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.«

EDITORIAL

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.
DESMAR - CUSTOMER CARE CENTER SERVICES
FIRST-CLASS OFFERS UNDER ONE ROOF

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.

HOTLINE AND
REMOTE SERVICE

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 remote service SmartLine – 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.

RETROFITTING AND UPDATES

The practically oriented 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.

»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

Brasilien – Joinville SC
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The full contact data of the contact persons can be found on our website www.desma.biz/en/service-stations – or simply scan the QR code!
DESMA BASIS SERVICES & PACKAGE OFFERS

DESMA GENERAL OVERHAUL
FOR ANY REQUIREMENTS AND ALL DESMA MACHINES
1. Replacement of all hydraulic hoses/temperature control hoses
2. Replacement of all seals for high pressure hydraulic cylinders/injection unit/drive cylinders & core lifter cylinders
3. Replacement of all hydraulic filters, heat exchangers and pumps with coupling
4. Replacement of two oil temperature-control units of injection unit
5. Cleaning and varnishing (individual offer on request)

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 OP

The DESMA spare part packages can be ordered individually as required by the DESMA machine type.

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
- discuss the results of the log
- specifies suitable measures, and takes them if required
- carries out the inspection at half-yearly or yearly intervals

HOTLINE CONTRACT (A PART OF SMARTCONNECT 4.U)
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.

DESMA teleservice guarantees:
- current software updates
- short response time to malfunctions
- fast trouble-shooting
- minimized downtime

The DESMA teleservice staff:
- can be reached Monday – Friday 8 am – 10 pm
- provide competent, fast, and direct supports

DESMA TELESERVICE GUARANTEES
- current software updates
- short response time to malfunctions
- fast trouble-shooting
- minimized downtime

The DESMA teleservice staff:
- can be reached Monday – Friday 8 am – 10 pm
- provide competent, fast, and direct supports

DESMA REMOTE DIAGNOSIS WITH SMARTLINE
INNOVATIVE MAINTENANCE – FAST AND RELIABLE THROUGHOUT THE WORLD
With SmartDevice, the SmartLine can access every DESMA machine and control system and it is:
- safe
- fast
- available throughout the world
- usable at any time

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

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

DESMA BASIS SERVICES & PACKAGE OFFERS
- available throughout the world
- usable at any time

1. Replacement of all hydraulic hoses/temperature control hoses
2. Replacement of all seals for high pressure hydraulic cylinders/injection unit/drive cylinders & core lifter cylinders
3. Replacement of all hydraulic filters, heat exchangers and pumps with coupling
4. Replacement of two oil temperature-control units of injection unit
5. Cleaning and varnishing (individual offer on request)
DESMA EFFICIENCY SERVICES & UPGRADING

REPLACING ALL CONTROL SYSTEMS WITH DRC 2020 HT

Enhancing existing DESMA machines with the latest control systems DRC 2020 HT 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 control unit DMC1 and DMC2 and the visualization DRC 1210/2010 with the new DRC 2020 HT makes operating your machine very convenient.

- Increased added value
- User-related language selection
- Enhanced process graphics
- Latest operator guidance

COST SUMMARY FOR CONTROL SYSTEM REPLACEMENT ACTION OFFERS

(Individual offers on request)

- Control replacement with DRC 2020 HT including complete control cabinet
- Control replacement of individual machine components: Pressure sensors, speed sensors, stroke transducers, support for new control unit DRC 2020 HT
- Installation on site by DESMA service engineer
- DMC1/DMC2 (S5 Siemens)
- DRC 2000 (S7 Siemens)
- DPC/DPC-V (Schleicher)
- DMT (Philips)

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
- 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)

SMARTWALL

MAXIMUM MACHINE SECURITY

Efficient protection of the machine against malware such as viruses and Trojans and against unauthorized access from the internet or the internal machine network.

The interface to the machine as a basis for remote diagnoses on the operating panel and on part of the control system, among others, via SmartConnect.

- Tool for error elimination and analysis by using a secured tunnel
- Network problems and misconfiguration are kept away from the internal machine network
- Prevents unintentional machine breakdown

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.

- 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
- Production-ready balanced overall system
- Saved material permits cost amortization inside a year
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 offers 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 CCC – COURSES

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.

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 their own – for more safety and practical experience. Each participant receives a certificate (with final test, if required) with test result and the achieved qualification. There is always a learning goal test for AZWV-sponsored participants.

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.

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 allows problems on articles or system to be detected, that can then be reported and eliminated.

Participates: 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.

Participates: 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 measuring system, 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 control system: Where and how can the parameters be set / downloaded?
- Eliminating production malfunctions: Error messages of the control system typical causes and remedial actions
- Process engineering: such as cold runner technique, 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 silicone processing, waste reduction, ICM, ITM basis / special procedures, cure time calculation, etc.

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 techniques. 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.

Participating: 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 control system
- Changing parameter values to balance the filling process
- Cleaning / compound change
- Expert disassembly and maintenance

MAINTENANCE STAFF TRAINING
DIAGNOSIS AND TROUBLE-SHOOTING MADE EASY

Goal
Insight into 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 control: 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

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 forefront. 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.

Participants
1 or 2 experienced engineers should participate for support. Findings and optimization suggestions are discussed and agreed at regular intervals with the persons responsible in quality assurance, production planning, maintenance, mould construction, etc.

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)

COMBINATION TRAINING ELASTOMER INJECTION MOULDING
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 control system
- Process engineering
- Maintaining the machine
- Malfunctions of the machine and fault elimination
- Hydraulic system, pneumatic system, temperature control, and electronics

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 technique).

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 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:

Hotel Löwen
Mittlere Gasse 3
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Fax +49 7463 9942-15

Hotel Sonne
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Phone +49 7463 9944-0
Fax +49 7463 9944-88

Hotel Krone
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Phone +49 7463 7043

Hotel Hirsch
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Your way to us

If you come via the A 81, follow the signs „Beuron/ Donautal“ at Tuttlingen. The exact location of DESMA and the hotels can be found in the plans in the internet at:

www.desma.biz/en/contact