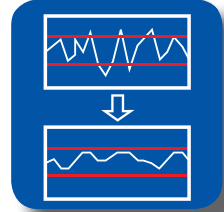


# Osterwalder Powder Technology

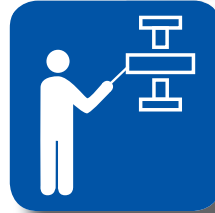
## Technology & Services

The 5 Elements of  
Pre-Active and  
Re-Active Services

**Process  
Technology**



**Training**



**Maintenance**



**Spare Parts  
Service**



**Call Center**

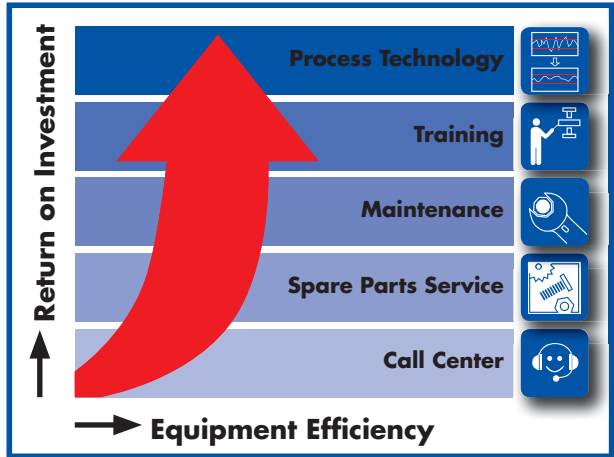


**OSTERWALDER**

# Powder Compacting Technology Backed by Comprehensive Service and Support

## Concept Philosophy

Equipment efficiency and return on investment are maximized by pre-active and re-active services in combination with a professional training program.



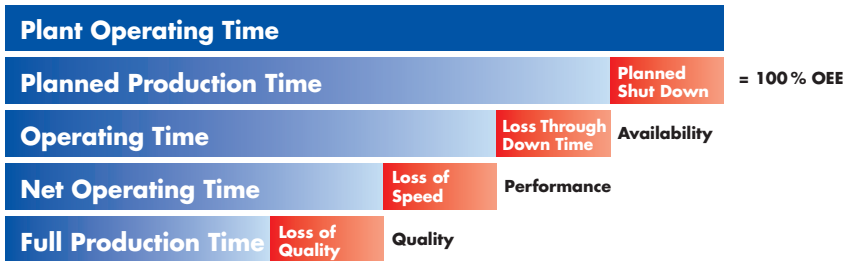
The 5 elements of pre-active and re-active services are based on the aim to improve

## Overall Equipment Effectiveness (OEE)

**OEE - a systematic approach to maximize your return on investment**

Calculation Formula

$$OEE = \text{Availability} * \text{Performance} * \text{Quality}$$





### **Call Center**

The Call Center assists customers with First and Second Level Support.

This support includes:

- Answers to technical questions
- Identification of spare parts
- Trouble shooting by telephone and e-mail
- Remote diagnostics
- Coordination of further activities

The main objective is to minimize equipment down time.

In addition customers have access to a 24/7 helpline.



### **Spare Parts Service**

Customers benefit from an extensive spare parts stock and the network of Osterwalder's suppliers. We aim to supply the required spare part(s) in the shortest possible time.

OEM (Original Equipment Manufacturer) part quality ensures fit and function.

The Call Center assists customers with the installation of spare parts if required.

Wear and spare parts packages can be tailored to customer requirements.

An innovative part repair program allows us to offer continued support for equipment with previous controller generations.



### **Maintenance**

Maintenance at regular intervals protects your investment and minimizes downtimes!

Osterwalder's preventive maintenance program is structured in 2000 h and 6000 h maintenance intervals.

The maintenance intervals can be ordered individually or we can offer a maintenance contract, which covers all maintenance requirements of your high performance Osterwalder powder compacting press.

If you should be uncertain concerning the condition of your equipment, Osterwalder can conduct a condition analysis.



### **Training**

Osterwalder's certified training program is structured in the following levels:

- PT 01 Basics
- PT 02 Advanced
- PT 03 Expert
- PT 04 Customized
- Maintenance Training

Training courses can be conducted at OSTERWALDER AG (subject to equipment availability) or at the customer's facility.



### **Process Technology**

The development of new applications often requires advanced know-how about the equipment capabilities and programming. In collaboration with the customer's specialists new processes and applications can be developed very efficiently and with minimal risk.

Complex applications often represent challenges related to process consistency, part quality and productivity. In collaboration with the customer's specialists these criteria can often be significantly improved and/or stabilized.

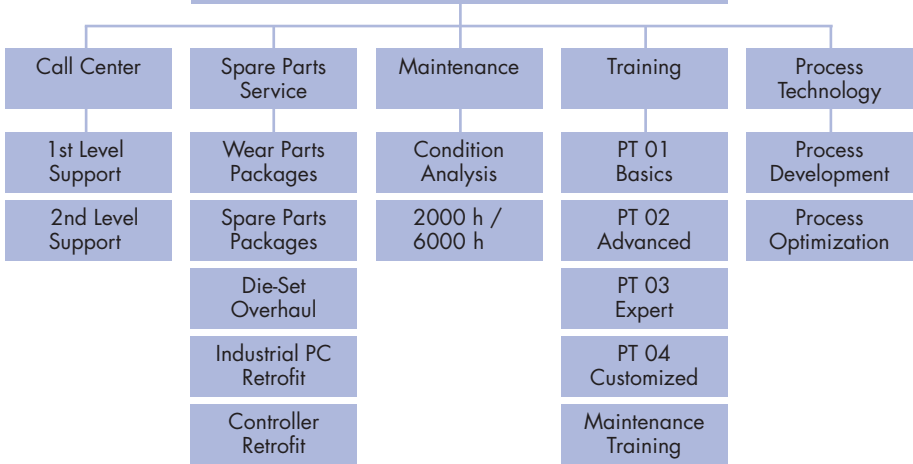
New processes or approaches are often not realized, as the required production equipment and/or the capacities are not available.

The in-house Technology Center aims to provide:

- Process development with technology center resources
- Feasibility studies
- Pre-production and small series manufacturing

The objective is to reduce development-time and -costs.

## Technology & Services Product Structure



Please contact the Call Center for detailed information about the service program.

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