

OUR SERVICE CATALOGUE

ARBURG



KEY FIGURES AT A GLANCE

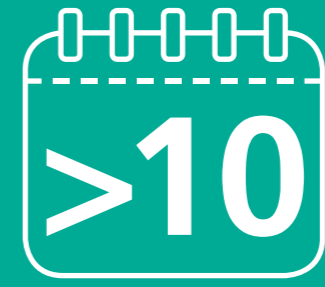


272
SERVICE
TECHNICIANS

are deployed world-wide at ARBURG

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

100.000
PARTICIPANTS



>10 YEARS
OF SPARE PARTS

our comprehensive service for your older ALLROUNDERS

FIRST-PICK-RATE:
>90 %



Of orders immediately available - high global spare parts availability that speaks for itself

Spare parts and direct support on the ground in around

100
COUNTRIES



35
LOCATIONS

ARBURG has subsidiaries in a total of 26 countries around the globe



CONTACT

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Legal notice





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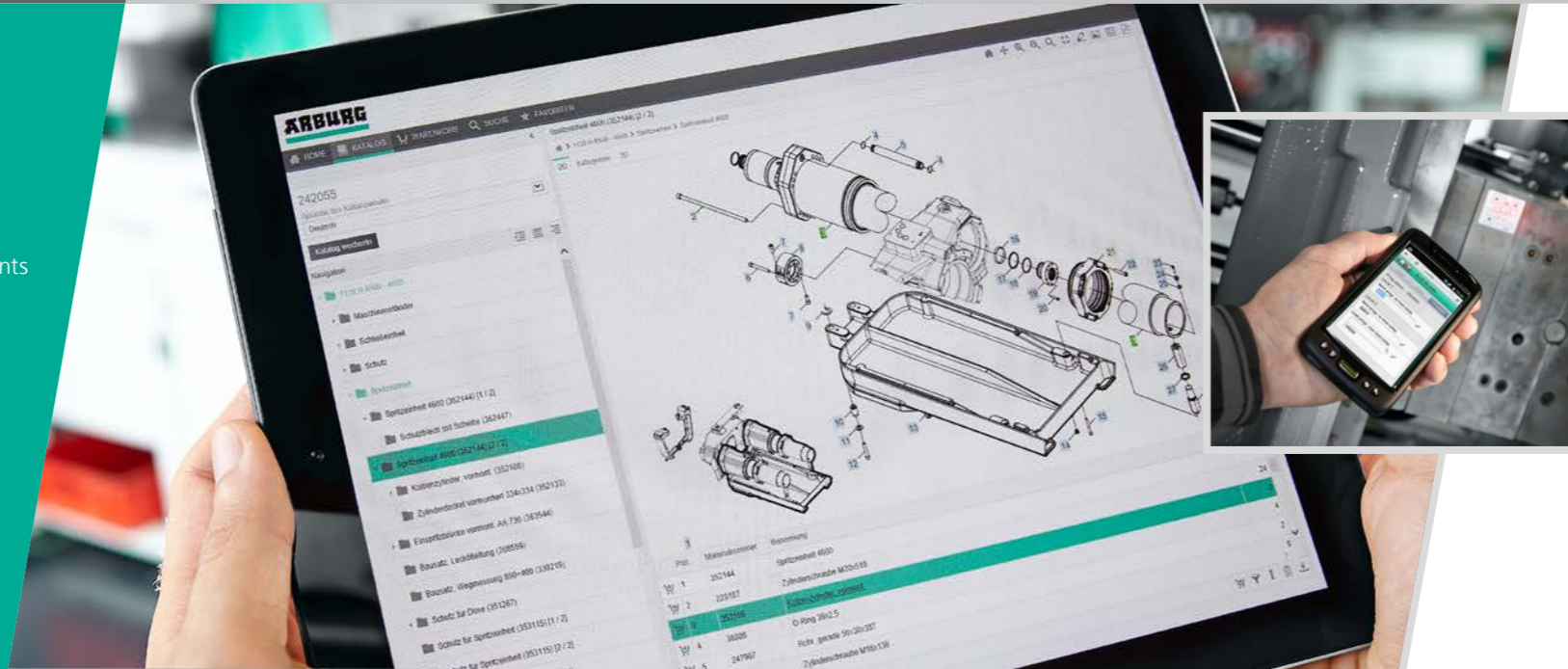
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01 // "arburgXworld" CUSTOMER PORTAL

// We are your technology and system partner – even when it comes to digitalisation! You will benefit from our extensive expertise and individually combinable service tools. These modules include self-help services for problem solving, documentation and ticket creation. Come and join our arburgXworld! //

Highlights

- Comprehensive expertise
- Interconnection of production and information technology
- SelfService
- Platform for digital services



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Central information access

All important information for operating our systems is available to you in various formats. The operating instructions are supplied in printed form with every machine. A data DVD containing further documents is also supplied. For machines from 2017 onwards, this digital information is also available to download via arburgXworld.

// All important documents can also be accessed digitally in arburgXworld. Always up to date and available anywhere in the world at any time. //

This includes:

- Experts manuals (advanced operating instructions)
- Maintenance schedules
- Spare parts catalogues

Depending on the machine type and equipment, we also provide the following:

- Documentation for additional devices
- Safety information
- User information
- Floor plans
- Circuit diagrams

Using digital services

Our customer portal "arburgXworld" is a win for both parties: you gain access to digital services that were previously unavailable in this format and we can make processes even more efficient through our communication with you.



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Creating service tickets

The customer can centrally view, filter and edit all created service tickets via the ServiceCenter.

New service tickets can also be created for the following areas:

Technical service

Help from our service technicians according to uniformly high standards.

Portal support

Help with using our arburgXworld customer portal.

Turnkey

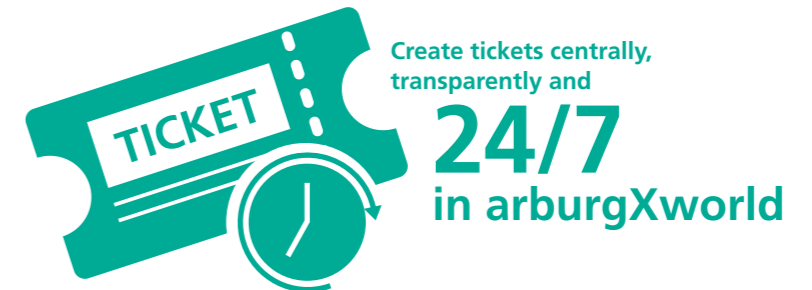
Help with our automated production cells.

Connectivity

Help with your machine and the IIoT gateway.

Your advantages

- Start service tickets 24/7
- Time-saving and documented communication
- Status of ticket processing is visualised in arburgXworld
- Transparent history



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Planning and documenting service assignments

The "Calendar" service in arburgXworld centrally manages the scheduled assignments of service technicians for the customer. Digitalised coordination ensures a flexible response and efficient working. The shipping status of spare parts is also visualised, ensuring that they arrive on time and are installed by the service technician. Relevant trade fairs and ARBURG events are also displayed. A download function means the customer can easily import these into their calendar.

Documented service history

The "Basic" arburgXworld package already includes the "Machine Center". This provides a virtual overview of the machine fleet with central access to production-relevant information and documents (for machines from 2017 onwards). This function is free for registered users.

This transparency increases in the "Premium" packages with extended access:

- Additional documents such as service reports
- Editing of the machine designation, cost centre and location coordinates



The operations of our service technicians are coordinated flexibly and efficiently.

Service appointments and spare parts deliveries are fully traceable.





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Proposed solutions and analysis

The arburgXworld "SelfService" service is included in our basic package of arburgXworld and is therefore free for registered users. It provides you with suggested solutions to machine control messages as well as an advanced system-supported diagnostic option and instructions for maintenance and servicing.

Proposed solutions to error messages

"SelfService" allows the customer to conduct a full-text search to find a message displayed on the machine control system (SELOGICA and GESTICA).

// With "SelfService", malfunctions can be systematically analysed and, in the best case scenario, rectified immediately. //

A document with a possible cause and a proposed solution exists for each individual message. The documents are available in German and English. This allows you to immediately deal with malfunctions and downtimes yourself – around the clock.

System-supported analysis

The advanced "SelfService" function offers system-supported problem analysis and instructions for maintenance and servicing.

This function gives you access to the documented expertise and experience of the technical service. Guided dialogues guide the user from the original problem to the solution. This results in:

- Cost saving and reduction of machine downtime
- ARBURG expert knowledge being available digitally at any time of the day or night

Benefit for you

Because you will be guided in analysing the problem, contact with ARBURG Service also becomes much more efficient, meaning your machines return to production quickly.

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Online spare parts ordering

You can not only order spare parts via our subsidiaries and agents, but also via the "arburgXworld" customer portal, our convenient online option.

The "Shop" service offers you what you want when purchasing spare parts: access around the clock and direct price and availability queries. This service is free for registered users. You have full access to all Shop functions and exclusive special offers.

Interactive catalogue

The simple navigation and search options also include machine-specific spare parts catalogues and 3D previews. This facilitates part identification, meaning you find the information you are looking for quickly.

Centrally available order information

In the Shop, it is possible to query prices and availability directly as well as order history and order repetition. You have all the information available centrally at all times. Relevant company departments such as purchasing or maintenance can access the information that is important for them at any time.

Genuine ARBURG spare parts: we manufacture key components ourselves.



Spare parts can be ordered at any time in the arburgXworld "Shop".

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02 // TRAINING COURSES

// You benefit directly from the in-depth training of our service technicians because our training experts provide you with the same comprehensive information about our products. Moreover, you will also be able to attend training courses for new products shortly after their introduction. Imparting in-depth specialist knowledge has been one of our top priorities since we started customer training courses in 1969. Our practical portfolio includes courses on machines, robotic systems, service, additive manufacturing and plastics technology as well as special workshops on, for example, set-up time optimisation, energy efficiency or digital networking. A clearly organised overview of topics and dates can be found in the training schedules for each country. //

Highlights

- Modern learning environments
- Practical training programme
- In our Training Center in Lossburg (Germany) or on site
- Customers gain the same expertise as our service technicians

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Courses offered worldwide

Efficient machine and system technology is not enough for us! It is also equally important that you can fully exploit the potential of our products. This is why ARBURG offers all standard courses with uniform content in country-specific languages. In Germany, you can take advantage of our training both at the corporate headquarters in Lossburg and at the

// We are continuously investing in our portfolio of courses and expanding it to meet specific requirements. //

ARBURG Technology Centers (ATC) in Rednitzhembach and Radevormwald. We also provide training at our numerous locations worldwide.

We work together with customers who have special requirements and needs across a wide range of topics to develop appropriate courses.

Course overview:

- Additive manufacturing
- Injection moulding machine
- Service
- Technologies
- Automation
- Information seminars

Continued demand in 2020: at the German corporate headquarters alone, our practical courses were attended by

1,104
PARTICIPANTS





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Courses aimed at specific groups

The different courses on offer are geared towards user-specific needs and knowledge levels. From operator training to advanced programming training at different levels.

New stage model

The extensive portfolio of courses is divided into a practice-oriented stage model. This stage model will help you find the right training courses for you in line with your level of understanding and your machine technology.

	STAGE 1	STAGE 2	STAGE 3
Additive manufacturing		+	
Injection moulding machine	+	+	+
Service	+	+	+
Technology	+	+	
Automation	+		
Information seminars			



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Information seminars

We also offer information seminars on current topics. These are free one-day seminars. They take place exclusively in our Training Center in Lossburg and can be combined with other training courses.

The specific topics are:

- Set-up time optimisation
- Cylinder change/screw cleaning
- Assistance packages
- GESTICA
- ARBURG host computer system ALS
- Energy efficiency
- Preventive maintenance

Key knowledge: information seminars at the corporate headquarters in Lossburg.



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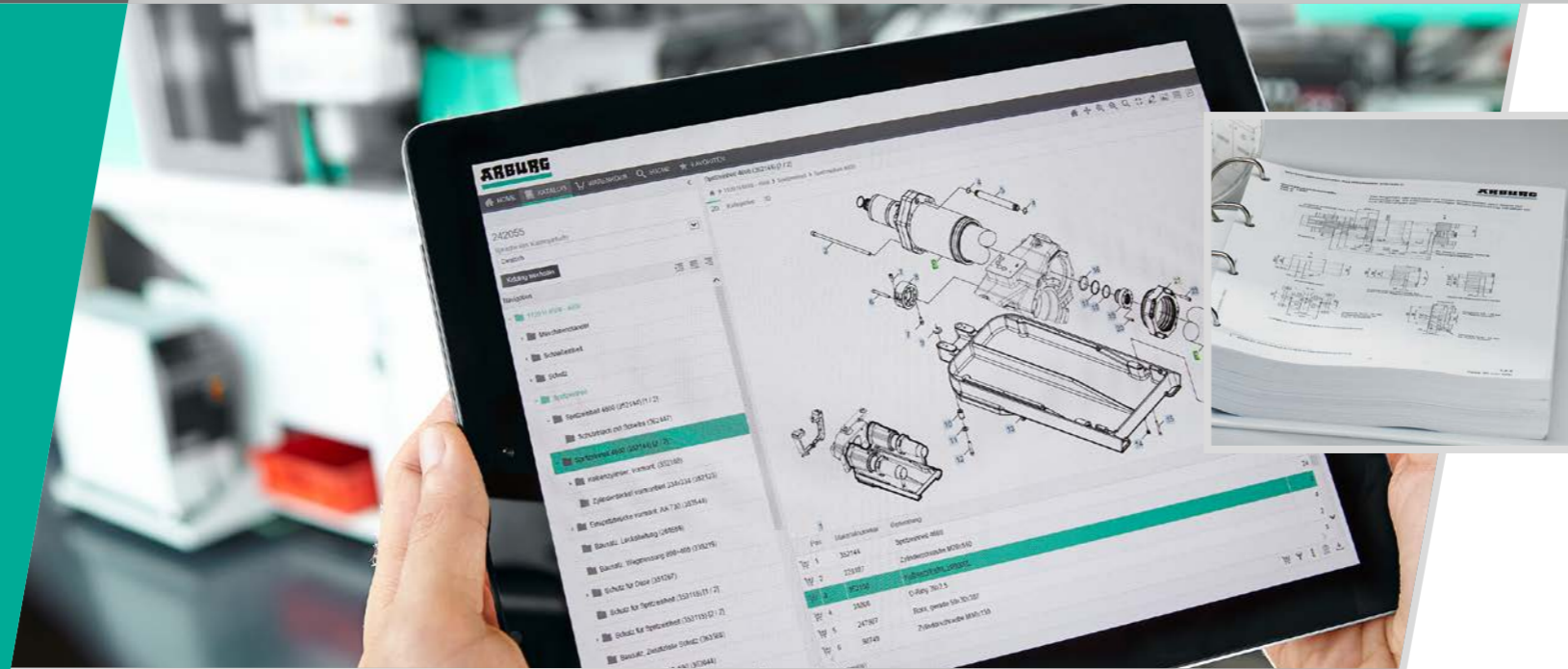
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03.1 Documentation for ARBURG products

03.1 Catalogues and manuals

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03 // TECHNICAL DOCUMENTATION

// In everyday working life, the right information needs to be available in the right place at the right time. ARBURG provides comprehensive documents about the safe operation of the machine or, in the case of turnkey systems, about the function of all components. This information is provided both on paper and on secured data storage devices, or completely in the cloud via arburgXworld. Always available, always up to date, always informative. //

Highlights

- Easy to understand summaries that are to the point
- Detailed images and graphics support understanding
- Continuous updates keep information current
- Different versions can be used depending on requirements

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Documentation for ARBURG products

We supply operating instructions and spare parts catalogues in various formats – whichever is most useful for you in everyday life. This includes:

- Experts manuals (advanced operating instructions)
- Maintenance schedules
- Spare parts catalogues

Depending on the machine type and equipment, the following is also supplied:

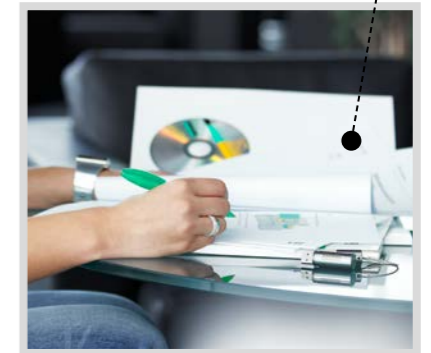
- Documentation for additional devices
- Safety information
- User information
- Floor plans
- Circuit diagrams

In addition to machine operating instructions in paper form, a data DVD is supplied as a secure, long-lasting storage medium containing all other documents in digital form (PDF).



An interactive version of the spare parts catalogue is available for some machines.

Documentation is provided in a way that is practical.





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Catalogues and manuals

Our comprehensive documents describe machines, peripheral equipment or even entire systems in detail. They explain all work steps for our machines from assembly to operation, maintenance and service and are therefore a valuable reference for all those who work with our technology.

Spare parts catalogues

The graphic image panels in the spare parts catalogues are shown in 3D exploded views to make the position of the components and possible assembly sequence clear.

Advanced expert operating instructions

In addition to the operating instructions, which contain the most important information for all product life phases, there is the digital expert operating instructions, which describe more in-depth information such as programming of operating steps, machine optimisation, conversion work and other work that is only carried out by specially trained operating personnel.

System descriptions

The system descriptions provide an overview of the interaction of all components combined in a system. This includes safety information that affects the entire system, references to the relevant individual documentation for the system components and, if necessary, to the CE certification.

Information on optional equipment

Some machines can be equipped with additional functions or equipment. Depending on the additional equipment, in these documents you will find basic information on safety, operation and maintenance or tips that go beyond usual application.

Transport and assembly instructions

For some machines, parts have to be dismantled for transport or the machine may even need to be disassembled into several components. These components need to be transported securely and safely reassembled to form the complete machine at the installation site. The basic information for these steps can be found in these instructions.

Supported by information

Our goal is to provide the operator with dedicated support when completing tasks on their machines and systems. In doing so, we help you to achieve reliable operation and maximum safety when working with our technology.



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04 // GENUINE 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 is quickly back up and running again in the event of any problems. Guaranteed! //

Your advantages

- Tested quality directly from the manufacturer
- Fast, widespread availability
- Digital ordering via arburgXworld
- Guaranteed performance
- Installation by specialised personnel
- Help with maintenance and exchange



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High quality standard





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Global availability

We offer comprehensive support from selection to installation and high parts availability worldwide. Well-stocked spare parts stores at our globally networked subsidiaries mean that the components you need are available in the shortest possible time.

Spare parts for older ALLROUNDERS

Even in the case of older ALLROUNDERS (>10 years), you are certain to obtain the right spare parts from us for a long time to come. This increases the longevity and resale value of your machine.

Active Spare Parts Management (ASM)

Tailored to your needs: our Active Spare Parts Management (ASM). Through proactive planning, this service enables you to cut the cost of maintaining your machines, while also reducing standstill times.

ASM 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.

Component rental

Refurbished spare parts such as cylinder modules can be rented for a defined period of time for test purposes or purchased on favourable terms. Speak to our ASM team if required.

Customer benefits

For you, all this means that the standstill times of your machines are minimised and your production is quickly back up and running again in the event of any problems.

Spare parts and direct support
on the ground in around

100
COUNTRIES





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Wear parts and hose packages

Basic spare parts packages for your ALLROUNDER injection moulding machine or MULTILIFT are put together depending on the equipment of your machine so that you have genuine spare parts available on site in the event of a failure, thereby minimising standstill times.

For customers who need to replace hydraulic hoses after 6 years in accordance with DGUV Rule 113-020, we offer hose packages tailored to the relevant machine and equipment at a fixed price. This includes the following comprehensive services:

- Installation
- Venting the hydraulic system
- Environmentally compatible disposal
- Shipping and packaging

The advantages for you are predictable costs and quick replacement of hydraulic hoses.

Software validation documents

Validation certificates in accordance with ISO 9001 can be issued for your ALLROUNDER software if required.



Wear parts packages,
specifically for machines
and robotic systems



Documented reliability,
even for software



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Numerous retrofitting options

We offer a variety of retrofitting and upgrade options for our ALLROUNDER injection moulding machines. This allows you to adapt the relevant machine to new projects (connection to automation/host computer systems, options for new injection moulds, etc.).

Individually planned conversion and retrofitting

We plan conversions individually for each machine and include them in the machine equipment so that you receive the latest technical documents such as electronic or hydraulic circuit diagrams. This means that we can track the changes at any time and good support is guaranteed in the event of any queries.

Feel free to ask our spare parts service which options you need and we will prepare a quote for the necessary kits in cooperation with our technical processing department.



KEEP OLDER MACHINES

UP TO DATE
FOR THE FUTURE



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05 // COMPREHENSIVE CUSTOMER SUPPORT

// Our well-developed service and sales network with our own organisations and trading partners enables us to offer you expert support around the world. From the safe commissioning of machines to specialist training, direct telephone assistance or direct deployment of our service technicians: "Wir sind da." – whenever you need us. Add to this our offering 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 downtimes and lower costs! //

Highlights

- Rapid assistance via country-specific hotlines
- Service contracts for consistently high machine capability
- Conversions, repairs, retrofitting – expertly and quickly



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National hotline

In addition to our operational service at your site, we have set up a free hotline at our parent company in Lossburg (Germany). You can use this hotline to ask any questions you may have about our products and more. Our experienced service technicians provide active support, for example with application technology, turnkey systems and conversions.

// Our experienced service technicians, who themselves come from the operational field, are on hand to assist our customers with every means at their disposal. //

During specific troubleshooting, we work with you step by step to determine the possible causes. This can reduce service assignments, saving time and money.

Quick solution thanks to digitalisation

In the age of digitalisation, a wide range of options such as video calls, remote service and simulators are available to provide the customer with the best possible assistance.

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Efficient remote diagnosis

The ARBURG Remote Service (ARS) provides assistance quickly. This gives the service hotline an enhanced view of the machine and its condition for faster and more accurate diagnostics. You activate and approve remote access in advance. Only then can the ARBURG service technician connect to the machine. Machine access can be used by the technical service, project planning (for turnkey systems) and application technology teams for troubleshooting, process optimisation and advice. Access to customer and machine data can only ever take place in close coordination with and with prior activation by you, making it absolutely "data secure".

Technical requirements

All machines have been equipped with Basis Connectivity since 2019. This includes an IIoT gateway that is installed in the machine's control cabinet and connects the injection moulding machine to the internet via a secure data line as soon as you enable it. We offer Basis Connectivity retrofitting for machines built in 2014 or later.

Quick and efficient: our experts can analyse problems remotely.



Reliable and secure: the Basis Connectivity of our ALLROUNDERS enables secure online support.

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Qualified service technicians on the ground around the world

The basic training of every service technician at ARBURG starts at our headquarters in Lossburg, Germany. This is how we transport the spirit of ARBURG into the world and ensure that all our service technicians receive the same, qualified training. All service technicians receive training on all products. For you, this means that no matter whether you are commissioning our technology, experiencing a malfunction, need a conversion or want to carry out an inspection – you always have the same qualified service technician to support you. Simply contact the service centre or subsidiary responsible for you and arrange a service appointment.

Mobile service system

It is also possible to create a service order for another country using our mobile service system. Colleagues in the recipient country receive this directly in a planning system, process it and send a local service technician after consultation with you. If necessary, the ARBURG specialists can also request a technician directly from another subsidiary or service centre. The technicians are equally qualified in all cases as they have all received the same training.



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Service contract

A service contract provides security through verified and certified operability. For this purpose, we offer you service contracts at intervals of 12 or 24 months that can be tailored precisely to your specific circumstances.

Regular recalibration reduces both wear and downtimes, so that you can rely on your ALLROUNDER to deliver excellent performance in the long term. This reduces the need for multiple visits, which saves you plenty of time and money while increasing your machine availability.

// A service contract maintains the operability of your machine for the lifetime of the technology. //

Regular calibration: keeping the reproducibility on ALLROUNDERS high.





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Oil management

70 to 90 percent of damage to hydraulic components can be traced back to contamination in the hydraulic system. With intelligent oil management, you can avoid such contamination and permanently maintain the availability and reliability of your ALLROUNDER injection moulding machines. However, we still need your cooperation. We are happy to advise you and also offer [training courses](#) on this topic.

Measures during construction

By consistently cleaning and protecting components during assembly, we eliminate initial contamination of the hydraulic circuit. In addition, we commission all new machines in advance at our headquarters. The purity class of the oil used is constantly monitored during this process and the oil tank is cleaned out before and after the internal tests.

Measures during the operating phase

The following points should be observed during the operating phase of your machine:

- Adhere to oil change intervals
- Prevent contamination through oil management
- Only use hydraulic oils in the required purity class 18/15/12 (ISO 4406) or higher
- Avoid conventional drums – they do not meet the required purity class and lead to contamination of the hydraulic system
- Store hydraulic oils properly and filter before use

- Use micro filter units for filling or topping up hydraulic oil (can be rented from ARBURG)
- After filling and topping up: allow oil to degas for at least one hour before switching on the pumps for the first time and vent the hydraulic system thoroughly with slow machine movements
- Analyse contamination of the hydraulic oil regularly – laboratory report allows conclusions to be drawn about possible wear, e.g. on pumps or seals
- If necessary, clean hydraulic oil using micro filter units in the bypass flow.



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Testing devices and special tools

Filters and testing devices for oil management

When commissioning the machine, the hydraulic oil needs to be poured into the machine via a filter and a testing device. These devices can be rented from ARBURG.

The following should be observed:

- Only use hydraulic oils in the required purity class 18/15/12 (ISO 4406) or higher.
- Use micro filter units for filling or topping up hydraulic oil.
- Allow oil to degas for at least one hour before switching on the pumps for the first time after filling and topping up.
- Vent the hydraulic system thoroughly with slow machine movements.

Checking photoelectric barriers

Machines with a light curtain are subject to legal regulations to prevent injuries. The check carried out by the ARBURG service technician provides the measurement data required for this purpose such as overrun time, overrun travel and maximum speed. This can be used to determine the minimum safety clearance for the operator, in accordance with the DIN EN999 standard or the VBG and ZH regulations (in Germany).

Rental of special tools

Our wide range of special tools facilitates efficient repairs on site, reduces standstill times and minimises costs for the service technician.



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Commissioning and inductions

Worry-free from day one – book a commissioning with us! Have your ALLROUNDER safely set up and precisely levelled on site by a trained ARBURG service technician. We fill your machine with the hydraulic oil of your choice. To maintain the required oil quality, the oil is poured in using a micro filter unit.

Documented commissioning

Your new ALLROUNDER is checked and documented according to the commissioning protocol. This is followed by a test run to ensure proper functioning. The commissioning protocol is discussed with and approved by the customer. You can then store this protocol in the machine logbook and/or upload it to the MachineCenter in our arburgXworld customer portal.

Individual induction

Learn all there is to know about your ARBURG technology – book an induction with us! Our experienced application technicians are up to the task. Our specialist will provide in-depth training on all the functions of the ALLROUNDER and the machine controller. The customer's injection mould can also be run in and configured if requested. This ensures that your ALLROUNDER is perfectly attuned to your injection mould.



CONTACT
AWT_support@arburg.com

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Repairs and retrofitting

You'd rather make repairs than buy something new? No problem! For older ARBURG machines in particular, repairs can be the more economical solution.

Repair work

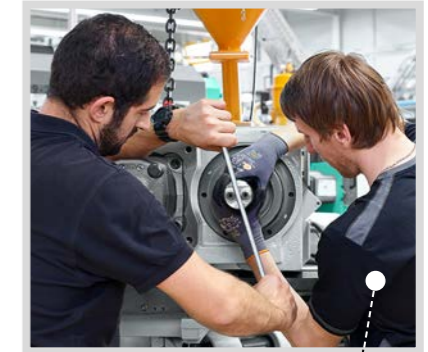
If repairs are scheduled, simply contact ARBURG Service. For certain parts and in many situations, you can start by just sending us a photo. If a repair is feasible, our experts will examine the components in detail and draw up a report including a quote. We will then order the necessary spare parts and special tools and arrange an appointment for the repair at your site.

Retrofitting

Do you want to retrofit or upgrade your ALLROUNDER so it can complete other tasks? 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 can provide you with a detailed quote. A qualified service technician will perform the professional conversion.



Affordable alternative: repairing components.



Technical update: greater efficiency for injection moulding production.

CONTACT 
spare_parts@arburg.com



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Video calls

Would you like a video call with a member of the hotline staff? We can provide a hyperlink for a call that you can open on your smartphone or tablet. Video calls are a new feature of our hotline.

Video calls allow you to point out details or components on your ALLROUNDER interactively. This facilitates immediate and detailed descriptions of issues, which results in faster problem solving and shorter standstill times.





Legal notice

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