



SERVICE

Examples



Testing of drives



Visual inspection of idler rollers



Checking of accurate edge at rewinder



Spare and wear parts



Presentation service and maintenance features



Inspection of coating head

Customer Service

A KROENERT coating line is a reliable and low-maintenance system. Preventative and regular servicing and maintenance of the line improves and secures its availability.

The KROENERT customer service which ensures service in line with established and current specifications, is available to meet these needs. Trained experts and specialized testing equipment ensure the smooth operation of the line. And, the service team is also ready and available for rapid service deployment and emergency repairs.

KROENERT CUSTOMER SERVICE



KROENERT ♦ BMB ♦ DRYTEC

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The Benefits of KROENERT Customer Service

- KROENERT's technical expertise ensures optimum operation of the line**

The line is checked and serviced at least once a year, or more, if the customer so wishes, by expert service technicians. During any service call-out KROENERT technicians can access the knowledge base of all corporate departments, such as mechanical and electrical engineering.

- Improving security**

The safety-critical components of every line are checked and serviced at regular intervals by KROENERT experts.

- Reduction in operating costs**

The preventative detection of wear and tear and technical defects prevents costly repairs, offers protection from avoidable downtime and ensures the long-term value retention of the line.

- Releases your employees**

Service and maintenance by customer staff falls away. All maintenance of line components is performed by KROENERT service specialists.

- Discounts on service call-outs, replacement and wear-and-tear components**

Customers with a service contract receive a 15 % discount on the hourly rate for assembly and maintenance labour.

We also offer a 5 % discount on all replacement and wear-and-tear components.

- Rapid response to breakdowns**

As a KROENERT service contract customer, your repair requirements have the highest priority. The KROENERT service specialists will be dispatched within 24 hours, and will be with our customers in the shortest possible travel time.

- On-site availability**

Even without a service contract, in-stock replacement parts are available to you on-site. KROENERT will deliver the required parts, ex-stock, within 48 hours (reporting Monday to Friday).

The Scope of the Service Contract

Amongst others, the following are included in services:

Mechanical Machine Maintenance

- Inspection of machine in operation
- Visual inspection and functionality check of:
 - Rollers
 - Drive units
 - Peripheral equipment
 - Shock absorbers
 - Hydraulics
 - Pneumatics
 - Safety equipment, including completeness check
 - Coating stations
 - Unwinders and rewinders
 - Dancers
 - Dryers
- Line start-up on completion of maintenance work (with the customer)
- Replacement components, consumables and cleaning materials provided by the customer.

Electrical Equipment Maintenance

- Operating test, emergency stop
- Operating test, door locking
- Operating test, safety switch
- Operating test, anti-crush protector dryer
- Visual check, switchboard ventilator
- Exchange PLC buffer batteries
- Diameter detection, display
- Splice function unwinder and rewinder
- Web tension measurement adjustment, load measuring bearings
- Web tension measurement adjustment, dancer
- Regulation of web tension
- Inspection of roller speeds

Customer needs can be taken into consideration during servicing. Re-training and the optimization of production can also be implemented.

General Work

- Generating a maintenance report and needs analysis for worn and replacement components
- Documentation with photos
- Production advice
- Proposals for improvement

Direct Contact for Service

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