

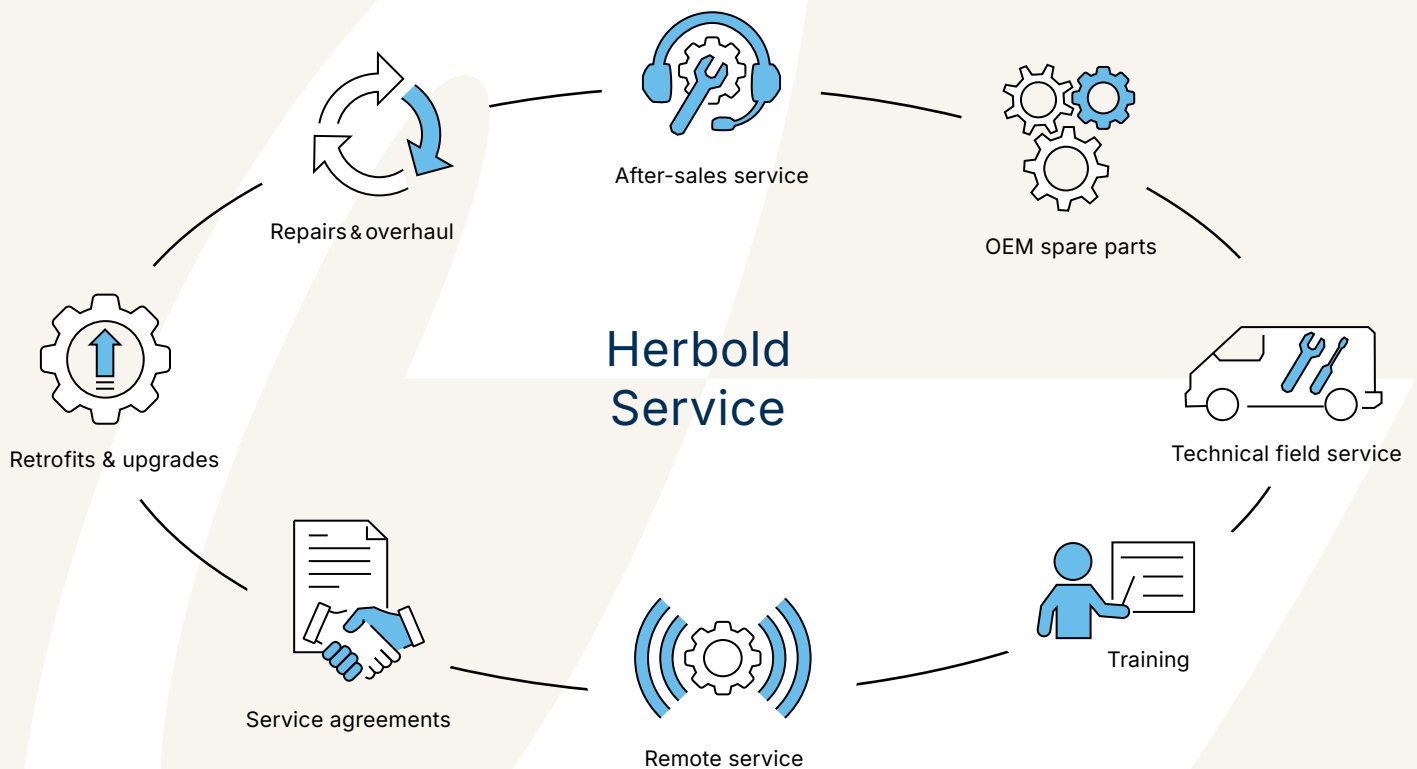


**Herbold Service – Your Service Partner
for Recycling Machinery & Plants**
For greater efficiency and product safety.



A reliable service partner throughout your recycling line's entire life cycle.

In mechanical and plant engineering, nothing is as important as the reliability, quality and innovation that create trust. For that reason, technically demanding products and systems such as granulators or washing lines for the recycling industry should only be serviced by trained specialists – like us. We understand that service is not just pure maintenance and repair. In our work, we commit ourselves daily to proving our reliability, efficiency and expertise to create advantages for our customers facing heated competition. For over 140 years, Herbold Meckesheim has stood for “Made in Germany” quality. Our specialized technicians and engineers support you from commissioning through maintenance to modernization, ensuring your system availability and productivity – and thus, your long-term operational success.





We know your machine in detail.

As a manufacturer, we know precisely how your Herbold equipment functions. That allows us to offer you customized support, whether for spare parts, retrofits, or technical challenges. Trust the manufacturer's expertise. Our service technicians are on the job worldwide and on-site quickly when you need us. From our Logistics Center in Meckesheim we reliably deliver spare parts to over 100 countries.



Fast, straightforward spare parts requests at

www.myherbold.com

To request spare parts quickly and easily, we provide our customers with a dedicated online portal. When you register, you have access to your machine documentation, including operating instructions, installation drawings and parts sketches. You can choose the required spare parts and add them to your cart. Your assigned contact person will check your request and send you an appropriate quote in no time.

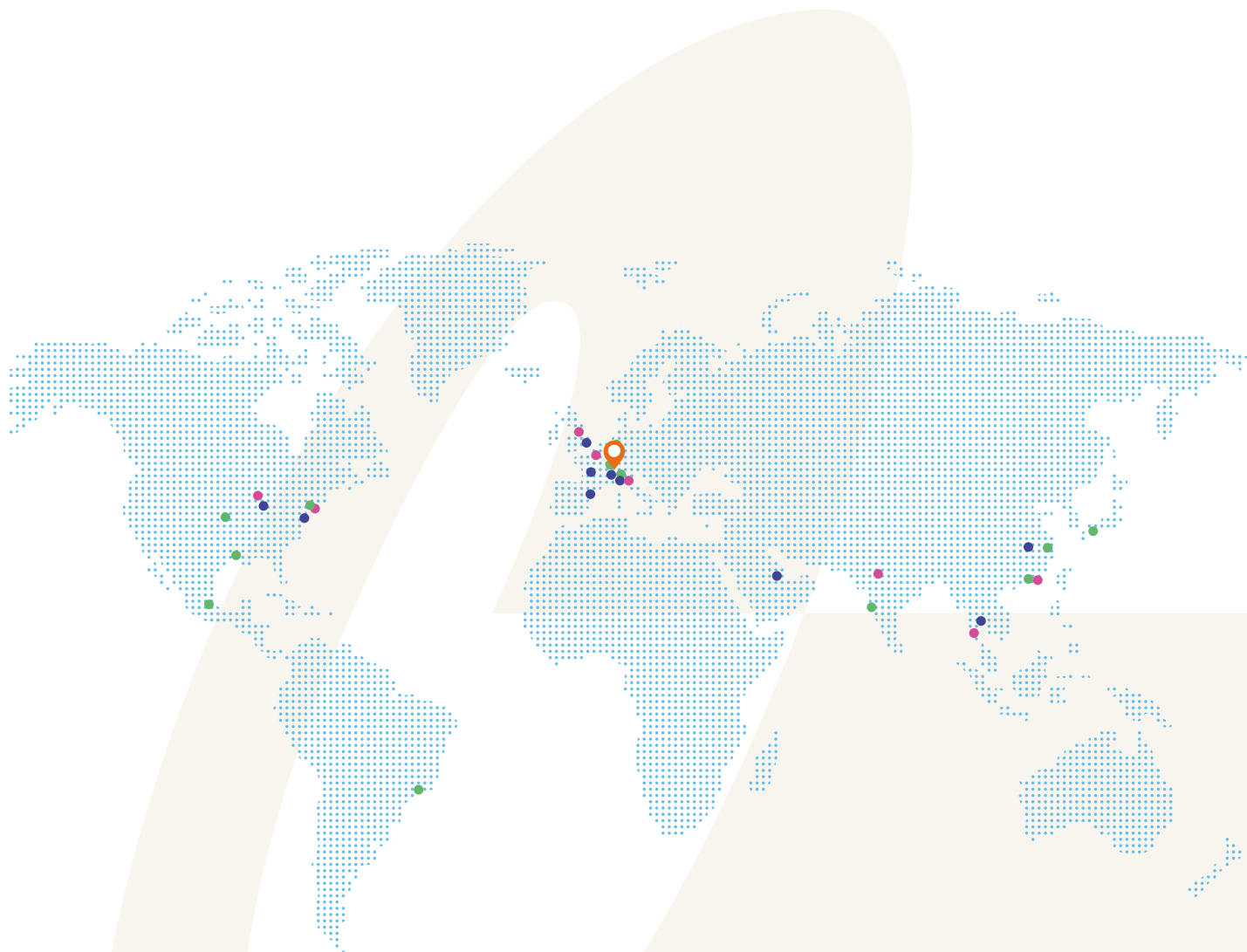


Benefits

- Greatest availability
- Rapid reaction times
- Qualified experts
- Worldwide support
- Tailor-made solutions



Our network of service technicians.




Our extensive network of service locations and highly qualified technicians guarantees fast and reliable support for our customers. With our presence and specialized expertise, we ensure efficient support and optimal solutions – anywhere and at any time.

Reliable after-sales service for your machines.



Herbold machines and plants stand for quality, longevity and precision. To keep it that way, we continue to support our customers after commissioning with a strong service offering. Be it technical questions, short-term spare parts needs or on-site support: our service team is there; fast, focused on solutions and ready to go worldwide. We see ourselves as a reliable partner across the entire lifecycle of your machinery. Our goal is to sustainably ensure our customers' productivity, availability and investment security. Our after-sales service is based on original spare parts with manufacturer expertise that are tailor-made, reliable, and

 **Benefits**


- Short reaction times and personal contact partners
- Worldwide technical support, even remotely
- Original spare parts direct from the manufacturer
- Trainings and knowledge sharing for your employees
- Remote diagnostics and support for rapid troubleshooting
- Individual maintenance and service concepts, tailor-made to fit your needs

available quickly. Thanks to our experienced experts who know your machines down to the last detail, we can save you valuable time, minimize risks and build your trust in our solutions. With our global service network and modern digital tools, we stay close to the customer at all times – regardless of location. This allows us to provide fast, personalized support and offer technical assistance worldwide. Rely on our after-sales service to ensure your machines' and lines' availability and performance – for sustainable success.



Remote Service

In today's production world, every minute counts. Our remote service enables rapid and efficient support during disruptions, as much as technically possible, without incurring travel costs or time. Our experts help you virtually and promptly, wherever you are located. Whether it's operational questions, process

 **Benefits**

- Rapid help minimizes downtimes
- Cost savings through reduced on-site visits
- Immediate support for disruptions and questions
- Process optimization using expert analysis

modifications or software updates: we are at your side. We analyze errors via secure connections, instruct operators or provide process optimization support – whenever remote diagnosis is possible. In this manner, we contribute to minimizing downtimes and keeping your production stable and efficient.



Benefits



- Minimized down times thanks to rapid replacement
- Ensured high equipment availability
- Protection from consequential damage and expensive repairs with the correct part selection
- Transparent cost control with coordinated spare part packages

OEM Spare Parts – safety and efficiency for your production

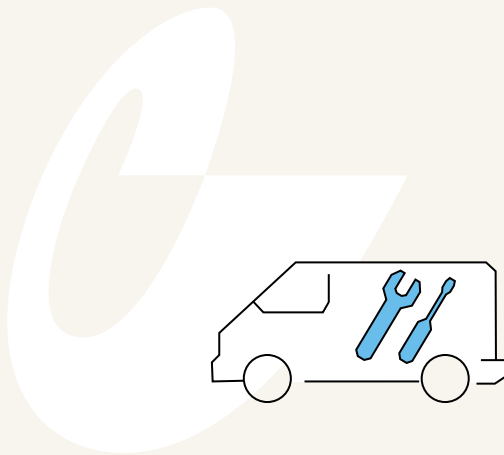
Original spare parts from Herbold Meckesheim are optimally designed for our machines. They ensure productivity, extend the machines' operational life and provide constant performance with maximum safety. Our OEM spare parts offer you short lead times thanks to central stocking so that your equipment is back

in operation quickly. Our experienced specialists' technical advising identifies the appropriate spare parts reliably – whether by serial number or by using detailed drawings. Additionally, we make predefined spare part packages available for wear and tear, maintenance or emergencies to be optimally prepared at any time.



Benefits

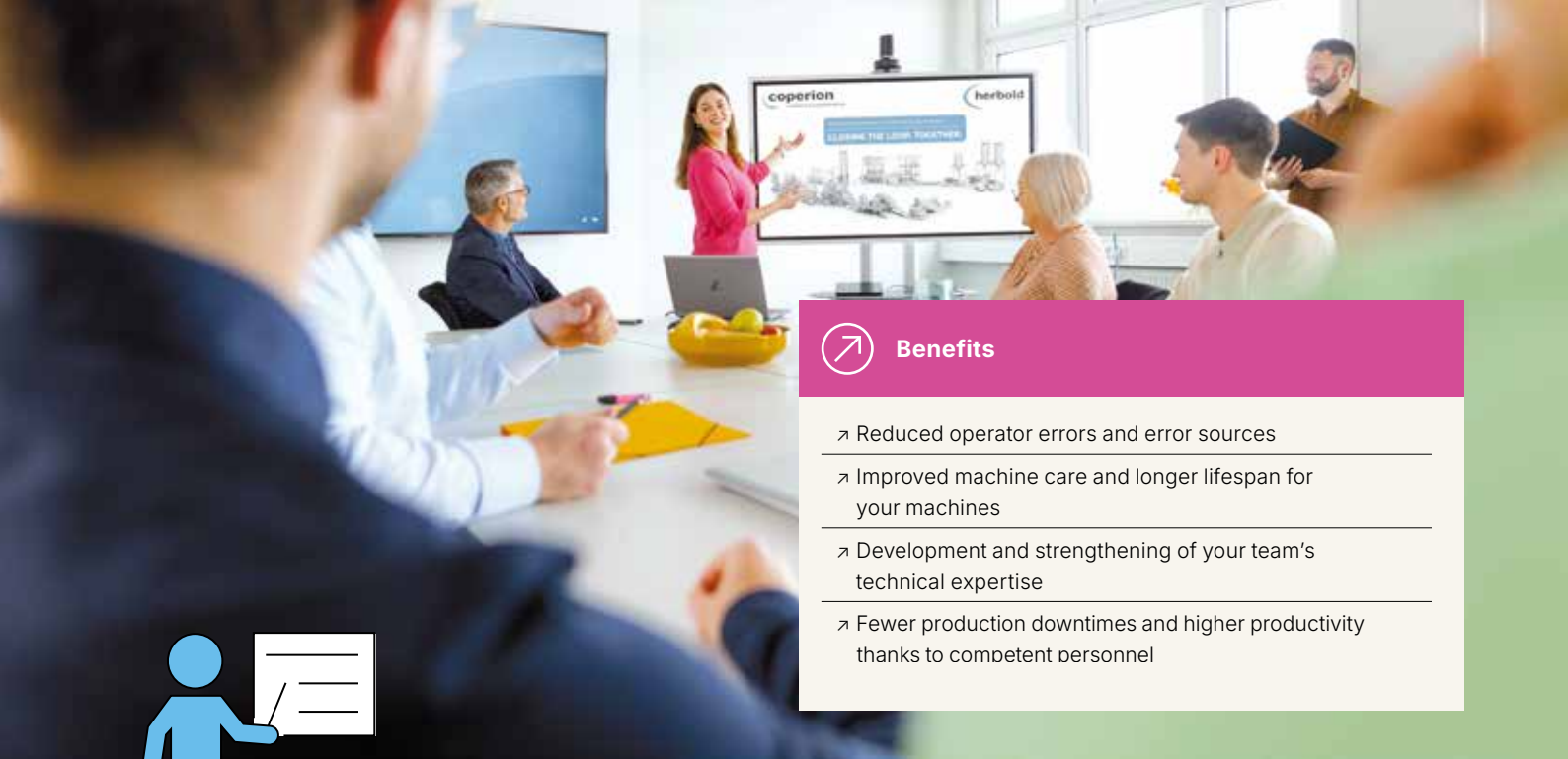
- Prevention of unplanned downtimes and longer periods of downtime
- Maintaining the current system condition and ongoing process optimization
- Plannable maintenance intervals for higher production safety
- Reduced repair costs thanks to safe, standardized execution
- Valuable transfer of knowledge through interaction with our technicians
- Production capacity ensured and economic losses minimized



Technical Field Service – added value from professional field service

Our specially educated and comprehensively trained site managers, commissioning engineers and service technicians operate worldwide for installation, commissioning, training, repairs, maintenance and inspection. Herbold's highly qualified Field Service Team consists of experienced, long-serving professionals who assemble, commission, maintain, and optimize your plants around

the world. Our careful documentation and recording guarantees transparent service processes and sustainable plant evaluation. Our experts provide you with valuable optimization suggestions to continually improve the condition of your machinery. Service in multiple languages allows us to efficiently support customers worldwide.



Benefits

- Reduced operator errors and error sources
- Improved machine care and longer lifespan for your machines
- Development and strengthening of your team's technical expertise
- Fewer production downtimes and higher productivity thanks to competent personnel

Training – courses for sustainable machine competence

Only well-trained personnel can operate and maintain machines and plants safely, efficiently and economically. We offer hands-on training on-site at customers' locations, in Meckesheim, and via video conference. Our tailored training programs are geared

toward operators, maintenance staff and technicians. They combine theory and practice to impart knowledge effectively and to enable implementation directly into daily work. With our trainings, you are investing in your employees' competence – for a safe, efficient and error-free production process.



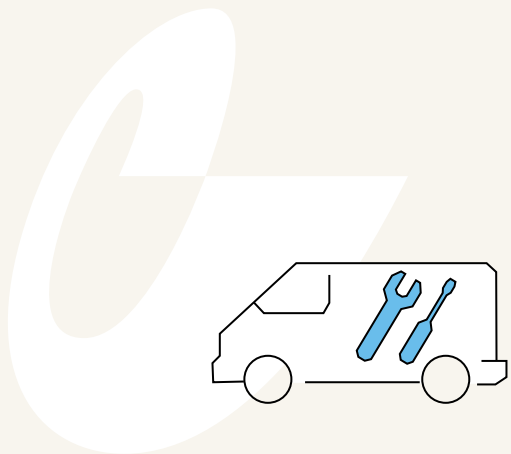
Benefits

- More security and planning certainty thanks to clear contract parameters
- Cost transparency and calculation certainty thanks to fixed pricing
- Higher system availability and fewer downtimes
- Extended machine life and earnings growth

Service Agreements – providing tailored safety and predictability

A tailor-made service contract, ensures customers regular inspections, guaranteed response times and predictable costs, individually adapted to the plant on-site and its useage. Our service agreements offer flexible levels of performance, adjusted to your individual requirements. They encompass,

alongside agreed-upon services, original spare parts, remote service and trainings to optimally support your machinery. With guaranteed rapid reaction times and a hotline you can always reach, we reliably safeguard your production.



Commissioning – safe start for your production

Our experienced technicians ensure smooth commissioning, from functional testing to operator training.

Our structured commissioning takes place according to a detailed, step-by-step plan to assure a seamless transition to the



Benefits

- Safe and reliable production start
- Start-up errors and unplanned downtimes prevented
- Machines immediately ready for operation following successful commissioning

production environment. We carefully document the operational readiness and train your team at your location so they can seamlessly take over. In addition, we conduct comprehensive performance tests to check your plants' performance.

« When it comes to service, customer satisfaction is our top priority. We listen carefully, get to work and quickly find the right solutions so that our customers can get the best out of their systems. With the highest quality, reliability and individual support, we are a reliable partner that creates real added value throughout the entire service life of the system.. »

Jörg Richter, Director Global Service Herbold





Retrofits & Upgrades – adding value and modernizing your plants

Many existing machines' can be technically upgraded. Depending on the equipment and the situation, such optimizations can lead to lower operating costs, increased performance or improved energy efficiency and safety.

Our experts conduct a rigorous analysis of your machines' conditions and develop tailor-made concepts, based on those findings, for upgrades or retrofit kits. Our experienced service team manages the planning, implementation and ongoing support to keep your plants technically up to date.



Benefits

- Increased value of your existing machines and lines
- Cost savings compared to new purchases
- Improved availability, performance and efficiency
- Updating safety functions for more protection
- Improvements to your production process
- Greater spare parts availability and maintenance reliability

Process Optimization – increased efficiency thanks to precise analysis

Our experts analyze the current condition of machines, processes and product streams, and we point out concrete optimization potential for throughput, energy consumption or wear performance, to name a few examples.

Our practical process analyses take place either at your location or remotely, based on actual operational data. Using benchmarks, we compare your processes with proven industry standards and develop tailor-made recommendations for upgrading or retrofitting for your equipment.



Benefits

- Higher efficiency and productivity
- Improved product quality from optimized procedures
- Reduced wear and energy consumption, saving costs and increasing sustainability

Repairs & Overhaul – Reliability and added value with professional retrofitting

Herbold offers you the option to retrofit your older machines and plants in-house. To this end, our Used and Repair Department is at your service. Herbold Service supports you from the time the machine is picked up to recommissioning. Individual, tailored solutions are created for each customer ranging from small repairs to complete overhauls to the latest standard. Even for third-party equipment upon request.

Our retrofitted machines meet Herbold's high standards and are individually upgraded according to your wishes — from fully functional to state-of-the-art.



Benefits

- Significant cost savings compared to purchasing new
- Rapid availability for production needs on short notice
- High reliability and safety, tested and refurbished by the original manufacturer
- Protection of your investment with optional retrofits
- Flexibility for temporary needs or growing production volume

Inspection Service / System Check – transparency and safety for production

With Herbold's inspection service, customers receive a comprehensive assessment of their machines and plants technical condition. Our service technicians check mechanical components, safety-related parts and wear conditions, together with concrete recommendations for action.

The system check is ideal before planned downtimes, for older machines, prior to production changeovers, or simply as a measure to guarantee the plant's ongoing, seamless operation. Around the world, experienced Herbold technicians methodically execute structured system checks based upon standardized checklists. The protocol includes photographic documentation and clear action recommendations to make the optimum condition of your machines transparent. We also offer you additional concrete options for spare parts, upgrades or service contracts. System checks can be effortlessly combined with safety inspections (UVV) , maintenance work, trainings, or service agreements so that you can efficiently plan your maintenance and repair work.



Benefits

- Clear overview of condition and potential risks to your machinery
- Prevention of unplanned downtimes and production stoppages
- Improved planning security for maintenance and investment
- Solid foundation for decision making regarding upgrades, spare parts or modernizations
- Increased safety with precise testing of critical components and machine parts



Headquarters

Coperion GmbH | Theodorstraße 10 | 70469 Stuttgart, Germany | info@coperion.com
coperion.com | fhn.coperion.com

Find your nearest
Coperion location

