CUSTOMER CARE CENTER
WITH US YOU ARE WELL POSITIONED WORLDWIDE

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www.desma.biz
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SURVEY CUSTOMER CARE CENTER

- Customer Care
- Overhauls
- Campaign Offer
- Contracts
- TeamViewer
- Energy management
- New service – oil quality inspection

- control System Exchange
- new operating panel DMC 2
- *DesFeed*
- external *FlowControl* CRB
- *NoBus*
- our team
CCC – Customer Care Center

...global presence and local competence...

Thousandfold worldwide experience and competence

To this day, a total of around 6,000 DESMA machines has been delivered. Around 4,000 machines of them are still producing every day most different silicone, rubber and rubber-to-metal bonded parts under harsh competitive conditions in 70 countries. The CCC guarantees optimal support and is globally available any time.
CCC – Customer Care Center

Worldwide presence through DESMA service stations

• Fridingen/Germany
• Považská Bystrica/Slovakia
• Hebron/USA
• Ahmedabad/India
• Wuxi/China
• São Paulo/Brazil
• León/Mexico
• Mailand/Italy

• worldwide more than 2,500 service assignments a year
• more than 40 orders are executed daily
• transfer of more than 600 components per day
Service for the customer

Troubleshooting

With several facilities, agencies and many service bases including spare parts inventory we are worldwide present and ensure a prompt supply of parts. Our global network of skilled service technicians provides swift and competent support, if required.

Tailored spare packages

We advise you competently and promptly when spare parts are required for your machines.
Service for the customer

Our performances
- expert service
- remote advisory services
- remote diagnosis
- part express service
- hotlines service

We stand for
- best quality
- high availability
- short delivery times
Customer Care - Germany

FLENSBURG
Mr. L. Thiesen

LOWER SAXONY
Mr. B. Köster

COLOGNE
Mr. J. Tzovaras

FRANKFURT
Mr. H. Machule

HÖDINGEN
Mr. R. Katzer

BERLIN
Mr. M. Kupillas

COTTBUS
Mr. R. Michling

LEIPZIG
Mr. F. Neumeier

DESMA FRIDINGEN
Mr. P. Hicker
Mr. M. Stricker
Mr. P. D’Onofrio
Mr. J. Winter
Customer Care - Worldwide

Germany:
12 Service technicians

France:
1 Service technician

Italy:
2 Service technicians

USA:
7 Service technicians

Mexico:
1 Service technician

Slovakia:
3 Service technicians

Turkey:
1 Service technician

Russia:
1 Service technician

China:
7 Service technicians

India:
10 Service technicians

Korea:
1 Service technician
Overhauling

Machine conditions before and afterwards:
## Campaign offer: general overhauling

<table>
<thead>
<tr>
<th>Machine types</th>
<th>D 968.160 ZO</th>
<th>D 968.160 T</th>
<th>D 969.160 Z</th>
<th>D 968.250 ZO</th>
<th>D 968.250 T</th>
<th>D 969.250 Z</th>
<th>D 968.400 ZO</th>
<th>D 968.400 T</th>
<th>D 969.400 Z</th>
<th>D 968.560 ZO</th>
<th>D 968.560 T</th>
<th>D 969.560 Z</th>
<th>D 968.700 ZO</th>
<th>D 968.700 T</th>
<th>D 969.700 Z</th>
<th>D 968.1000 ZO</th>
<th>D 968.1000 T</th>
<th>D 969.1000 Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Exchange of all hydraulic hoses/thermal oil hoses</td>
<td>approx. 8.550 €</td>
<td>approx. 9.475 €</td>
<td>approx. 10.675 €</td>
<td>approx. 11.275 €</td>
<td>approx. 12.450 €</td>
<td>approx. 14.225 €</td>
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<tr>
<td>2. Exchange of all seals for pressure block/injection unit/travel cylinder and hydraulic lifting device cylinder</td>
<td>approx. 8.175 €</td>
<td>approx. 8.900 €</td>
<td>approx. 9.600 €</td>
<td>approx. 10.425 €</td>
<td>approx. 11.625 €</td>
<td>approx. 12.675 €</td>
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<tr>
<td>3. Exchange of all hydraulic filters, heat exchanger and pump exchange with coupling</td>
<td>approx. 8.075 €</td>
<td>approx. 9.000 €</td>
<td>approx. 11.625 €</td>
<td>approx. 15.400 €</td>
<td>approx. 18.950 €</td>
<td>approx. 21.925 €</td>
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<tr>
<td>4. Exchange of two oil temperation units of injection unit</td>
<td>approx. 6.050 €</td>
<td>approx. 6.050 €</td>
<td>approx. 6.050 €</td>
<td>approx. 6.050 €</td>
<td>approx. 6.050 €</td>
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<tr>
<td>Special discount, if all components are ordered together</td>
<td>approx. 15 %</td>
<td>approx. 15 %</td>
<td>approx. 15 %</td>
<td>approx. 15 %</td>
<td>approx. 15 %</td>
<td>approx. 15 %</td>
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</tbody>
</table>

Prices to be understood w/o travel expenses and allowances

As of: July 2013
Campaign offer: spare part packages

A: spare part package
1 x Oil filter
1 x Vacuum filter
2 x Grease cartridges
1 x Battery/accumulator
1 x Limit switch
1 x Sensors
1 x Pressure sensor
2 x various Temperature sensors
1 x Stock temperature sensor
1 x Heating relay
3 x various Heating cartridges
1 x Safety relay
1 x Safety valve
3 x various Fuses

Costs from approx. 3,300 € on

B: spare part package
Spare part package A
1 x Heat exchanger
1 x Oil Temperature unit
1 x Power unit
1 x Injection piston
1 x Nozzle tip
1 x Revolution sensor
1 x Hydraulic valve

Costs from approx. 8,225 € on

C: spare part package
Spare part package A
Spare part package B
1 x Operating panel

Costs from approx. 20,500 € on

- Saving as against component part costs approx. 30 %
- The spare part packages are individually prepared for the customer corresponding to the machine.
- The prices mentioned here refer to a D 968.250 ZO, injection unit FIFO A 3,000 cm³.

Stand: March 2013
Inspection contract

- regular inspections are the prerequisite for high machine availability
- less repairs and consequential costs
- reproducible, correct process results and quality of the injection-moulded articles
- inspection by means of a checklist which is individually determined
- results of the protocol are discussed and measures fixed
- half-yearly or yearly inspection by service technicians
Hotline contract

Hotline als flat rate at the price of approx. 1,000 €/2,500 € a year

- current software updates
- short response times in case of failure
- faster malfunction elimination
- downtimes are minimized
- shorter production downtimes
- travel time and labor costs are saved
- increase of machine availability
- services and remote service by two hotline employees

- this added value is a big advantage for the customer
- costs will be quickly depreciated through the advantages for the customer
- support through highly competent remote service staff
- to be contacted from Monday – Friday, from 8.00 am – 10.00 pm
TeamViewer – the fast way of remote diagnosis

Can be integrated into DESMA machines with Bachmann DRC 1210 control or more

• safety
• speed
• worldwide availability
• can be used any time

These are only a few key words about our new remote maintenance system TeamViewer
TeamViewer – the fast way of remote diagnosis

TeamViewer is currently the safest and quickest method to carry out a remote maintenance or diagnosis on machine control systems. A modern encryption and additional passwords ensure maximum safety.

Are you interested? – Please contact us!
Energy management by means of frequency converter

...we have thought about energy savings on DESMA injection moulding machines...

Our answer: Energy management

- improved energy efficiency
- energy saving by up to 25 % (drive energy)
- amortisation within 4 years
- environmentally friendly
- state of the art
- resource-conserving production
- noise reduction
- production cost reduction

And what is best:
Upgradeable on all DESMA machines
New service – oil quality inspection

In case of a hydraulically driven machine, the hydraulic oil quality is of crucial importance. We have the possibility of checking this quality directly on your injection moulding machine.

Advantages of this procedure:

• immediate statement about the oil quality
• no laboratory costs
• increase of machine availability
• more value creation
• more efficiency
• early failures and consequential damages are avoided
• optimization of maintenance and service activities
• more output
Exchange of control system → DRC 2010

Make a step ahead and replace your „old“ machine control system

You can only win with this extension:

• increase of productivity
• life cycle extension
• increase of value creation

Old Siemens control DMC 1/DMC 2

New Bachmann control DRC 2010
Exchange of control system → **DRC 2020 HT**

**Benefit from the advantages of our latest visualization**

And secure your competitive edge through

- increase in productivity
- life cycle extension
- USB interface
- process graphics available
- increased value creation
- user-dependent language switching

© DESMA | Moritz Heni | 02.10.2013
Cost statement for control exchange

<table>
<thead>
<tr>
<th>Campaign offers</th>
<th>DMT (Philips control system)</th>
<th>DPC/DPC-V (Schleicher control system)</th>
<th>DMC 1/DMC 2 (S 5-control system)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control exchange to DRC 1210 with complete control cabinet</td>
<td>/</td>
<td>approx. 37,425 €</td>
<td>approx. 37,425 €</td>
</tr>
<tr>
<td>Control exchange to DRC 1210 with existing control cabinet</td>
<td>approx. 32,700 €</td>
<td>approx. 37,425 €</td>
<td>approx. 32,700 €</td>
</tr>
<tr>
<td>Control exchange of individual machine components: pressure sensor, revolution</td>
<td>approx. 3,950 €</td>
<td>approx. 3,400 €</td>
<td>approx. 3,400 €</td>
</tr>
<tr>
<td>sensor, stroke measuring systems, holding device of new operating panels</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1210/2010</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>On-site installation by DESMA service technician</td>
<td>approx. 13,450 €</td>
<td>approx. 11,275 €</td>
<td>approx. 10,150 €</td>
</tr>
<tr>
<td>(plus hotel expenses, allowance, travelling charges)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commissioning and introduction by DESMA service technician</td>
<td>approx. 2,275 €</td>
<td>approx. 2,275 €</td>
<td>approx. 2,275 €</td>
</tr>
<tr>
<td>Total price</td>
<td></td>
<td>approx. 54,375 €</td>
<td>approx. 53,250 €</td>
</tr>
<tr>
<td>With complete control cabinet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total price</td>
<td>approx. 52,375 €</td>
<td>approx. 49,650 €</td>
<td>approx. 48,525 €</td>
</tr>
<tr>
<td>With existing control cabinet</td>
<td></td>
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</tr>
<tr>
<td>Discount in case of multiple orders (from second machine on)</td>
<td>approx. 10 %</td>
<td>approx. 10 %</td>
<td>approx. 10 %</td>
</tr>
</tbody>
</table>

Prices to be understood w/o travel expenses and allowances

As of: July 2013
New operating panel → DMC 2

Substitute for Siemens S5 control system/DMC 2:

• latest PC-based technology
• integration of the new OP into the control
• membrane keyboard with 10,4" TFT display
• embedded CPU board/compact flash card
• USB interface for data storage
• quick and easy commissioning
DesFeed silicon feeding system of a new generation

Can be integrated into all DESMA rubber injection moulding machines and outside machines

- stand-alone silicone feeding equipment
- a costly hydraulic connection to the machine is not required
- costly software modifications are not required
- revolutions/feed rate to be adjusted by means of frequency converter
- integrated control of its own
- perfect accessibility to the material feeding throat
- cycle is not interrupted during material filling
- very quick and easy commissioning
Stand-alone FlowControl cold runner system

Can be integrated into all old DESMA machines and into outside and competitive machines

- usage of the patented DESMA FlowControl cold runner system
- latest DESMA technology on old machines
- mechanical and electrical integration via interface
- zero-waste direct injection is possible
- controllable rubber volume of the individual nozzles
- fully balanced overall system ready for production
Stand-alone **FlowControl** cold runner system

**Costs CRB Control System:**

for the operation of a 4-nozzle CRB: approx. 18,975 €
for the operation of a 6-nozzle CRB: approx. 22,550 €
for the operation of a 8-nozzle CRB: approx. 26,650 €

(Depreciation is possible within a year through material savings)

July 2013
NoBus

• The ease and uncomplicated way to keep your machine under control: with NoBus the DESMA wireless network tool you can connect your machines quickly and monitor them at the PC.

• With NoBus you can monitor up to 50 different machines and 6 different machine states each and evaluate them graphically.

• Information is collected via radio (frequency band 868 MHZ).
Our team

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Thank you for your attention!

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Your experts in rubber and silicone injection moulding.