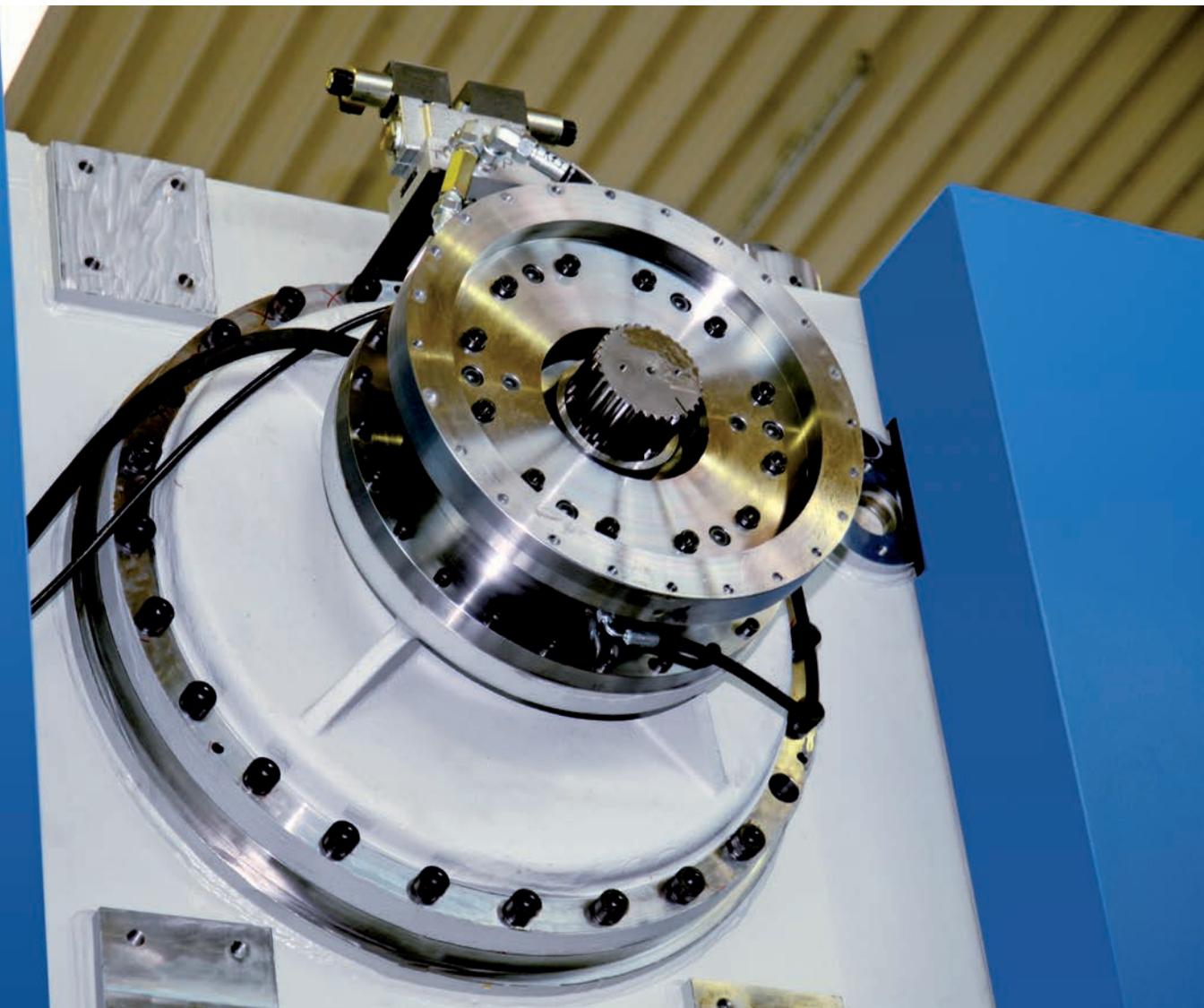


# Customer Services at **ANDRITZ Kaiser**

Consulting, Training, Service, Retrofit



# Mutual success

## 70 years of sustainability

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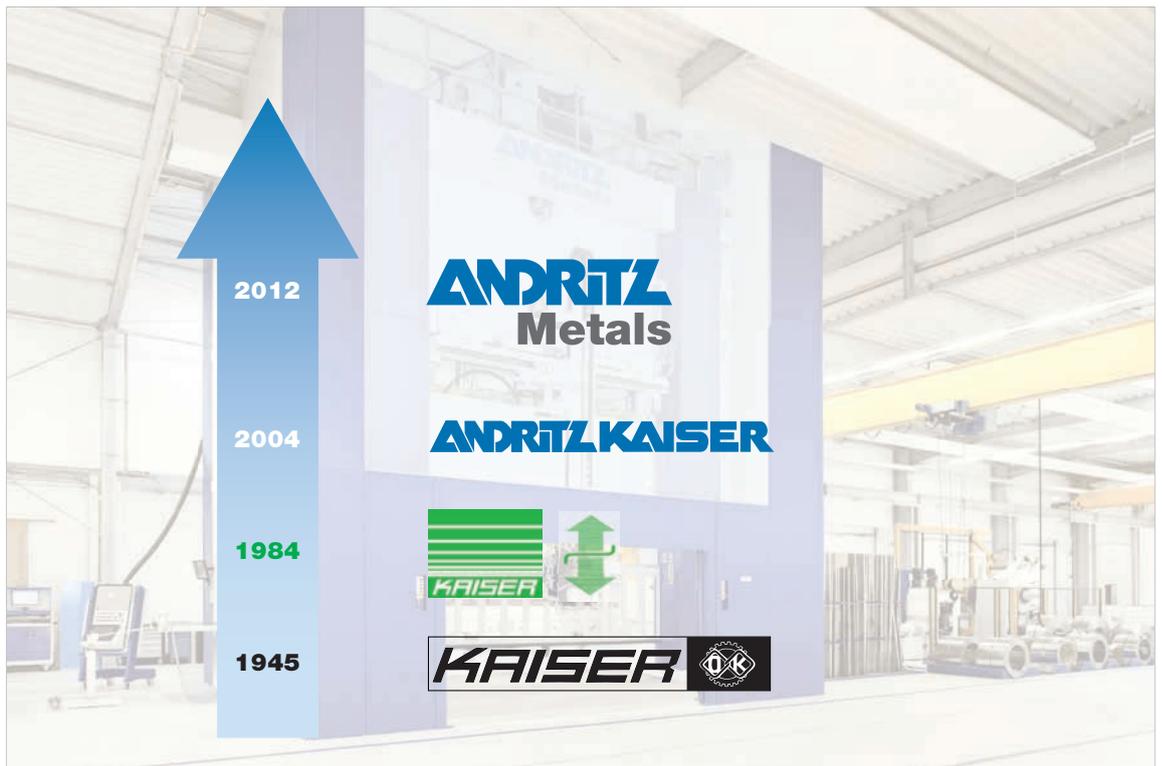
As suppliers of high-quality forming systems, ANDRITZ Kaiser strives to successfully accompany their customers over the entire lifetime of their forming systems.

Since their foundation in 1945, ANDRITZ Kaiser as press manufacturers have established themselves as a reliable partner on the market. Our name is synonym for economic and reliable production systems. Yet even the best presses require regular and professional care in order to conduct their work reliably for years to come. Starting with the preventative maintenance and the supply with the necessary spare parts, right up to troubleshooting and repairs, we support you with our specialist competence in the maintenance of your system. And in order to bring older systems up to date, we also offer complete mechanical and electrical retrofitting for our presses.

Naturally, we work in accordance with the CE standards and ensure the maintenance of all applicable regulations. In order to inform your employees about the changes made to their familiar system, we provide training courses and further training in all areas related to press technology.

Since our beginnings, we have focussed on long-term cooperation as a basis for successful collaboration, and, even years after purchase of the system, we are just as happy to provide you with support as at the time of purchase.

**This is because we don't just want to win your trust. We wish to earn and retain it.**



The name may change - but the quality remains.

# Specialists come together

## Consulting, Training, Advanced Training

The human resource is the factor for success: Your production line is worth as much as the people who care for them. It's our mission to guide and to train them for the common success.



On-site operator training course



Lecture at the IFU Congress



Quality Management

### Training courses

Not only do we supply the best machine for you, but we also ensure that you utilise the full potential of your system. Good handling of your system is therefore essential. For this reason, we offer you the following:

- Operator training courses
- Safety training courses
- Maintenance training courses

The contents of the training courses are subdivided into different topic areas (electrics, mechanics, hydraulics etc.), so that every specialist employee receives, in addition to basic knowledge, the information which they specifically require. The training course can take place either in our own training centre or at your plant. Your employees receive a training course tailored to their requirements and certification in accordance with the latest quality standards.

### Further training courses and seminars

Through intensive collaboration with renowned research institutes and universities, we remain at the forefront of technical advancements. In this way, we secure ourselves not only innovative solutions, but also profound specialist knowledge which we are happy to share with our customers.

We offer further training and seminars on various topics related to forming technology: Press technology, control, servo technology, etc.

Would you like to get to know us in person? You are welcome to pay us a visit at any time. Enquire about our event schedule, and visit us at a congress or a trade fair close to you!

### Consultation and expertise

We are happy to provide you with the benefits of our years of experience in press construction when analysing and improving your production possibilities. Here the focus is placed on tooling time optimisation. Furthermore, we can offer you support in safety topics related to your presses, and provide different services on standard conformity, in particular CE conformity (consultation, acceptance, quality...) In addition to our own experts, we have a network of external specialists for all questions related to forming systems.



# Customer Services

## Always there at the right time

In order to avoid and remedy machine downtimes, our Customer Service and our Service Hotline are happy to assist. Tightly-structured processes and a perfectly-organised team ensure timely processing of your requirements.



Maintenance



Fault analysis



Spare part stock

### Preventative maintenance

In order to avoid downtimes, an annual inspection of machines is recommended. Make use of our offers for maintenance and secure the following advantages through closure of a maintenance contract:

- We remind you about maintenance due and coordinate appointments with you.
- Within the scope of the maintenance, we conduct the stipulated annual inspection (Germany: UVV VBG 7n5.1).
- We complete preventative maintenance measures in order to maintain optimum system efficiency.
- If required, we check the technical condition and safety of your machine.
- We provide recommendations for expedient repairs.

### Troubleshooting and repairs

In case of machine failure, we can determine malfunctions and remedial measures online via our remote maintenance system. If this proves insufficient, we send a qualified technician without delay to assess the damage and to quickly remedy more minor malfunctions. Our efficiently-organised Team plans and conducts larger repairs so that you incur a minimum of costs and production downtimes. Furthermore, we can help you in the repair phase to continue production, for example through rental of a similar machine in our inventory or through forwarding to alternative manufacturing companies at no extra charge.

### Spare parts

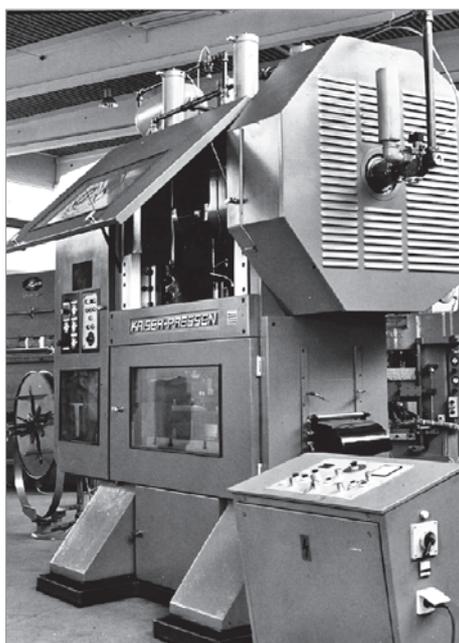
We keep a wide range of wear parts and critical parts in stock in order to permit timely replacement and thus to avoid production downtimes. On older machines (older series), we still possess the complete technical documents, and can have parts manufactured within a very short time.

Replacement is conducted by our optimally-qualified fitters or Service partners. Fair prices, short lead times and good availability characterise our Spare Parts Service.

# Old becomes new

## Retrofit and modernisation of old machines

Retrofitting, maintenance and modernisation at ANDRITZ Kaiser: We bring your old machine back into as-new condition. Our Team plans, develops and works to retrofit old machines of any brand so that they accord with the state-of-the-art technology.



### Retrofit

So that you can increase the productivity of your system, without necessarily having to invest in a new machine, we carry out general overhauls on all brands of mechanical presses: Mechanics, electrics, hydraulics, pneumatics, safety technology and much more. The entire system is brought into as-new condition by our Team. Naturally, we observe the valid regulations and advise you on standard-stipulated technical modifications.

### Control retrofitting

We offer you professional control retrofitting in accordance with the latest technology and the current safety regulations. You thus obtain a full-quality, modern control with updated components which, for example, fits perfectly into the overall IT concept for modern production company and which provides extended possibilities for the process monitoring and integration of auxiliary systems.

### Servo-retrofitting

Our servo technology concept for presses adapts to every press produced by ANDRITZ Kaiser. In this way you can switch easily, swiftly and inexpensively to servo technology from the technological leaders. Only the drive and the control are modified on the press; no large-scale conversion measures are required. The appropriate electronics fit into an additional switch cabinet. We supervise the conversion completely from order placement right up to the turn-key system and acceptance according to the latest directives.

# We are proud of this Reference projects

Just some examples of our latest projects from the automotive, fittings, electromotor and general punching operations sectors.



## General stamping shop / tool manufacturer KSTU 1000-15-2G-PSR

Press force	1.000 kN
Table dimension	1500 x 650 mm
Speed	min-max 1/min
Slide stroke	min-max mm
Weight	17.000 kg



## Metal fittings KSTU 2000-20-4G-PSE

Press force	2.000 kN
Table dimension	2000 x 1000 mm
Speed	min-max 1/min
Slide stroke	min-max mm
Weight	43.000 kg



## Rotor/Stator laminations KSTU 2500-20-5G-PR / KSTU 3150-20-5G-PSR

Press force	2.500/3.150 kN
Table dimension	2000 x 1500 mm
Speed	min-max 1/min
Slide stroke	min-max mm
Weight	63.000 / 70.000 kg



## General stamping shop / tool manufacturer KSTU 3150-25-F3-P-SE

Press force	3.150 kN
Table dimension	2500 x 1250 mm
Speed	min-max 1/min
Slide stroke	min-max mm
Weight	55.000 kg



**Metal fittings**  
**KSTU 4000-25-F32-RKM-SE**

Press force	4.000 kN
Table dimension	2500 x 1300 mm
Speed	1 – 120 1/min
Slide stroke	50 – 250 mm
Weight	58.000 kg

**Automotive supplier**  
**KSTU 5000-30-7G RKM**

Press force	5.000 kN
Table dimension	3000 x 1400 mm
Speed	min-max 1/min
Slide stroke	min-max mm
Weight	105.000 kg



**Automotive supplier**  
**KSTU 15.000-35-12S-RKM-SE**

Press force	15.000 kN
Table dimension	3500 x 1600 mm
Speed	1 – 80 1/min
Slide stroke	200 mm
Weight	260.000 kg

**OEM**  
**KSTU 4Q 25.000-51-14S-R-SE**

Press force	25.000 kN
Table dimension	5100 x 2500 mm
Speed	1 – 30 1/min
Slide stroke	300 - 750 mm
Weight	800.000 kg

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Saturday from 07:00 to 14:00 h



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