

## LEISTRITZ Extrusion Technology

At Your Service. Globally.



### Headquarters

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### Technology & Service Centres

Leistritz France Extrusion  
Ceyzeriat, France

Leistritz Advanced Technologies Corp.  
Somerville/NJ, USA

Leistritz Machinery (Taicang) Co., Ltd.  
Taicang, China

Leistritz SEA Pte. Ltd.  
Singapore

# RUNNING LIKE CLOCKWORK.

Inspiring Service & Support for Extrusion Lines.

# OUR GLOBAL SERVICE. YOUR PEACE OF MIND.

Keeping your Production Lines running smoothly. Avoiding costly Down Times.

Customer focus is part of our DNA. *Leistritz Extrusion Technology* is committed to get your production lines running smoothly. And keep them running like clockwork. Our service is provided from *Leistritz Service Hubs* in Nuremberg, Somerville, Taicang and Singapore. That's Germany, USA, China and South-East Asia. We support you with test runs and experimental trials in real-life environments. Explore your options in our process labs around the world. Be inspired. We are at your side. And on your site. Globally.

# CREATING SOLUTIONS & ANSWERS.

We are more than a supplier of modern machine technology. We develop process and application solutions. Therefore, our process and electrical engineers are available to advise on the latest developments and approaches around your *Leistritz* extrusion line.

- Experts including a top-class partner network help even with difficult process tasks
- Validation, improvement and initial development of recipes
- Optimisation of your plant in terms of quality and output
- Project-specific trials
- A global network. The *Leistritz* process labs in Nuremberg (Germany), Somerville (USA) and Taicang (China)



# PROFESSIONAL SUPPORT FOR YOUR STARTUP.

Our service technicians will accompany you on site during the first production run to ensure a smooth and safe startup. To achieve highly efficient results, we will instruct your team extensively in the use of the extruder.

- Contact already in the run-up to delivery
- Installation check
- Setting of optimised system parameters
- Test run
- Commissioning protocol
- Practice-oriented instruction in the operation of the system

# OPTIMISE. MODERNISE. GO DIGITAL.

## Inspiring Solutions.

Our focus is on your product, your process and your customers, providing answers to the challenges of today and tomorrow. The machine doesn't do that. It's the people behind the technology: the application engineers,

process specialists, technicians and service crews. Understanding your targets drives us towards solutions that sharpen your competitive edge and underline your claim to leadership in quality.



# MAINTENANCE CONCEPTS.

Preventive Maintenance Packages avoid costly Down-Times and Damages.

Improve the operational safety of your extrusion line. Reduce the risk of wear-and-tear damages and repairs. Maintain productivity and product quality. The CheckUp packages give you peace of mind. And we give you a seal of confidence.

- Experienced and well-trained service technicians**
- Inspect your extrusion equipment & take it through its paces
  - CheckUp on all functions
  - Deliver specific test results
  - Provide a CheckUp protocol to confirm the status and recommend preventive action.

	Basic *	Professional *	Premium
Screw wear measurement	•	•	•
Barrel wear measurement	•	•	•
Gearbox oil check	•	•	•
Check up melt pressure sensor		•	•
Check up vacuum pump		•	•
Water test		•	•
Vibration measurement on gearbox		•	•
Check up dosing (incl. tare function)		•	•
Analysis of temperature curves		•	•
VIP status (priority service)			•
Guaranteed reaction time			•
Annual consultation on plant modernisation			•
10 % discount on spare parts			•
Ticket Extrusion AcademyONLINE (1 p/a)			•
Screw removal service (1 p/a)			•

\*Can be selected individually

# LIFE CYCLE. FULL CIRCLE.

Supporting your Production Objectives from Start to Running.

Production line design, integrated extruders and extrusion lines, application support, engineering

Trials in real-life environment in our labs in Germany, USA & China

Process and electrical engineering

Modernisation and upgrade solutions for key components

Smart services, remote servicing, maintenance and repairs, spare parts

Preventive maintenance support through CheckUps and service packages

Commissioning and startup, training and operator support

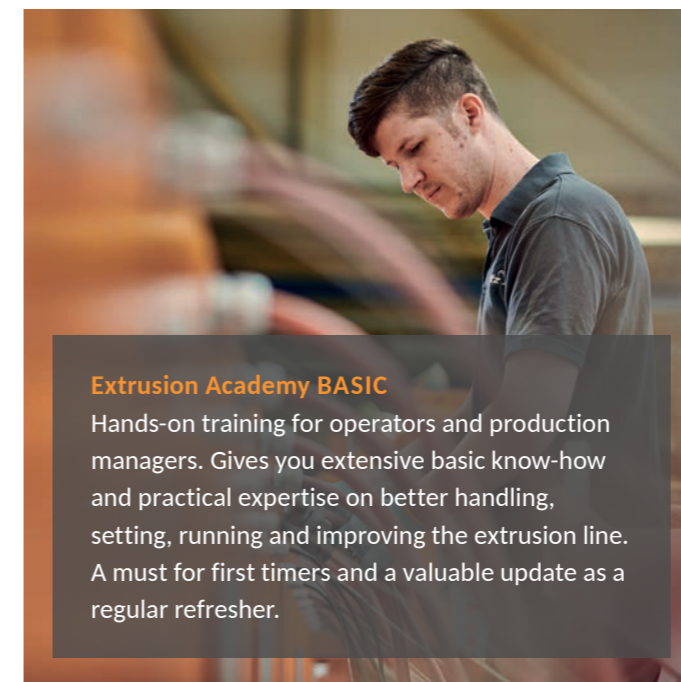
Optimisation of quality and output, technical support

# TAILORED TO YOUR NEEDS.

Masterminded Extrusion training units to match your specific requirements.

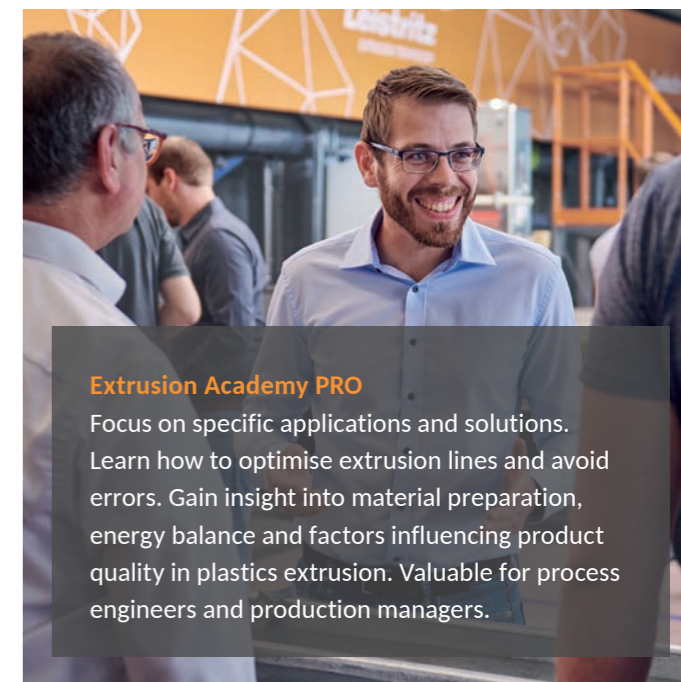
With topics ranging from entry-level extrusion theory for new employees, to answers to frequent questions in the operation of an extruder or the optimisation of extrusion lines for improved, constant product quality, *Leistritz* Extrusion Trainings cover any extrusion topic you specifically require.

We are by your side, both online or on-site. Our trained experts explain everything you need to know about your equipment – sharing our experience with your operators. Get in touch and secure your exclusively tailored training session today!



## Extrusion Academy BASIC

Hands-on training for operators and production managers. Gives you extensive basic know-how and practical expertise on better handling, setting, running and improving the extrusion line. A must for first timers and a valuable update as a regular refresher.



## Extrusion Academy PRO

Focus on specific applications and solutions. Learn how to optimise extrusion lines and avoid errors. Gain insight into material preparation, energy balance and factors influencing product quality in plastics extrusion. Valuable for process engineers and production managers.

# EMPOWERING. ENABLING. TRAINING.

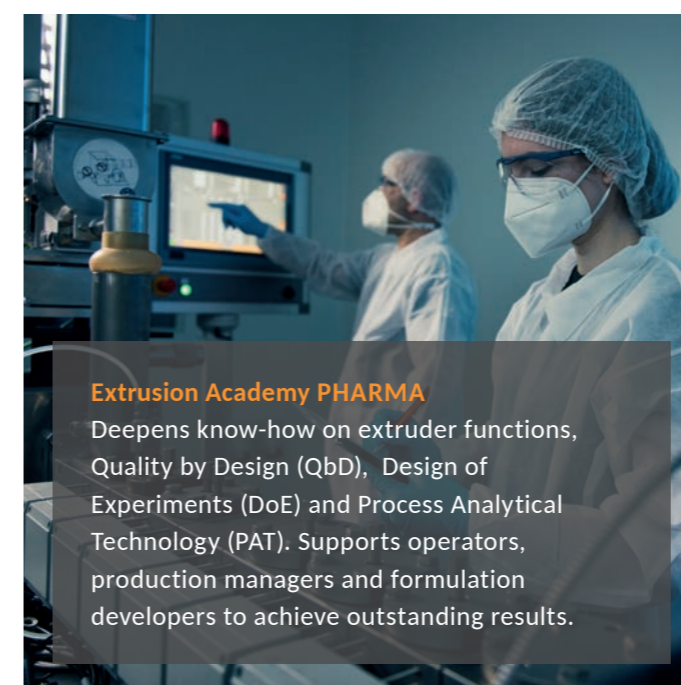
## Leistritz Extrusion Academy.

The *Leistritz* Extrusion Academy optimally combines intensive practical training with theoretical expertise – from practice for practice.

In various multi-day training modules, the theoretical knowledge is directly illustrated and put into practice in our well-equipped labs. Tailored to the respective level

of knowledge of the participants, individual seminars are conducted by experienced experts in all aspects of the extrusion process.

We offer the *Leistritz* Extrusion Academy in several languages. We also offer the theoretical contents as a virtual training module in the Extrusion Academy ONLINE.



## Extrusion Academy PHARMA

Deepens know-how on extruder functions, Quality by Design (QbD), Design of Experiments (DoE) and Process Analytical Technology (PAT). Supports operators, production managers and formulation developers to achieve outstanding results.

Book your seat in the *Leistritz* Extrusion Academy today!



[extruders.leistritz.com/en/service/extrusion-academy](https://extruders.leistritz.com/en/service/extrusion-academy)

# QUALITY FIRST. PROMPT & RELIABLE.

Spare Parts. Repair Services. Parts Reconditioning. All over the world.

## Spare parts for repairs = a matter of urgency

Screw elements and barrels may show wear and tear. Quick action is needed to sustain product quality and output. Our repair center will take care of your worn-out parts and return them to you reconditioned as new.

## Customer benefits

- Comprehensive advice from a competent team of experts
- Fast availability and delivery of spare parts worldwide
- Customized spare parts packages



## LEISTRITZ GLOBAL SERVICES.

### Our Delivery Pledge.

The heart of every extruder – barrel and screws – are made in Germany. High quality and fast availability included. We keep your spare parts in stock so we can deliver as fast as you need. We even hold customised spare parts packages ready for emergencies.

We guarantee: no call center agents who don't know what you are talking about. We take pride in providing this service with specialists and in person. Our after-sales teams will guide you through selection and delivery. That's our delivery pledge.

# SMART SERVICES.

## Putting online Capabilities to Best Use: Remote Services and Process Optimisation.

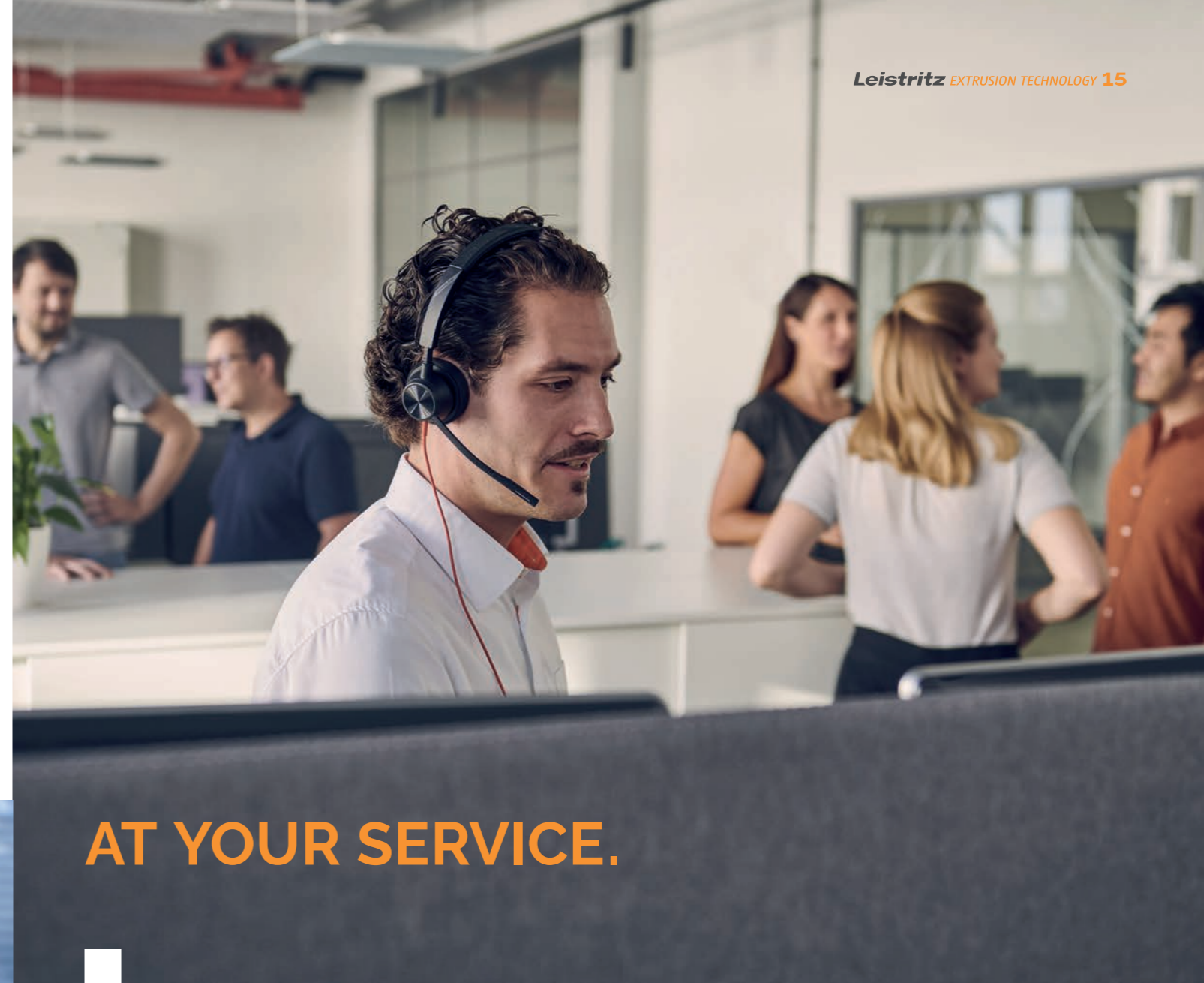
Remote access to plant control systems allows us to offer operators and production managers even greater operational reliability: Our Smart Services support you live at the extrusion line. *Leistritz* works with a stand-alone network used exclusively by our service engineers. Access is controlled by the customer and operator. Of course your data is encrypted and protected by a separate firewall.

### Services

- Consult with our service engineers via MS Teams on mobile devices directly at the extruder.
- Conduct error analysis, remedial configuration.
- Determine technical defects and preventive action.
- Implement software updates or functional add-ons.
- Online startups (commissionings)

### Advantages

- Technical and operational support in real time
- Lower service costs, no travelling expenses
- Remedial and preventive maintenance enhanced
- Improved productivity
- Faster reaction time to problem solved
- Avoid costly down times



## AT YOUR SERVICE.



- *Leistritz* extrusion engineers support you in your production run to guarantee punctual startup and hassle-free operations.

Bernd Niemann – Head of Service

Contact our Service-Hotline on +49 911 4306-444

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