

øerlikon
barmag

øerlikon
neumag

øerlikon
nonwoven

Partnering for Performance

Customer Services at a glance



Content

- Start-up Services 4
- Lifecycle Management 6
- Technical Services..... 10
- Advanced Services 12





Our Customer Services department has one all-embracing mission: we want to make your operations increasingly efficient and productive, and your business increasingly competitive and profitable. To do this, we offer you a close working relationship – partnering for performance.

Our services for your success

Textile technologies are becoming ever more efficient and flexible, opening up great opportunities to enhance your competitiveness. At the same time, this progress accelerates the race in the market. To be able to keep up and react swiftly to a changing market situation, it is important to maintain and expand your technical capabilities and to utilise them properly.

To achieve these, we place emphasis on a close, trusting service partnership with you to ensure reliable production and gain a technological edge, to secure your investment and to guarantee success in the future. Together let us exploit the strengths of our technologies for your business.

Our goal: your operational efficiency

Through our partnership we want to increase your operational efficiency to best effect. With this in mind, we focus on optimising your operating and manufacturing processes, your system and logistics management and the acqui-

sition of further skills by your staff. Your success grows with the interplay of all the factors involved.

For this we offer you the performance of a technology leader with a unique global service network, along with highly qualified service and engineering experts. We will advise and support you in all phases of your business along the entire value creation chain of fibre production:

- with start-up services for the installation or relocation of your systems,
- with technical support round the clock,
- with modern services for maintenance and repair, performance enhancement and staff training, and
- with modernisation and upgrades from the manmade fibre specialist.

Whatever you need, you can select services tailored to those requirements from a service portfolio that is unique in the industry.

Success from the very beginning

In fast-moving textile markets it's important to get projects off the ground quickly. When installing or relocating production capacity, choose a reliable, experienced partner with extensive start-up competence from the design to commissioning of your system. Our specialists will come up with customised solutions to meet your deadline.

Installation services: the perfect start

We offer a wide range of start-up services to suit your individual requirements:

- Planned start-up execution up to commissioning.
- From components to plants and turnkey solutions, including customised solutions for specific requirements.
- Assembly, disassembly and reassembly.
- Fitting of new machines or pre-owned equipment.
- Project staffing and/or coordination of sub-suppliers, sub-contractors and workers.

Proven project management

Our experienced experts and engineers are familiar with the requirements of the entire textile technical process chain and virtually every challenge. We work on the basis of proven, transparent project management with cost forecasts, time frames, staff deployment plans and well planned activities – always oriented to the health, safety and environmental standards in force in a country.

Assembly: we won't abandon you

Do you have unexpected staff shortages? Are you planning to make technical changes on-site? We won't abandon you in any situation. You can contact us 24/7 and we will mobilise expert assistance to provide direct support on site if necessary. Behind the services we offer there is always a global team and network to which we – and thus you too – have access at all times. These will render swift assistance if required.

Commissioning – until everything is running

We believe installation also includes successful commissioning with a qualified start-up of the machines. Our well-versed specialists will optimise your processes in a short time. That means you achieve quality from the outset.

Relocation services: know-how counts

Moving an existing installation to another location and recommissioning it calls for significant know-how. Often it involves overcoming challenges such as a lack of technical documentation and packaging, or complicated rewiring of the system technology, which could determine whether commissioning is successful or not. Take advantage of our expertise and trained staff for a problem-free relocation, therefore. Prior to disassembly we will provide a qualified risk assessment. And we'll keep spares at the ready in order to achieve a restart as securely and swiftly as possible.

Turnkey solutions: packaged services

One of our particular strengths comes virtually packaged – the delivery, installation and commissioning of complete turnkey plants carried out by our skilled specialists. Exploit the advantages associated with this. You hand over your 'swept clean' building and we'll take over from there, installing and commissioning your machines and systems. This service has been in our portfolio for ages, however, it became especially popular during the pandemic with Oerlikon Neumag and our sold meltblown lines, which had rather tight deadlines for start-up.

Today, this product is particularly valued by our BCF customers. You benefit from an experienced team and speedy working processes. You get a reliable start date. And experience shows: our turnkey projects are realised 10 to 15 percent faster than when outside staff are used.



Competitive edge with start-up services

“Complete assembly shortens the installation time considerably. Every week that manufacturers are able to produce earlier means hard cash for producers.”

Ingo Lobinsky, Head of Start-up Services Oerlikon Neumag

We take care – you stay ahead

Your production assets are the capital behind your success, now and in the future. Maintain and improve the future-readiness of your machines for this reason. We offer you solutions to enhance and safeguard performance up to entry into new markets. We're your partner for profitable business over the entire lifetime of your machine.

Your future – our partnership

In the race for markets and products, textile technology is becoming ever more efficient and complex. Match the performance level of your installations systematically to rising standards and your own demands, therefore, to remain profitable and successful. We are constantly developing wide-ranging solutions in cooperation with fibre manufacturers, especially for older generations of machines and technology. The bottom line for us is the maximum profitability of your business in the long term. As your partner we offer leading technologies and services for your long-term competitiveness, from upgrades and modernisation to preventive maintenance and repair using original parts.

Upgrades: attain new goals

Are you targeting new markets or aiming to gain a greater market share? Are you planning to change your product spectrum? Continue to use your machine platform for this and opt for our leading upgrade solutions:

- Technology upgrades to expand the product spectrum and increase competitiveness.
- Process upgrades for improving throughput and yarn properties.
- Component upgrades to increase life expectancy, ease of operation and cost saving.
- Software upgrades (e.g. plying / doubling / winder boost).

Modernisation: remain future-proof

The desire for manageable, worthwhile investment in technical developments with a defined benefit and to remain fit for the future is increasing. Our offers for modernising systems and components along with suitable retrofit solutions can help without you having to change your existing machine concept:

- Modernised components for increasing service life, production volume or product quality and for improving processes.
- Special solutions as a replacement for products that are no longer available, such as electrical modules and components, for instance. Modernisation to improve efficiency, cost savings or to meet statutory regulations, for example fitting energy-saving components (e-save solutions).



Cost-effective alternative to a new system

“With our modernization packages, we offer our customers operational reliability of their plants and optimized product quality at a manageable investment cost.”

Stefan Heesen, Head of Customer Service Products

Focus on your core business – with our customised services

Maintenance: individual contracts

With a regular servicing regime you secure the technical reliability and future-readiness of your machines and extend their life cycle. The more tasks you transfer to our specialists, the fewer fixed costs and the less expenditure you yourself bear for your own staff and for training them. We offer a variety of configuration options and high service transparency for this:

- Contracts with flexible maintenance intervals, e.g. weekly, monthly, intervals of several months, annually. Contract terms of up to 5 years can be agreed individually.
- Customised scheduled maintenance programmes at various levels up to preventive maintenance with regular updates and equipment monitoring.
- Flexible involvement of our service personnel up to full service to lessen your staff workload (on-site maintenance workshops).
- Measurable servicing and production performance due to KPIs, reports and reliable documentation via maintenance/repair checklists.
- Support from our service stations located close to the customer or an on-site workshop directly in your plant.

By the way:

We also service third-party equipment – talk to us!

Repair: back to production at once

Our repair services help to keep your machines highly efficient and safeguard your investment. We support you on demand with time and material expenditure included. You can also agree made-to-measure repair concepts including set repair times with us. Our repair workshops in important textile regions across the globe or our on-site repair workshops in your plant with their own stock of original parts ensure the fastest possible support.

Original parts: best in class

Our original parts are more than just a replacement. We are constantly developing them and designing them for ever better process and product quality. Compared with unaudited parts they offer the crucial advantages of:

- Stable productivity and high performance.
- Guaranteed component quality and maximum effective machine running time.
- Reduced life-cycle costs.
- Assurance of machine warranty.
- Long-term yarn quality.
- Access to our global technical support team.

Our original parts are offered with long-term availability and always form part of your maintenance and repair contracts with us.

my.Oerlikon.com: more than an e-shop

Our unique web-based customer portal is much more than just an e-commerce shop with an intelligent search function for our products. You'll find a history of all your orders and activities in your own protected area. You can retrieve the latest documentation and service manuals for your machines, obtain solution quotes for many enquiries, project management and lots of other useful items. Visit us online – here, too, we speak up to nine languages.

myOerlikon.com

Welcome to my Oerlikon.com,
a next generation service portal.

Experience state-of-the-art and comprehensive online service from Barmag and Neumag.

Experiences what it is like to have access to the latest information, from anywhere and at any time.

Get to know the convenient and professional latest-generation e-commerce process your offers and track orders online at any time.

Conveniently check all processes relating to maintenance, updates and more. From anywhere – at any time

Features

e-commerce

How To

Contact

HP Compaq LE1711

Original parts for stable processes

"In our experience, original parts guarantee stable processes. We have fewer yarn breaks and achieve excellent yarn quality. Our customers reward this by paying higher prices."

Mohammed Farid Khamis, Owner of Oriental Weavers Group

Where ever you are – support around the clock

A global service network and hotline support around the clock: we offer the optimum prerequisites for finding solutions to the challenges you face. Supported by our skilled experts, over 300 experienced service engineers are on hand to assist you in pursuing your goal of efficient production without delay.

Technical support: know-how on demand

You need help? Just contact your trusted service office. In most cases we will analyse and solve your problem over the phone or by remote access to your system. If necessary we will involve our R&D and quality assurance specialists. They will be available to you as quickly as our latest technology and equipment. And in urgent cases we'll be there in a flash, because we are represented in all key textile markets. That's why we are the market leader.

Technical support for Fleissner staple fiber and Trützschler filament and BCF systems has been added to the Barmag Customer Service family. Our "new customers" appreciate the wide range of support options, including the newly created remote support solutions.

24/7/365 hotline: always there for you

Your time is precious, so you can reach us instantly, around the clock, around the world, 365 days a year. You'll find your special regional emergency service hotline and our central hotline number on our website. It's your direct link to immediate assistance.

Secure Remote Service (SRS) contract: save time and money

Are you familiar with the benefits of our remote diagnostic services? Remote electronic access to your systems permits fast process monitoring and online analysis for swift problem solutions, data protection included. Online updates and upgrades for optimisation can be integrated quickly. Preconfigured and

discounted hourly packages are incorporated into the rolling contracts. This replaces continuous commercial negotiations. If the hourly package is not used, the contingent is of course available for other products such as expert talks. But that's not all. You also save on travel and staff expenses. There are many reasons why our customers are finding this service increasingly attractive. Talk to us!

Made-to-measure repair services

We'll give you made-to-measure repair services, ranging from a repair kit to self-help to on-site repair by our trained specialists using special equipment. To minimise repair times, we offer a replacement-repair service for many parts. You receive qualified logistical support for this, because in many cases we can fetch your parts promptly if a consignment doesn't meet your request.

Unique global network of service stations

We have a global set-up with a unique network of service stations in your vicinity in all key textile markets and service partners who speak your language. Our network is growing continuously and currently comprises more than 18 service stations and offices as well as above 60 agencies worldwide.



We are just a call away

Whenever you and your team need our support, knowledge and expertise. Just get in touch with us. Often we can quickly identify initial solutions together with you.

Improve your value chain with our business services

Want to achieve maximum performance, operational reliability and product quality? Do you derive sustainable benefit from best practice optimisation? With your goals as their focus, our qualified experts will advise and support you along the entire textile value chain with a variety of expertise-based services.

Operational efficiency: your path to success

Top performance depends on the interplay of many factors. Our specialists are familiar with these variables and have all the necessary tools at their disposal for enhancing performance, developing future-proof system concepts and unlocking cost potential. In this process we gear ourselves to your aims and requirements and analyse operation and sequences according to your wishes. We recommend worthwhile steps towards optimisation and compare cost and benefit. Trust us: as an OEM we have knowledge of machines and markets that extends back over decades. As a technology leader we always strive for peak performance. The success of our customers is the yardstick for our own performance.

Inspection: low-risk production

Companies that have their plant technology inspected at regular intervals lessen the risk of sudden technical failure, which often results in high consequential costs. Our machines operate with the utmost reliability, but we also recommend an inspection of machine components. That's because their condition not only exerts an influence on your productivity today; it also determines whether smooth operation or unscheduled, usually cost-intensive shutdowns, damage and expenditure will be the norm in the future.

Our service technicians are happy to visit your mill on request and check the technical condition, settings and efficiency of components. They will analyse possible sources of faults or failure probability and advise which replacement parts or repair services are needed.

Performance check: targeted optimisation

Already in great demand, this new analysis tool will grant you an in-depth insight into your operational performance and offer important recommendations for the targeted optimisation of processes, quality and efficiency. Our service package includes the following measures:

- Plant analysis over several days with machine check (electronics, mechanics and environment) and process check (operation, maintenance, repair), interviews with operators, servicing staff and mill managers, analysis of troubleshooting sequences.
- Processing of the data accumulated and documentation of recommendations according to customer-specific aims and requirements.
- Presentation of results and discussion of the options for action.

Successful projects

One top manufacturer of polyester yarn was able to optimise the working processes on the basis of a performance check. Savings of 50 percent were achieved with regard to waste and the time required in the clearing process alone. Another textile manufacturer will save a significant six-digit sum in euros within two years and for each further year due to the optimisation realised as a result of a performance check.

Digital Academy makes customers more successful

"We can train a much larger number of our customers' employees – 24/7, at OEM level and extremely efficiently and with minimal use of resources. This benefits the performance of the systems and helps us to make our customers more successful with our machines."

Tilmann Seidel, Vice President Customer Services Oerlikon Neumag





Training courses

Well-trained employees utilise their potential to the full and get the most out of your system. They increase productivity and quality, cut downtimes and rejects – and they take pride in this. Our experienced training team will turn your technicians and operators into winners like this for your company. We tailor training programmes precisely to your needs and your equipment. Visit our modern training centre in Germany – or we will come directly to your plant. Below is a selection of possible training courses and contents:

- Standard training prior to system start-up.
- Introduction to machine equipment and processes.
- Fast, independent execution of scheduled servicing and repair work.
- Training and support for all aspects of operational and process optimisation.

For many training modules we also offer e-learning programmes. Talk to us!

Digital Academy

The Digital Academy is a new highlight in the training world. As a first step, the training portal was rolled out for BCF systems from Oerlikon Neumag. Employees can and will be guided towards certification through knowledge testing 24/7. The on-line training courses available at myOerlikon.com now include 13 hours of interactive video material in English and Spanish. Further languages are in preparation. For Oerlikon Barmag products, the Digital Academy is currently in the planning and implementation stages .

From Melt to Yarn, Fibers and Nonwovens

Place your business ideas in professional hands! Consulting, engineering, plant construction and high-tech machinery – the whole package from a single source. Many years of experience in textile machine construction and our strong global network form a solid basis and the perfect prerequisites for us as your solutions provider.

Define your yarn properties

From chemicals to final products, from polycondensation to texturing, from melt to yarn, fibers and nonwovens – we have your value-added chain under control. And you increase your profits. Because an optimized manufacturing process encompassing all production steps provides you with the greatest-possible influence on the quality of your end-product. And your production costs. Add to this the fact that our brand strength will make financing your project a profitable investment.

Extensive experience and engineering and management competencies help us deliver even complex projects and processes on time. You can rely on that!

e-save
comprehensive efficiency

e-save provides you with a competitive edge

With e-save, Barmag introduced a label for particularly energy-efficient systems, machines and components back in 2004. Over the past years, e-save has established itself as the trademark of a comprehensive efficiency program. This underlines the preeminent role of Barmag when it comes to commercial success and sustainability. All innovations are developed with the following four e-save aspects in mind:

- energy,
- economics,
- environment, and
- ergonomics.

Oerlikon Barmag

Zweigniederlassung der
Oerlikon Textile GmbH & Co KG
Leverkuser Str. 65
42897 Remscheid
Germany
T +49 2191 67 0
F +49 2191 67 1204
customer-services.barmag@barmag.com
www.barmag.com

Oerlikon Neumag

Zweigniederlassung der
Oerlikon Textile GmbH & Co KG
Christianstr. 168 – 170
24536 Neumuenster
Germany
T +49 4321 305 265
F +49 4321 305 212
customer-services.neumag@barmag.com
www.barmag.com