



# SERVICE

OVERVIEW BROCHURE

# > A RANGE OF RESPONSIB

Purchasing the product is just the beginning. We support our customers worldwide by providing you with an extensive range of services that go beyond just purchasing our equipment. Regardless of what your needs are – from commissioning via delivery of spare parts through maintenance – a professional team nearby will deal with your question or problem in a quick and simple manner. Just get in touch with us!



**Maintenance:**  
We check up in good time to ensure your production facilities function long-term.



**Repair or Replacement:**  
Does something not work?  
We repair or replace it!



**On-Site Service:**  
We come to you!

# ILITIES – ONE PARTNER



Modification and  
Modernization:  
Always up to date!



Spare Parts:  
We deliver fast – your equipment is operational  
again within the shortest space of time.

# > ON-SITE SERVICE



As a company with international operations that prefers to provide our customers with local support worldwide, we maintain a network of service points around the globe. Our experienced and qualified service engineers visit your premises, where they install, repair and replace equipment and components. This ensures that your production facilities operate smoothly.



Our engineers set off straightaway to reach your premises



Always the right spare part



Introduction to the new microcomputer control system

## NO MATTER WHERE – WE COME TO YOU!

We deal with your needs and concerns directly on site at your premises: whether it involves commissioning, maintenance or repairs – we are at your service.

Once you have bought your Brabender equipment or system, our professional engineers help you to commission it. This enables new machinery to be integrated reliably and trouble-free into your production facilities. We also train your staff on the professional handling and operation of the microcomputer control

systems. In the event of malfunctions or outages we provide rapid and uncomplicated assistance to keep downtimes as short as possible. We repair defective equipment on site or replace faulty components. This saves you time and money. A personal contact also visits your premises for maintenance purposes and conducts all the necessary inspections and checks in the shortest possible space of time. Furthermore we can help you optimize your feeders to handle different bulk ingredients and modified production processes, if needed.

# › SPARE PARTS AND MAINTENANCE



Should you ever require spare parts for your Brabender equipment, we keep a wide range of these components in stock at our worldwide service points. We can therefore ship many of these parts to you straightaway. Outages are therefore reduced to a minimum.

Do you require a specific spare part?

If you have any questions or require a detailed quotation, please contact one of our international service hotlines:

Brabender Technologie GmbH & Co. KG, Duisburg, **Germany**, Tel. +49 (0) 203 9984-172, Fax +49 (0) 203 9984-166, nmarek@brabender-technologie.com

Brabender Technologie Inc., Mississauga, **Canada**, Tel. 1-905-670-2933, bhumphrys@brabenderti.com

Brabender Technology (Beijing) Co., Ltd, Beijing, **PR China**, Tel. +86 10 81504121, Fax +86 10 81504301, dongyi.mu@brabenderbeijing.com

OOO "Service Vostok", Moscow, **Russia**, Tel. +7 (499) 235 73 95, service@servicevostok.ru



Load cells ready to be used



Electronic components in stock



Twin concave screws



Screw tubes in the spare parts warehouse

## NO MATTER IF LARGE OR SMALL: WE ARE ALREADY ON OUR WAY

Thanks to the use of premium materials and precision workmanship, all Brabender equipment and components have long service lives. Nevertheless it may sometimes be necessary to replace a particular component. In such cases we recommend you to use genuine Brabender spare parts only. We have plenty of stock in our worldwide warehouses and can ship them to you in no time at all if required.

We would be delighted to provide you with a specific quotation for your spare part and

consumable requirements. In addition to replacing defective components, preventive maintenance is the best method of ensuring optimum operability of your equipment. We therefore recommend regular maintenance in line with the details specified in the technical documentation. This is also feasible using remote maintenance. No matter whether on-site or remote: we can offer you flat-rate maintenance agreements for regular checks. This keeps your costs manageable and you always know what you need to invest.

# › REPAIR AND REPLACEMENT



And in the event that one of your feeder components wears out or is damaged in some way, we are of course at your disposal: we will handle the repair or replacement of the component affected promptly.

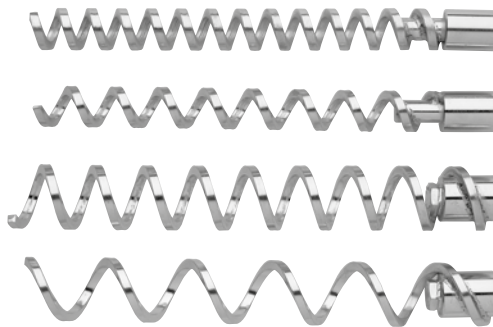




Replacing a screw



Repairing a weigh-belt feeder



Spiral screws

## NOT POSSIBLE? NOT AN OPTION!

Should one of your feeder components be faulty, our Repair service is at your disposal. We will repair the component within three weeks, and even within two or three working days upon request, if urgent. If necessary one of our service engineers will provide prompt assistance on site. To keep downtimes as short as possible, Brabender Technologie also offers a replacement service for various load cells, Congrav<sup>®</sup> microcomputer controls and speed controllers.

What's also practical is our screw manufacturing service: if you send us your worn-out screws, we can reproduce almost any screw in no time at all. We can give you details of exact delivery times and prices once we have received the faulty screw or a sketch/drawing. Be it repair or replacement: we ensure that your production facilities are operating again in no time at all.

# MODIFICATIONS



Technical progress is a benefit. Brabender Technologie helps you to manage modernizations or modifications as efficiently as possible, to ensure your production facilities are always state-of-the-art.



Modifying a weighing platform

## FROM UPDATE TO RETROFIT

We are continuously enhancing our control systems. Updates therefore make good sense to ensure that you always have the best software at your disposal. However sometimes a modernization needs to be more thorough – for instance if a new feature is a good fit with your production facilities. A change in your production processes or the raw materials you use could also be a good reason for a modification.

We then provide you with a retrofit service, for example when switching from old direct current to three-phase systems. Load cells are another example – in this respect there has been so much technical progress, meaning a modification can provide new opportunities. Why not get in touch with us – we will evaluate the upgrade potential of your feeder.



#### INTERNATIONAL

Brabender Technologie GmbH & Co. KG  
Kulturstrasse 49  
47055 Duisburg, Germany

Tel. +49 203 9984-0  
Fax +49 203 9984-155  
email@brabender-technologie.com  
www.brabender-technologie.com

#### NORTH AMERICA

Brabender Technologie Inc.  
6500 Kestrel Road, Mississauga  
Ontario L5T 1Z6, Canada

Tel. 1-905-670-2933  
Fax 1-905-670-2557  
sales@brabenderti.com  
www.brabenderti.com

#### PR CHINA

Brabender Technology (Beijing) Co., Ltd.  
3rd F, B Section, No. 3 Workshop, 2nd Project  
of Guanglian Industrial Park, No. 2 Kechuang  
East 5th Rd., Opto-Mechatronics Industrial Park  
Tongzhou, Beijing 101111, China

Tel. +86-10-8150-4087/-4121, Fax -4301  
hongjun.yang@brabenderbeijing.com

#### RUSSIA

OOO "Service Vostok"  
1-st Tshipkovsky per. H20  
Office 16  
115093 Moscow, Russia

Tel. +7 (499) 235 73 95  
service@servicevostok.ru

#### INDIA

Brabender Technologie GmbH & Co. KG  
(Indian Branch Office)  
BE-86, Sector-I (2nd & Gr. Floor)  
Salt Lake City, Kolkata - 700064, India

Tel. +91 33 2358-7784/-7789  
Fax +91 33 2358-7791  
anup.biswas@brabender-technologie-india.com

#### MIDDLE EAST

Brabender Technologie Middle East  
P.O. Box 18139  
Dubai, United Arab Emirates

Tel. +971 (0) 4 887 09 50  
Fax +971 (0) 4 887 03 44  
Mobile +971 (0) 506404176  
kbigam@brabender-technologie.com

Keep the Flow