

Comprehensive range of services from Netstal

# Netstal Support Concept

## Life Cycle Services

### optimisation phase

- upgrades
- energy optimisation
- production optimisation
- Netstal Remote Support

### phase-out

- production relocation
- sales of used systems
- machine revision
- rental and hire machines

### operational phase

- 24/7 spare parts hotline
- machine inspections
- machine calibrations
- hotline technical customer service

**Netstal**  
**Support**  
Concept

### start-up phase

- commissioning
- variety of instruction courses
- maintenance consultancy
- Netstal Parts Finder



SWISS MADE

# Netstal Support Concept

## Life Cycle Services



**If a manufacturer invests in a new injection moulding machine, the services offered are also of great importance and have a major influence on the decision process. The services should support the customer along the life cycle of the machine and be oriented optimally to the needs during every phase of operation.**

Several years ago, Netstal introduced the service brand "Netstal Support Concept" (NSC) that has successfully established itself. Netstal Customer Service today offers all these services under this name brand to support the customer in the various phases of operation of the machine.

Customer Service at Netstal-Maschinen AG supports you not only with various solution-oriented services and products, but is also outstanding in the classical service business such as commissioning, troubleshooting, spare parts supply and customer training. This creates a customer-oriented partnership that orients the Customer Service at Netstal-Maschinen AG optimally to the customers' needs, thus guaranteeing a long and successful relationship.

The individual elements of the "Netstal Support Concept" are described in greater detail below.

### **Technical after-sales service – quick and demand-oriented**

Once the machine or even the entire production system has been installed at the customer's plant, its high level of availability has to be top priority. Downtimes that can occur for any number of reasons can cost the plastics processor time and money.



**Advice from our Customer Service team forms a central theme in our "Netstal Support Concept".**

We make a concerted effort to immediately and competently support our customers in all their needs with an efficient, well-organised after-sales organisation.

Netstal has a tightly woven global sales and service network with excellently trained service experts at the headquarters and in the field. Thanks to their own spare parts warehouses and experienced experts, each of the ten subsidiaries and a large proportion of our agencies are able to offer competent and solution-oriented support – whether on site or by telephone.

**Support hotline – the most important numbers:**

**Spare parts:**  
+41 55 618 69 99  
(24 hours, 7 days)  
spares@netstal.com

**Core business after-sales service:**  
+41 55 618 68 88  
(Mo–Fr, 7.30 a.m. – 10.00 p.m.;  
Sa/Su, 9.00 a.m. – 5.00 p.m. GMT +1)  
service@netstal.com

## start-up phase

### **Consultancy:**

#### **Competence of the highest level**

Professional advice for our customers and the joint identification of the most beneficial solutions form the core of our after-sales consultancy services.

Knowing, and more importantly understanding, the needs of the customer are crucial for the after-sales service. Netstal continuously analyses the customers' needs during the various phases of the machine life cycle and the solutions necessary to meet these needs, because new services only have a justification if they offer the customer an added value. That is why Netstal attaches great importance to a good start. Professional commissioning with the right instructions forms the basis for this. Furthermore we offer comprehensive documentation, the Netstal Parts Finder and targeted training courses.



**Our service technicians are ready to go at any time with their personal equipment.**

As a result, we have been able to successfully launch a wide range of services in recent years, such as inspection, calibration, process capability, Netstal Remote Support, second-hand machine trading and various energy-saving products.

## operational phase

### **The machine inspection**

Netstal offers the customer an inspection with a modular concept:

#### ■ **Basis 1:**

The electrical, hydraulic and mechanical components and the safety circuits on the injection moulding machine are inspected against a checklist. Complete and illustrated documentation provides information on any necessary repair work and the respective spare parts required together with their order numbers. Based on this inspection and the resulting remedying of faults, downtimes can be minimised or even avoided completely.

Furthermore, the inspection work can be scheduled for off-peak times so that stoppages in production during the high season can be reduced or even prevented.

#### ■ **Basis 2:**

This allows the customer to have an assessment of the **process capability** carried out on the injection moulding machine. The customer is then presented with documentation confirming that all machine routines



**Our highly qualified specialists carry out the calibration work for you using calibrated measuring instruments.**

and parameters meet the strict Netstal-internal directives and that the required specifications are satisfied.

The machine inspection can also be adapted to the individual requirements with various options. A professional inspection also helps increase the service life of machine and mould.

### **The calibration**

With the calibration the customer acquires an inspection of the quality-determining machine and control parameters. The calibration can be scheduled at defined intervals. The calibration work is carried out by excellently qualified Netstal service technicians using measuring instruments with the necessary calibration certificates.

#### **Optical disc customer service:**

+41 55 618 66 55  
(Mo – Fr, 7.30 a.m. – 10.00 p.m.;  
Sa/Su, 9.00 a.m. – 5.00 p.m. GMT +1)  
service\_od@netstal.com

#### **PET-LINE after-sales service:**

+41 55 618 67 77  
(Mo – Fr, 7.30 a.m. – 10.00 p.m.;  
Sa/Su, 9.00 a.m. – 5.00 p.m. GMT +1)  
service\_pet@netstal.com

#### **The telephone support is a**

**free-of-charge service within the  
“Netstal Support Concept”.**

## optimisation phase

### **NRS – Netstal Remote Support**

Thanks to the continuous further development of telemaintenance, Netstal is now even closer to the customer. With an Internet solution, the Netstal Support Centre has direct access to the monitor on the customer's machine. Of course the customer decides when that takes place. With the latest web-based NRS version the customer can today access his company's machines from anywhere and at any time.

If this available option helps save just one service technician visit per year, the annual costs for this solution are quickly recouped. Furthermore, the machine availability is increased with the use of Netstal remote support.



**Netstal Remote Support:**  
Thanks to a state-of-the-art infrastructure, we guarantee professional assistance.

### **Energy saving thanks to Netstal Support Concept**

Services such as energy consultancy and energy optimisation have been developed in close cooperation with our customers.

Netstal offers products for energy optimisation under the service brand name "Netstal Support Concept" (NSC). The service ranges – to name but a few – from the compensation system through standstill monitoring right up to controller-integrated energy measurement.

### **Reactive-current compensation**

Reactive current is caused by electricity consumers with solenoid coils, such as motors and transformers, for the generation of the magnetic fields. The power leads of the inductive consumer are thus additionally loaded as a result. In order to counter this problem, Netstal offers an unregulated reactive-current compensator. This is geared to the drive size of the respective injection moulding machine and can be installed in or on the system.

### **Standstill monitoring**

Netstal has developed a special program for standstill monitoring that reduces unnecessary energy consumption during machine standstills. The software is available for all Netstal injection moulding machines with the controller generations DSP 1 to DSP 5 (machines built between 1995 and today).

### **Integrated power measurement**

Measurements on the injection moulding machines have shown that changes to parameters have an impact on the energy consumption. Netstal therefore now offers integrated power measurement as an option on new machines or for retrofitting. The customer is thus able to adapt the process of his system to the energy consumption.

14.81 Power measurement	
Power measurement: C6009 = 0	no measuring active
Starting time: 00 00 0000 00 00	
Energy cons. from start of measurement	0.000 kWh
Energy cons. per kg shot weight in case of active cycle:	0.000 kWh/kg
Energy consumption per cycle:	0.000 kWh
Total power:	0.00 kW
Supply 1:	0.00 kW
Supply 2:	0.00 kW
Supply 3:	0.00 kW
Settings:	C6009 11= 0.00 g Min. meas. duration 7 min
Meas. value update	10 s Nbr. of impulses/kWh: 0.1 kWh/impulse
C6009 = 0	Main switch for power measurement 0.1

**Clear screen display of the power measurement.**

Faults in the drive controller do not immediately affect the function of the injection moulding machine. Oil leaks in the system, for example, often develop slowly and are unfortunately only detected when problems start to occur on the machine. A permanently installed energy measurement system can be of great benefit here and helps to identify problems in good time:

- Measurement is performed via an integral measuring unit in the switch cabinet
- On-screen display
- Possibility of transmitting the data to a host computer

"With NRS our employees can access the company's own injection moulding machines via the Internet, and hence regardless of the time or place. We are therefore able to solve problems on the machines even faster and more professionally."

**Helmut Neuper, International Medical Production Group,  
Gerresheimer Regensburg GmbH**

phase-out

### Original Netstal Revised

When evaluating the life cycles of the Netstal machines, attention is also paid to the last phase – the shutdown phase.

The “Machine revisions and second-hand machine trading” business unit supports the customer with a full range of services during the last phase of the machine life cycle.

The second-hand machine business is becoming increasingly important. Especially during difficult economic periods, some companies are simply not able to invest in a new machine. For this reason Netstal has developed the “Original Netstal Revised” service.

Among other things, this expanded range of services has the advantage that original injection moulding machines from Netstal can be

offered at extremely attractive prices, but without detracting from the quality and performance at any time.



“Original Netstal Revised” is not just a slogan, it’s also a promise. And who knows more about second-hand injection moulding machines than the original manufacturer? Netstal provides you with as-new second-hand machines, as they are overhauled at the company’s headquarters by experts and fitted with original spare parts where necessary. Access to the original production documents enables Netstal to return the second-hand machine to the customer with the original manuals and drawings. A team of specialists supports the processes from delivery of the second-hand machine to shipment of the machines overhauled and fitted with original parts by Netstal. In addition, the customers can also purchase a warranty package which gives them a “guarantee” of up to 12 months on the second-hand machine.



Netstal’s specialists during machine relocation.

### Relocation of machines and production

We can hardly imagine a better address for the relocation of machines and production.

Netstal builds its know-how in the relocation of machines and production on the decades of experience in the production of injection moulding machine and outstanding after-sales service. Nobody beats us there!

Thanks to Netstal’s worldwide service network and outstanding contacts to various logistics partners, Netstal can easily relocate your machine from its present location to any other location of your choice. You don’t need to do anything, because Netstal plans and organises everything for you down to the last detail.



Maximum flexibility at Netstal thanks to overhaul buildings designed especially for this purpose.

“Thanks to the Netstal power measurement system we are today able to balance the process in such a way that we achieve an energy saving of almost 15%.”

**Ralf Schmidt, Production Manager**  
at Krallmann Kunststoff-Verarbeitings GmbH

start-up phase

operational phase

optimisation phase

phase-out

### Spare parts service – around the globe

Providing the customer with the necessary original spare part as quickly as possible has the highest priority for our Spare Parts department. What characterises good spare parts service is the total availability and quick processing of the orders. Netstal meets these demands in full with a 24-hour service, 7 days a week and comprehensive stocks of spare parts at the headquarters in Switzerland and at the global subsidiaries and representative offices.

Netstal invests all its know-how in the original spare parts and can therefore guarantee long-term precision and high safety standards.



Several thousand different spare parts are available on call from the high-bay warehouse.

Furthermore, we give our customers the crucial lead over the international competition because they can rely on Netstal original spare parts.

Netstal-Maschinen AG provides the customer with the electronic spare part catalogue (Netstal Parts Finder) for easy and precise spare part identification. It gives the user a quick overview of parts lists, drawings or spare part components on the machine.

### Training – targeted know-how transfer

There are two focal points in the training. On the one hand, budding service technicians are trained at the company headquarters in Näfels, and on the other hand training seminars are conducted for the customers' personnel and for our own employees. The training centre in Näfels has an ultra-modern multimedia infrastructure; interactively linked theory rooms that permit a 1:1 simulation of the machine controller are just as much a matter of course as generously dimensioned rooms for hands-on training on the corresponding machines.

The training of service technicians takes place only in Näfels. Great importance is attached here to a broadly based, solid basic training covering all the aspects of the injection moulding machine, including



Our new training centre has generously dimensioned theory rooms with interactive training possibilities ...



... and optimally equipped rooms for practical hands-on training on our machines.

applications engineering features. For our customers' operating personnel we offer various training modules in different languages: Starting from the basic training through process optimisation training right up to customised seminars, individual training blocks are offered throughout the year. Apart from the training centre in Näfels, we also offer training courses at our subsidiaries in the USA and Shanghai. ■

# Swiss made – worldwide

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## Netstal Agents

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## Netstal Agents

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NSC	PET	TEC	MED	PAC	CAP
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SWISS MADE

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