

Coperion K-Tron After Sales Service. One source for competent support.

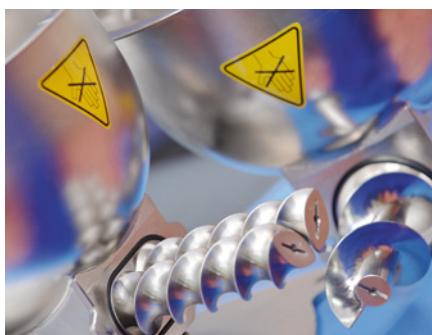
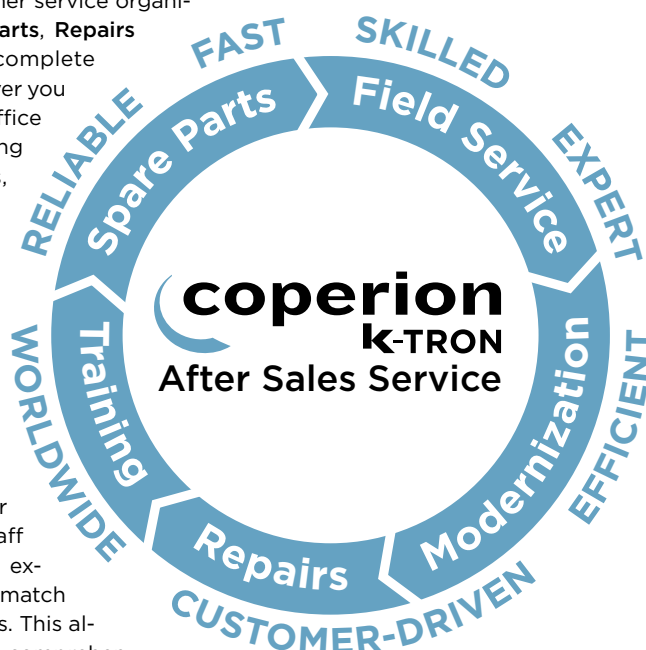
Our goal is to keep your process running efficiently.

We understand service as more than just maintenance and repair. We dedicate ourselves daily to demonstrating our reliability, efficiency and expertise to give our customers a competitive edge in difficult markets. In addition to our engineering skills, there's one thing we always keep in mind: we are very good at listening to what our customers want!

Every feeding and conveying process has specific characteristics and requirements. In the Coperion K-Tron after sales service group we consider every problem, every service call, every training course and every spare parts order unique. Our goal is to support not only your feeding and conveying system but also you as an individual so your system goals and requirements are met to avoid downtime.

The global Coperion K-Tron customer service organization, including **Service, Spare Parts, Repairs** and **Training**, guarantees you a complete after sales service package. Wherever you are, there is a Coperion K-Tron office or representative close by, offering quick reaction times to problems, optimal spare parts solutions, custom-tailored training courses, a 24-hour hotline for service and spare parts as well as customized service contracts. Together these services form a comprehensive package that helps you remain competitive and keeps your system online.

With our wide range of services, we can provide everything you need for your equipment or system. Our staff has acquired specialized technical expertise and essential skills that we match up efficiently to your specific needs. This allows us to provide you a tailor made, comprehensive service package, thus saving you time and money.



We are at your service.



Field Service

- START-UP
Fixed price start-up packages available including labor and expenses.
- SITE MANAGEMENT
From mechanical setup and installation through pre-commissioning to start-up, including performance tests.
- EMERGENCY OR FIELD REPAIR SERVICE
Our trained technicians around the globe can help with unexpected challenges 24/7/365.
- SERVICE CONTRACTS
Different types or levels available to meet expectations.
- PREVENTIVE MAINTENANCE
Proactive maintenance and support program.
- SOFTWARE UPDATES
Latest software versions at your fingertips.
- REMOTE SERVICES
Remote connections to feeding and conveying equipment when applicable.
- SAT (SITE ACCEPTANCE TESTS)
Determine if your equipment meets the required specifications.
- CALIBRATION SERVICES
Support in calibration, verification and certification of weighing systems.
- 24/7/365 HOTLINE
Emergency technical telephone support.
- DEBOTTLENECKING
Improve processes and feeding lines through consultation.

Modernization

- CONTROLS & WEIGHING TECHNOLOGY
Obsolescence avoidance and increased efficiency with state-of-the-art technology.
- MECHANICAL UPGRADES
Obsolescence avoidance and optimized performance with state-of-the-art equipment.
- FLOW & MEASURING AIDS
Material control optimization.
- PERIPHERIAL DEVICES
Help increase accuracy.

Spare Parts

- RECOMMENDED SPARE PARTS
Tailored to each project scope.
- SPARE PARTS INTERCHANGEABILITY RECORD (SPIR)
Protect inventory level: suggested critical parts to guarantee self-sustaining production.
- INDIVIDUAL PARTS
On demand, with advice when applicable.
- CONSUMABLE PARTS
Pharma and Food applications need more attention when it comes to seals in contact with product.
- CRITICAL PARTS
Express options for urgent situations.

Training

- CUSTOMIZED ON-SITE
Training of maintenance & operations personnel at your facility.
- CUSTOMIZED IN-HOUSE
Training of maintenance & operations personnel at a Coperion K-Tron facility.

Repairs

- IN-HOUSE
Repair of equipment in-house by experienced technicians; warranty services.



Emergency Hotlines

AMERICAS
+1 856 589 9083



EMEA/ASIA
+41 62 892 0666

