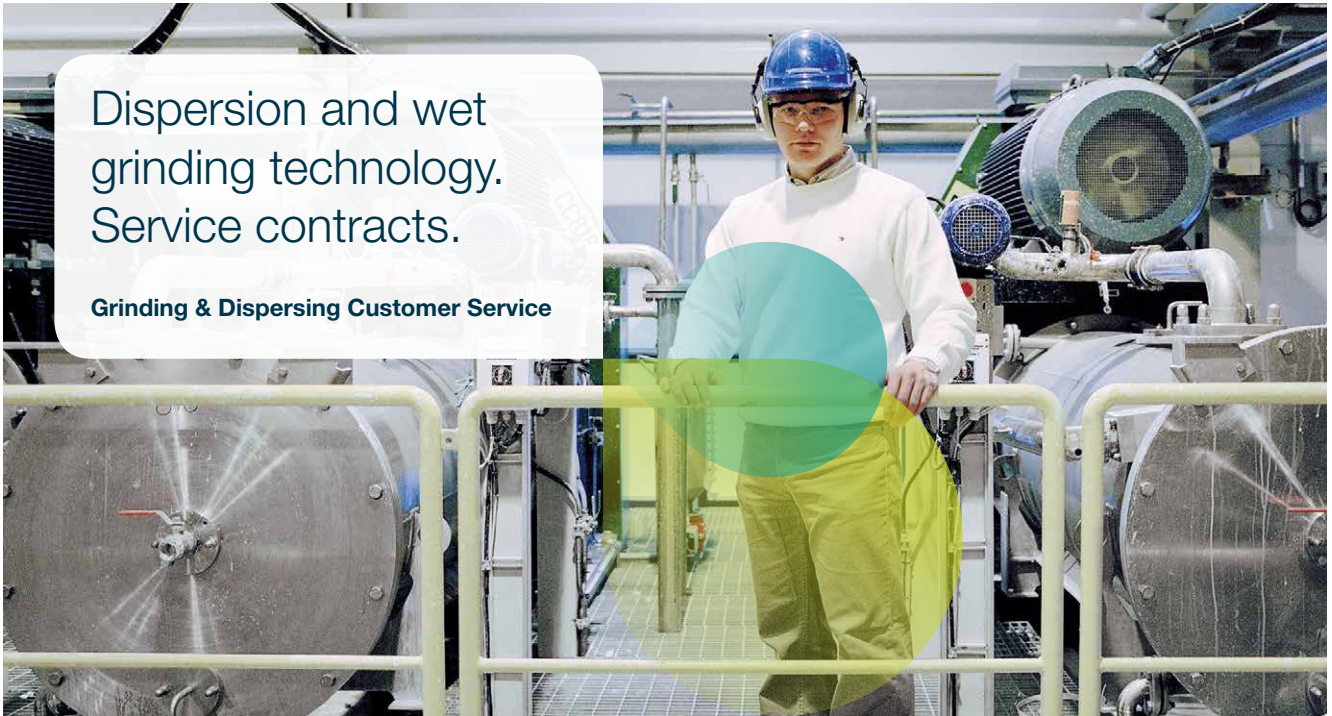


# Dispersion and wet grinding technology. Service contracts.

## Grinding & Dispersing Customer Service



With Bühler customized service and maintenance contracts, you are always on the safe side. Together, after comprehensive consultation and analysis, we define the exact range of services you require – tailor-made to suit your needs and wants. To make calculating costs easier for you, Bühler offers a variety of service packages for agitated media mills, three-roll mills and other machines that use wet grinding technology:

### Inspection Contract

This package includes regular inspection of one or more machines in your facility. All the relevant components are inspected at predefined intervals. If any components are defective or if other maintenance work needs to be done, the responsible technician informs you and advises you on the necessary service measures.

### Maintenance and Maintenance Plus Contracts

In the Maintenance Contract, Bühler carries out maintenance of the machines specified in the contract. Special measuring devices enable the service technician to assess the degree of wear and recommend the appropriate spare parts needed, ensuring that the required spare parts package is ready for the next scheduled service. The technician repairs any damage found, immediately if at all possible. Spare parts and additional repair expenses are invoiced at reduced prices.

As part of the Maintenance Contract, Bühler provides an individualized wear package for every machine and related production process. This avoids waiting time for ordering spare parts. Repair and replacement work is completed more quickly, and normal operating procedures can be swiftly restored.

In the Maintenance Plus Contract, Bühler stores the spare parts packages for you if required. This frees you of storage capacity and means that you do not have to tie up capital for spare parts; there is also no need to keep additional personnel on hand for service work.

### Full Service Package

The Full Service Package from Bühler is provided in various categories. Machine wear fluctuates depending on the product being manufactured, throughput and operating conditions. Bühler service experts have therefore developed special packages that provide maximum operational and cost stability. All inspection and maintenance work, spare parts, including wear parts, and installation are fully covered for the entire duration of the contract at a fixed price. Bühler coordinates all scheduling and services with you to keep production interruptions for repairs and maintenance as brief as possible.

Bühler offers highly efficient services worldwide for your systems, agitated media mills and three-roll mills. Specially trained service specialists perform all inspections, repairs, and maintenance on site. If your facility has its own repair

shop or qualified service provider, Bühler supports your specialized staff and can provide the following services individually on request. This enables you to rely on competent service from a single source.

Contract type	Inspection Contract	Maintenance Contract	Maintenance Plus Contract	Full Service Package	Repair Shop Contract
<b>Services</b>					
Inspections	●	●	●	●	–
Maintenance	–	●	●	●	–
Replacement of wear parts	–	○	○	●	○
Repairs	–	–	–	●	○
Spare parts service	–	●	●	●	○
Spare parts storage at Bühler	–	–	●	●	○
Hotline	○	○	○	●	○
Documentation of services provided	●	●	●	●	●
Training	–	○	○	○	○
Process optimization	–	○	○	●	○
Grinding media conditioning (agitated media mills)	–	–	–	○	○
Reconditioning	–	–	–	○	○
Special tools	–	–	–	–	●
Software updates	–	○	○	●	●
Individual inspection notices	–	–	–	–	●
Discounted hourly rates	–	●	●	–	–
Discounted spare parts	–	●	●	–	○

● = Standard, ○ = Optional, – = Not included

**The above list of services is only an overview. The exact scope of services varies according to machine type. Please therefore obtain a quote based on your specific system.**

If you have any questions about our services, please send an e-mail to: [cs.gd@buhlergroup.com](mailto:cs.gd@buhlergroup.com)

## Hotline

### The direct line to our experts

Technical support      Tel. +49 (0) 6023 9194 499  
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