rising trend continues
- Team of experts at 4 web-service stations worldwide



Assure yourself your advantage in competition!

We at WITTMANN BATTENFELD see it as our prime responsibility to keep your machinery running smoothly and with optimal performance. Our new, interactive web service offers you yet another innovative service with immediate benefits for your company.

Remote service – The cost-effective network on the market

The new remote visualization of WITTMANN BATTENFELD enables the networking of injection molding machines within a company – without having to connect to the web.

- Quality control through direct access from the office
- Process optimization, log and documentation online
- Data processing during the production process
- Data saving on the company server
- Network printer control from the machine



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Efficient production. Optimized maintenance. Better quality.

Having thoroughly trained staff is the most important capital for any successful company. WITTMANN BATTENFELD training seminars provide the perfect basis for quick and efficient mastery of the complex challenges relevant to injection molding processes.

Our seminars are tailor made to fit our partners' individual needs. Training takes place either on site or on our premises. You select both the venue and the best subjects in order to secure a decisive advance in technological and process-related skills for your business.

- More uptime for your machinery and equipment due to professionally trained service and maintenance staff
- Significant improvement in product quality with operators trained in practical skills
- Proof of advanced staff training to meet the requirements of DIN ISO 9000ff
- Certification for every seminar completed successfully

Our training program

- Machine setter seminars
- Service seminars
- Process engineering workshops
- Quality assurance seminars

Web-training – Cutting edge WITTMANN BATTENFELD web academy

Learning at home or at the workplace: WITTMANN BATTENFELD's virtual training center ensures even more efficiency and flexibility when training your staff.

- Innovative, intensive learning using any PC via the Internet
- Live teaching and discussion with expert speakers
- Certification after successful participation
- No need to travel long-distance, pay travelling and expenses

Workshop "Increasing energy-efficiency"

Energy savings of more than 10 per cent are possible by gaining insight into efficient energy management through facts, background information and practical examples. This seminar will help you to identify energy-saving potential and to develop strategies for energy-conscious behavior in your company. Clear concepts to counteract wasting of energy will be presented, together with examples of investment calculations and other effective measures to reduce your energy bill.

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From first ideas to successful products ...

Which machine is exactly the right one to fulfill your requirements?

Which molds will fit?

How can quality be improved and the processes get speeded up? Which process will get the best results?

The Wittmann Battenfeld technology experts will be right at your side. And draw on a global competence network. So all necessary conditions for successful production of injection-moulded parts are provided.

Our specialists will support you in the selection of the right process for your application:

- AIRMOULD® – Gas assisted technology
- AQUAMOULD® – Water assisted technology
- Sandwich (co-injection)
- Thermoplast
- Elastomers
- Back molding technology
- IMD – In-mold decoration
- IML – In-mold labeling
- IMWOOD – Injection molding of WPC (wood plastic compounds)
- Insert technology
- Compact injection molding
- LIM – Liquid injection molding
- Multi component technology
- Micro injection molding
- PIM – Powder injection molding
- Structural foam technology
- Combination of process technologies



The complete WITTMANN BATTENFELD solution

In addition to our range of machinery, we offer you process technology counselling to optimize your manufacturing processes. In practical terms, this includes:

- Machine settings
- Process selection
- Mold design
- Material feeding technique
- Heating and cooling system
- Product handling

WITTMANN BATTENFELD plasticizing units

Selection of the optimal plasticizing system is an important issue in our project-related counseling. WITTMANN BATTENFELD can draw on many years of experience in screw and barrel manufacturing and offers you a wide range of proven standard solutions, as well as innovative individual solutions, precisely geared to the ever-increasing choice of different materials (such as long-fiber-reinforced plastics, wood-plastic composites, biodegradable plastics and ceramics).

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The fast way to new goals ...



Control system upgrades

How can older machines be equipped to meet new challenges?

Our specialists will realize it. With state of the art control system upgrades.

Wittmann Battenfeld machines are often used for several decades, and even after intensive use still in good mechanical condition. Regardless of their current control system generation, these machines can be retrofitted with latest control technology.

First-class functionality of the machine's control system can thus be ensured for many years to come, and the installation of new technological functions is possible without purchasing new machines. With the documentation of process and batch protocols, current quality assurance requirements can be fulfilled. An upgrade of the documentation system also facilitates and shortens future service and maintenance work.

Control system upgrades from WITTMANN BATTENFELD offer a great number of economic and technological advantages.

Machine upgrades – Used machinery center Kottlingbrunn

Keep your finger on the pulse of the time, with our used-machinery center.

Trade in your old machinery for the current model of an equivalent performance class.

Contact your partner at WITTMANN BATTENFELD – we will make you an unbeatable offer.

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We are there for you – Worldwide ...

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