CUSTOMER CARE CENTER, SERVICES & TRAINING

For more performance, productivity, and profitability in elastomer processing

www.desma.biz/en/service
»DESMA is like a good friend. Service and expert knowledge are always at your side.«

DESMA build machines and systems to produce technical moulded rubber and silicone articles. Demanding products for the most different branches are produced with turnkey DESMA systems.

DESMA Customer Care Center CCC. For the market success of our customers, we provide - in addition to perfectly bespoke DESMA system solutions for different branches and applications - a broad spectrum of value-adding services and training events. We concentrate these offers under one roof - which supports you throughout the world and around the clock.

Lead from support and knowledge transfer. The service and training teams in the DESMA CCC stand - with their competence and experience - by the side of the elastomer-processing companies. From assembly and setup of the DESMA systems, through diagnosis and inspection up to spare parts supply, we enable our customers to produce in a particularly economic and safe way. Furthermore, our courses and training events are a vital basis for an even more effective and efficient use of the DESMA technologies.

Do you also want more performance, productivity and profitability? We tell you here how you can obtain efficient support from our services and training events.
EXPERT SERVICE, ASSEMBLY AND ENGINEERING
The experienced DESMA service team offer proficient services and fast delivery performance – for more output, efficiency, and added value. Our experts carry out inspections, upgrades, overhauls, repairs, or adapt DESMA products to changing production processes.

TELESERVICE AND REMOTE DIAGNOSIS
Not only directly on site in your company, but also particularly swift and efficient on the phone via the DESMA hotline, or online with the TeamViewer – the DESMA service team perform diagnoses, repairs, updates, and innovations.©

OVERHAUL AND UPGRADES
The overhaul and upgrade service for DESMA machines provides increased productivity at lower investment costs. Existing systems remain at the state of the art and need not be disposed of, and well-proven production sequences need not be interrupted. This saves time, and secures precious competitive edges.

RETOFITTING AND UPDATES
The practically orientated retrofitting and extension of existing DESMA machines ensures the capability for the future for your company in a particularly economic way. The integration of additional or newly developed components ensures that your system is state of the art and that your processes are even more efficient.

SPARE PARTS AND EXPRESS SERVICE
For a permanently stable production, spare parts are available in the DESMA shuttle store and can rapidly be delivered as express shipment, or are provided as a handy spare part package for the individual demand. DESMA spare parts service also develops and delivers DESMA-compatible replacement components as a safe spare parts supply – even after many years.

INSPECTION
To enable our customers to keep up with the steadily growing quality and production requirements, DESMA offer an inspection of the DESMA systems at regular intervals. The bespoke inspection service is carried out by a DESMA service engineer at customer-specific intervals.

TRAINING AND TECHNICAL CONSULTING
All about the DESMA seminars, courses, and consulting offers from page 14 onwards.

> Diagnosis and prompt spare parts supply is crucial to your production success. DESMA always make ends meet.«

> Your DESMA contact possesses technical know-how and a wealth of experience in industry. Thus we implement successful solutions jointly.«
DESMA SERVICE STATIONS & CONTACTS
WORLDWIDE - ALWAYS CLOSE TO THE CUSTOMERS

Before, during, and after purchase. DESMA support customers throughout the world with comprehensive service and technical support. The dense network of international DESMA production and service sites with spare parts stores ensures that the elastomer-processing companies can be advised and helped around the clock and in an excellent quality – to ensure a continuously smooth and reliable production of moulded rubber and silicone articles.

Today and in the future. The DESMA team of experts advises and supports the customers from the planning and design of a DESMA system up to the final acceptance, any far beyond. The service engineers are always quickly at hand: In an acute need or foresighted, with a broad offer of basic and efficiency services that bring about additional profitable advantages with regard to low-maintenance operation, staff optimization, energy and resource savings.

OUR MAJOR SERVICE SITES WORLDWIDE

Brazil - São Paulo
Phone +55 11 29518356
sandro.gerodo@desma.biz

India - Ahmedabad
Phone +91 79 229017823/-84
sales@desmaindia.com

India - Chennai
Phone +91 9600 103612
Ganagasabapathi.s@desma.biz

India - Mumbai
Phone +91 9967 769099
Deepak.waje@desmaindia.com

India - Pune
Phone +91 9840 639817
Suhas.Pol@desmaindia.com

Russia - Chelyabinsk
Phone +7 919 3270601
Dmitry.milyukov@desma.biz

USA and Canada - Hebron (KY)
Phone +1 859 5256610
sales@desma-usa.com

Customer Care Center
+49 7463 834 333
**DESMA BASIS SERVICES & PACKAGE OFFERS**

**DESMA GENERAL OVERHAUL**
FOR ANY REQUIREMENTS AND ALL DESMA MACHINES

<table>
<thead>
<tr>
<th>MACHINE TYPE</th>
<th>D 968.160 Z</th>
<th>D 968.250 ZD</th>
<th>D 968.400 ZD</th>
<th>D 968.560 ZD</th>
<th>D 968.700 ZD</th>
<th>D 968.1000 ZD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Replacement of all hydraulic hoses/temperature-control hoses</td>
<td>ca. 8.550 €</td>
<td>ca. 9.475 €</td>
<td>ca. 10.675 €</td>
<td>ca. 11.275 €</td>
<td>ca. 12.450 €</td>
<td>ca. 14.225 €</td>
</tr>
<tr>
<td>2. Replacement of all seals for high pressure hydraulic cylinders/injection unit/drive cylinders &amp; core lifter cylinders</td>
<td>ca. 8.175 €</td>
<td>ca. 8.900 €</td>
<td>ca. 9.600 €</td>
<td>ca. 10.425 €</td>
<td>ca. 11.625 €</td>
<td>ca. 12.675 €</td>
</tr>
<tr>
<td>3. Replacement of all hydraulic filters, heat exchangers, and pumps with coupling</td>
<td>ca. 8.075 €</td>
<td>ca. 9.000 €</td>
<td>ca. 11.255 €</td>
<td>ca. 15.400 €</td>
<td>ca. 18.950 €</td>
<td>ca. 21.925 €</td>
</tr>
<tr>
<td>4. Replacement of two oil temperature-control units of injection unit</td>
<td>ca. 6.050 €</td>
<td>ca. 6.050 €</td>
<td>ca. 6.050 €</td>
<td>ca. 6.050 €</td>
<td>ca. 6.050 €</td>
<td>ca. 6.050 €</td>
</tr>
</tbody>
</table>

Special discount if you order all individual components as a package

- ca. 15%
- ca. 15%
- ca. 15%
- ca. 15%
- ca. 15%
- ca. 15%

**DESMA SPARE PART PACKAGES**
FULLY TAKEN CARE OF AND CLEVERLY SAVED

**DESMA SPARE PART PACKAGE A**
- 1 x oil filter
- 1 x vacuum filter
- 2 x grease cartridges
- 1 x battery/rechargeable batteries
- 1 x limit switch
- 1 x sensors
- 1 x pressure sensor
- 2 x temperature sensors
- 1 x compound temperature sensor
- 1 x heating relay
- 3 x various heating cartridges
- 1 x safety relay
- 1 x safety valve
- 3 x various fuses

**DESMA SPARE PART PACKAGE B**
DESMa spare part package A plus
- 1 x heat exchanger
- 1 x oil temperature-control unit
- 1 x power supply unit
- 1 x injection plunger
- 1 x nozzle tip
- 1 x speed sensor
- 1 x hydraulic valve

**DESMA SPARE PART PACKAGE C**
Spare part package A and B plus
- 1 x operating device DP

**DESMA INSPECTION CONTRACT**
ALWAYS ON THE SAFE SIDE
The configurable inspection contract includes a performance package with profitable benefit that is tailored to practical requirements.
- Regular inspections ensure
  - high machine availability
  - less repair and subsequent costs
  - reproducible and correct process results
- The DESMA service engineer
  - checks with an agreed checklist
  - discusses the results of the log
  - specifies suitable measures, and takes them if required
  - carries out the inspection at half-yearly or yearly intervals
- Uniform quality of the injection-moulded articles
- Fast amortization of the costs

**DESMA HOTLINE CONTRACT**
DIRECT CONTACT TO WORD AND DEED
The DESMA hotline with a flat rate of approximately 1,000 € / 2,500 € per year (depending on the number of machines) offers a large number of services and benefits for safe and economic production.
- The DESMA hotline guarantees
  - current software updates
  - short response time to malfunctions
  - fast trouble-shooting
  - minimized downtime
- Shorter production downtime
- Saved travel time and labour costs
- Increased machine and system availability
- Increased efficiency, productivity, and added value
- Fast amortization of the costs
- The DESMA hotline staff
  - can be reached Monday – Friday 8 am – 10 pm
  - provide competent, fast, and direct supports

**DESMA OPTIMIZATION SERVICE/PROCESS OPTIMIZATION**
EXCELLENT RESULTS - ALL ALONG THE LINE
A top-class team of DESMA process engineers ensure that the DESMA systems and machines work perfectly at any time, and supply best results.
- The offered services include
  - optimization of DESMA systems, machines, and moulds
  - optimization of supplied components
  - optimization of application technique and processes
  - the perfect implementation of DESMA innovations, such as FlowControl™
  - the optimum implementation of customer projects
  - practically orientated and customer-specific trials and test series

The DESMA Customer Care Center offers this service in cooperation with DESMA Process Engineering Center.

**DESMA REMOTE DIAGNOSIS WITH TEAMVIEWER**
INNOVATIVE MAINTENANCE - FAST AND RELIABLE THROUGHOUT THE WORLD
TeamViewer can be integrated into each DESMA machine with a Bachmann controller DRC 1210, DRC 2010, or DRC 2020. It is
- safe
- fast
- available throughout the world
- usable at any time

Currently, TeamViewer is the fastest and safest method for remote service and remote diagnosis in machine control systems. Modern encoding and additional passwords ensure highest security.

---

All prices plus travel costs and expenses | Prices: July 2013
DESMA EFFICIENCY SERVICES & UPGRADING

REPLACING ALL CONTROLLERS WITH DRC 2020
SIMPLE CONNECTION TO THE FUTURE
Enhancing existing DESMA machines with the latest controller
DRC 2010 brings your technical equipment up to date.
- Increased productivity
- Extended service life
- Increased added value

VISUALIZATION DRC 2020 HT
CAPABILITY FOR THE FUTURE AND EFFICIENCY AT A GLANCE
Replacing the previous visualization DRC 1210/2010 with the new DRC 2020 HT makes operating your machine very convenient:
- Increased productivity
- Extended service life
- Increased added value
- User-related language selection
- Enhanced process graphics
- Latest operator guidance

DMC 2 CONTROL UNIT
LATEST CONTROL TECHNOLOGY - FULLY UNDER CONTROL
Extensive benefits for the production process open up when you replace the Siemens S5 controller with the new DMC 2 control unit.
- Latest PC-based technology
- Integration of the new control unit into the control system
- Membrane keyboard with 10.4-in TFT display
- Embedded CPU board/compact flash card
- USB interface for data storage
- Fast and easy startup

COST SUMMARY FOR CONTROLLER REPLACEMENT ACTION OFFERS
<table>
<thead>
<tr>
<th>Controller replacement with DRC 2020 HT including complete control cabinet</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRC 2020 HT</td>
</tr>
<tr>
<td>DRC 2010</td>
</tr>
<tr>
<td>ca. 3.950 €</td>
</tr>
<tr>
<td>ca. 3.400 €</td>
</tr>
<tr>
<td>ca. 13.450 €</td>
</tr>
<tr>
<td>ca. 2.735 €</td>
</tr>
<tr>
<td>ca. 52.375 €</td>
</tr>
<tr>
<td>ca. 10%</td>
</tr>
</tbody>
</table>

(1) & (2) as alternatives. All prices plus travel costs and expenses | Prices: July 2013

DESMA ENERGY MANAGEMENT WITH FREQUENCY CONVERTER
LOWERING ENERGY COSTS - PRODUCING WITH HIGHER PROFITABILITY
DESMA energy management with frequency converters permits an even more efficient production with DESMA injection moulding systems. The innovative frequency converter can easily be retrofitted into all DESMA machines. It reduces high energy and resource costs.
- More energy efficiency
- (Dr) energy saving by up to 25%
- Amortization of the costs in average in approximately 4 years
- Environmentally friendly
- Resource-saving production
- Noise reduction
- Production cost reduction

ECOSILENCE TEMPERATURE-CONTROL UNITS
SIMPLE REDUCTION OF ENERGY AND EMISSION
Upgrading DESMA machines with the EcoSilence temperature-control unit reduces energy consumption and sound emission in production.
- Recirculation pump with high efficiency of drive and pump
- Electric motors to efficiency class IE-2
- Savings of up to 2,000 kWh per year in 3-shift operation
- Significant noise reduction by 6 dB(A)

NOBUS RETROFITTING
WIRELESS MACHINE NETWORKING
Easy and straightforward control of your machines. Nobus from DESMA enables you to connect your machines in a wireless network and to monitor them from your computer. You can keep an eye on up to fifty different machines. Possible operating and alarm states of the machines are brought together via radio links, and evaluated.
- Wireless networking of DESMA machines
- Monitoring the machine states on the computer
- Wireless information exchange
- Status indicator lamps

DESFEED
NEW-GENERATION SILICONE CONVEYING SYSTEM
The DESMA innovation can easily and quickly be retrofitted in all DESMA systems and in machines from other manufacturers.
- Stand-alone silicone conveying equipment
- No extensive hydraulic connection to the machine necessary
- No extensive software changes necessary
- Speed and conveyed volume adjustable at frequency converters
- Integrated own control system
- Very good access to the material filling throat
- No cycle interruption during material filling
- Very fast and easy commissioning

CRB CONTROL
EXTERNAL COLD RUNNER SYSTEM
The independent CRB Control system permits the DESMA FlowControl cold runner technique to be used in existing DESMA machines and in machines from third parties.
- Production-ready balanced overall system
- Saved material permits cost amortization inside a year
- Using the patent-protected DESMA FlowControl cold runner system
- Using the latest DESMA technology in existing machines
- Mechanical and electrical integration via interface
- Direct injection without runners possible
- Controllable rubber volume of the individual nozzles
- For the operation of a 4-nozzle cold runner: approximately 18,075 €
- For the operation of an 8-nozzle cold runner: approximately 22,550 €
- For the operation of a 12-nozzle cold runner: approximately 26,650 €

CRB Control system costs
- For the operation of a 4-nozzle cold runner: approximately 18,075 €
- For the operation of an 8-nozzle cold runner: approximately 22,550 €
- For the operation of a 12-nozzle cold runner: approximately 26,650 €
DESMA TRAINING CENTER
FIT FOR THE DEMANDS OF TODAY AND TOMORROW

Living and creating the future. In the DESMA training center, customers and DESMA staff can prepare themselves for all demands that can occur in practice. The close interconnection with DESMA process development opens exclusive access to valuable expert knowledge – alternatively online via the innovative DESMA e-learning platform.

Training for customers. In addition to the free one-day basic instructions for new machines, DESMA offer a broad theoretical and practical training program. In seminars that are specifically tailored to the customer requirements – for an ever more efficient, profitable and successful production.

Training for staff. Sales account managers, service engineers, trainees, and DESMA employees, too, can specifically consolidate their technical know-how outside production. Expert knowledge for the immediate benefit of our customers.

»That’s really forward-looking!
DESMA training made a difference!
As a result, you are able to use the innovative DESMA technology to its greatest potential.«
DESMA CUSTOMER CARE TRAINING
KNOWING HOW IT CAN BE EVEN BETTER

BASIC INSTRUCTIONS

- Immediately after a DESMA machine has been installed, the service engineers explain the correct handling of the system. The operators are thus made familiar with the system, and obtain optimum access to the major functions. The basic instructions, which can take up to 8 hours, are mandatory after the installation of each new DESMA machine.

COMPANY-SPECIFIC COURSES

- Company-specific courses can be held either at the participating customer’s or at the DESMA training center. The course content is tuned exactly to the company-specific requirements.

CONTINUATION COURSES

- To start with, the trainer explains the content of the course theoretically with different media. In the practical part, the students repeat the exercises on the machine that can then be reported and eliminated.

TECHNICAL CONSULTING,
PROCESS ANALYSIS & OPTIMIZATION

- Here, the optimization of production processes is in the foreground. The DESMA specialists help in defining and implementing possible improvements.

OPERATOR TRAINING
QUALITY-AWARE AND COST-CONSCIOUS PRODUCTION

Goal
This course gives machine operators the basic knowledge to start, monitor, and terminate production with DESMA machines. It also provides important process knowledge about compound, process sequence, operation, operating errors, and malfunctions. This increases the quality- and cost-awareness and permits problems on articles or system to be detected, that can then be reported and eliminated.

Participants: Trainees / employees with little basic knowledge

Final qualification: Machine operator (elastomer injection moulding)

Topics
- Basics of elastomer processing: Material properties, main processing procedures, mould structure, and cold runner technique
- Structure and function of the injection moulding machine: The main designs, structure and function of clamping unit, injection unit, and ancillary equipment
- Setting up the machine for production: Functional sequence and process phases, starting, monitoring, and terminating production
- Operating the machine: Control elements and their handling, the main screen pages
- Eliminating production malfunctions: Fault detection, causes, and remedial actions

SETTER TRAINING
OPTIMIZED SETTING AND PRODUCTION

Goal
The focus is on converting DESMA injection moulding machines. The participants are informed of production processes, mould structure, machine functions, and machine settings. Setting is discussed and practiced. Parameters (such as injection volume) are optimized, and the main quality problems are explained. The enhanced knowledge permits a better machine setting, which has a positive influence on productivity, quality and production costs of the article.

Participants: Operators, machine setters, foremen, and other employees with good basic knowledge

Final qualification: Injection machine setter

Topics
- Structure and function of the injection moulding machine: Mould protection, lock safety system, mould height adjustment, stroke measurement, temperature control, changing compounds
- Setting up the machine for production: Sequence of functions of various processes, setting parameters, mould installation and commissioning, parameter optimization
- Operating the machine controller: Where and how can the parameters be set / downloaded?
- Eliminating production malfunctions: Error messages of the controller, typical causes and remedial actions
- Process engineering: such as cold runner techniques, DesFlex system, ITM, silicone processing, cure time computer DesCure, etc.
APPLICATION ENGINEER TRAINING

**CONTROLLING PROCESSES MORE SUCCESSFULLY**

**Goal** Students with good previous knowledge obtain additional extended expert knowledge to determine and optimize process parameters. The course deals with the processing behaviour of different elastomer compounds, mould component manufacturing, and the layout of mould and machine. Setting parameters and the causes of various faults are illustrated with typical parts. The participants learn to develop sensible adjustment strategies, and practice these strategies on the machine.

**Participants** Operators, machine setters, foremen and other employees with good basic knowledge

**Final qualification** Process engineer (elastomer injection moulding)

**Topics**
- Basics of elastomer processing: Product quality and influencing factors, compound structure and processing properties, selection of the processing procedure, layout of machine, mould, and cold runner
- Structure and function of the injection moulding machine: Process-engineering advantages of various designs
- Setting up the machine for production: Compound change, advantages/disadvantages of the individual variants, determining the parameters, setup strategy, process optimization
- Fault diagnosis during elastomer injection moulding: Causes and remedial actions with article faults
- Process engineering: For example silicon processing, waste reduction, ICM, TIM basis / special procedures, cure time calculation, etc.

**MAINTENANCE STAFF TRAINING**

**DIAGNOSIS AND TROUBLE-SHOOTING MADE EASY**

**Goal** Insight in the structure of the DESMA machine, its function, maintenance and repair, and its hydraulic and electronic systems. The main screen pages and control procedures are explained that are required to control the machine independently during trouble-shooting. A malfunction can thus faster be analysed, eliminated or described to DESMA Service.

**Participants** Service and maintenance personnel (such as mechanics, hydraulic engineers, electricians), foremen, and other employees with a good previous knowledge

**Final qualification** Injection moulding machine maintenance engineer

**Topics**
- Structure and function of the injection moulding machine: Spare parts, safety equipment
- Setting up the machine for production: Functional sequence, locks, setting parameters
- Operating the machine controller: Structure of the control system, screen pages, typical operator mistakes
- Maintaining the machine: Cleaning, lubrication, tests, replacing wearing parts
- Machine malfunctions and remedial actions: Systematic trouble-shooting and fault elimination
- Hydraulic system, pneumatic system, temperature control, and electronics: Structure and function of the components of hydraulic and electric unit, reading the spare parts lists and circuit diagram documents

**COMBINATION TRAINING ELASTOMER INJECTION MOLDING**

**COMPREHENSIVE PROCESS KNOWLEDGE**

**Goal** Contents of the training courses for operators, setters, application engineers, and maintenance engineers in a condensed form. The main focuses can be defined individually. Employees are provided with supplementary insight into other fields, and can intensify their special knowledge (such as the correlation of material, mould, injection moulding machine, and process control). Any knowledge gaps are closed, and a comprehensive understanding is achieved. A comprehensive know-how of injection moulding process and machine functions enables the engineer to improve the production sequences, and to speed up fault elimination.

**Participants** Machine operators / setters, foremen, process engineers, or other employees with a good specific expert knowledge

**Final qualification** Elastomer injection moulding expert

**Topics**
- Basics of elastomer processing
- Structure and function of the injection moulding machine
- Setting up the machine for production
- Fault diagnosis during elastomer injection moulding
- Operating the machine controller
- Process engineering
- Maintaining the machine
- Malfunctions of the machine and fault elimination
- Hydraulic system, pneumatic system, temperature control, and electronics

**FLOWCONTROL/CRB CONTROL TRAINING**

**EFFICIENT USE OF INNOVATIVE COLD RUNNER TECHNIQUE**

**Goal** Here, the participants are provided with an overview of structure and function of the FlowControl cold runner technique. The students are made familiar with the operator interfaces, and learn how they can balance the filling process by changing parameter values. They also obtain valuable knowledge about disassembly and maintenance. A comprehensive know-how enables the engineer to improve the production sequences, and to speed up fault elimination.

**Participants** Machine operators / setters, mould mechanics, foremen, process engineers, or other employees with a good specific expert knowledge

**Final qualification** Elastomer injection moulding expert

**Topics**
- Structure and function of FlowControl cold runner technique
- Explanation of the enhanced operator interfaces of the machine controller
- Changing parameter values to balance the filling process
- Cleaning / compound change
- Structure and function of FlowControl cold runner technique
- Explanation of the enhanced operator interfaces of the machine controller
- Changing parameter values to balance the filling process
- Cleaning / compound change
- Expert disassembly and maintenance

**CONSULTING, PROCESS ANALYSIS, AND OPTIMIZATION**

**PRODUCING QUALITY ARTICLES WITH UTMOST BENEFIT**

**Goal** Solving production problems, improving the product quality, and reducing the cycle time to increase the profitability are goals of technical consulting. The basic procedures and the improvement potential in elastomer production are at the fore here. Optimization methods and systematic setting strategies are also imparted and demonstrated at the production system on site.

**Sequence** Analysis and documentation of the actual state of the production system by DESMA process engineers on site. Abnormalities are discussed immediately and examined in detail. Next, all setting parameters are set to zero, and newly determined. To utilize existing potentials and to eliminate weak points, the optimization process starts with little expenditure of time and money, and a large process influence. The further degree of optimization is defined as required by quality demand, production volume, and material price.

**Duration** Depends on the existing and required degree of optimization. We recommend to start with a scheduled two days to describe the actual situation, the potential, and the possible modifications. If necessary, consulting can directly be extended or postponed to another date (after a mould modification, for example).

**Costs** 129,- € per hour plus VAT and travel expenses of the instructor (travel time, flight, train, car, hotel accommodation, expenses)

**E-LEARNING PLATFORM: E-TRAINING**

**OPTIMUM KNOWLEDGE TRANSFER AT YOUR LEISURE**

**Goal** E-Training gives you a good overview of the process-related facts of rubber processing and DESMA machines. This training portal enables you to deepen your know-how in the best way possible for you. We use E-Training as a perfect preparation for the direct training we offer in our training center and on site at the customer’s.

**Participants** Setters and maintenance staff, and new customers who discovered elastomer injection moulding as a new business field (such as medical technology).

**Final qualification** DESMA leaving certificate after having passed the test „Basics of elastomer technology“ or any other test. There are separate tests for each learning unit.

**Topics**
- Basics of elastomer technique
- Structure and function of the injection moulding machine
- Production methods
- Process control
- Setting strategy/parameter optimization
TRAINING TIMES, TEAM AND WAY TO US (FRIDINGEN)

Your DESMA training scheduler
Practical relevant training courses that are tailored to your individual requirements guarantee best results. On the other hand, only little time should be required for planning and running the training. We therefore enclose a training scheduler. On the basis of the completed planning sheet, we will submit you an optimized training offer.

Training times
Start of training: 8.00 am
Breakfast break: approximately 9.30 – 9.45 am
Lunch break: approximately 12.20 – 12.45 am
End of training: approximately 4.20 pm

Possible accommodation
If your training is at Fridingen, we shall be pleased to book rooms for you. If you want to book your room by yourself, you may find some useful addresses here:

- **Gasthaus Löwen**
  Mittlere Gasse 3
  78567 Fridingen
  Phone +49 7463 9942-0
  Fax +49 7463 9942-15

- **Hotel Sonne**
  Bahnhofstraße 22
  78567 Fridingen
  Phone +49 7463 9944-0
  Fax +49 7463 9944-88

- **Hotel Krone**
  Tuttlinger Straße 1
  78570 Mühlheim
  Phone +49 7463 498
  Fax +49 7463 991360

Your way to us
If you come via the A 81, follow the signs „Beuron/ Donautal“ at Tutlingen. The exact location of DESMA and the hotels can be found in the plans in the internet at: www.desma.biz/en/contact

---

**DESMA CUSTOMER CARE CENTER TEAM**

- **Moritz Heni**, CCC Manager, spare parts sales, retrofitting
  Phone +49 7463 834-175
  Mail moritz-heni@desma.biz

- **Michael Luppart**, spare parts planning, technical consulting
  Phone +49 7463 834-177
  Mail michael.luppard@desma.biz

- **Gaby Haselmeier**, Customer Care Center
  Phone +49 7463 834-316
  Mail gaby.haselmeier@desma.biz

- **Betina Schatz**, spare parts sales
  Phone +49 7463 834-203
  Mail bettina.schatz@desma.biz

- **Reinhard Baum**, retrofitting, spare parts sales U.S.A.
  Phone +49 7463 834-125
  Mail reinhard.baum@desma.biz

- **Bianca Schilling**, training assistant
  Phone +49 7463 834-176
  Mail bianca.schilling@desma.biz
Klöckner DESMA
Elastomertechnik GmbH
An der Bära
78567 Frisingen, Germany

Phone +49 7463 834-333
Fax +49 7463 834-195
service@desma.biz
www.desma.biz

Just scan it and get directly to our website!

Klöckner DESMA Elastomertechnik GmbH