



SERVICE TECHNICIANS



SERVICE HOTLINES

You can reach the free service centre hotlines:
Monday to Friday, from 08:30 - 17:30
(Indonesia Monday to Friday, from 08:00 - 17:00)

Indonesia (Bahasa Indonesia, English) +62-21-5830 3455
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Singapore (Mandarin, English) +65-6778 8318
Thailand (Thai, English) +66-2-130 7882

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service_thailand@arburg.com



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CERTIFIED RELIABILITY

// ARBURG offers you a service contract for machine inspections at 12 or 24-month intervals. Proven and certified functionality results in fewer downtimes as well as lower machine wear. Thanks to preventive maintenance and the associated value retention, production becomes easier to plan. The results and measured values for each inspection are stored electronically and inalterably in a log book – including up to five consecutive testing cycles. Furthermore, you receive a test seal and a test certificate from ARBURG. For you, this means high machine availability and consistent production quality. //

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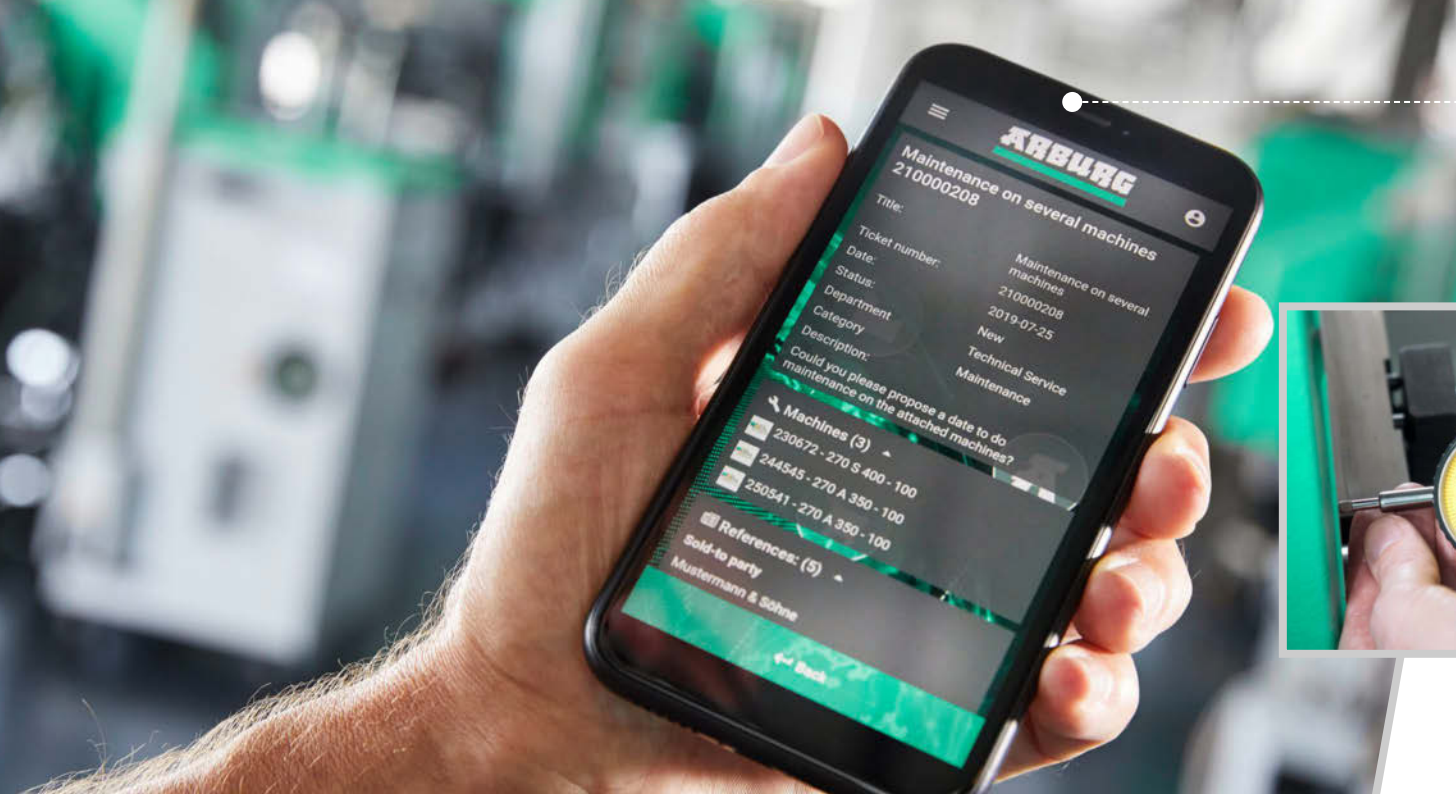
ARBURG ASEAN

The decisive resource for smooth
injection moulding production

WIR SIND DA.

© 2022 ARBURG GmbH + Co KG | All data and technical information have been compiled with great care. However we accept no responsibility for correctness. Individual illustrations and information may deviate from the actual delivery condition of the machine. The relevant valid operating instructions are applicable for the installation and operation of the machine.





We are driving forward the digitalisation of services and business processes with our customer portal "arburgXworld".



Regular recalibration: maintaining the reproducibility of the ALLROUNDER machines.



Smart Services with arburgXworld

We are driving forward the digitalisation of services with "arburgXworld". You can save your substantial amounts of time and costs. Also expand your digital capabilities at any time with central apps such as our MachineCenter, ServiceCenter, SelfService, and Shop apps. Register now for free at www.arburgXworld.com.

- MachineCenter – overview of the machine fleet and access to production-related documents
- ServiceCenter – record service and application tickets, overview of ticket status and history
- Shop – search for and order spare parts
- SelfService – analyse machine faults and shutdowns

Additional services

In conjunction with basic calibration, further services – with or without actual value recording – are also available:

- Position measurement calibration
- Mould platen parallelism check
- Testing of cylinder/mould temperature measurement chain
- Testing of mould cavity pressure
- Calibration of the additional control valves
- General visual inspection
- Safety check
- Oil analysis
- General actual value recording
- MULTILIFT
- THERMOLIFT T 100-2

Additional services that fall outside the scope of the service contract can be performed by ARBURG in consultation with the customer.

ARBURG Service allround

The service contracts can be obtained from any of the five ARBURG service centres in ASEAN. All the relevant services are centrally coordinated, while the service technicians visit the customers from the appropriate regional centres. In addition to quick direct assistance, comprehensively trained service technicians from all the service centres can be reached via the service hotline.

ARBURG service contract

The ARBURG service contract includes basic calibration of all quality-relevant parameters at 12 or 24-monthly intervals. This includes calibration of:

- Pump
- Injection pressure and speed
- Back pressure
- Screw position measurement
- Rotational dosage speed
- Locking pressure

The inspection is carried out with ARBURG testing devices according to ISO 9001. Inspection according to ISO 9000, IATF 16949 and FDA is recommended.

Oil management

Hydraulic oils can become contaminated through air, water or solid particles. Contamination through solid particles in particular can cause severe surface damage to hydraulic components due to wear, e.g. by abrasion. The consequences are control inaccuracies, leaks, efficiency losses and reduced component service life. The objective of oil management is to prevent such contamination in order to increase the availability, reliability and, consequently, the efficiency of the injection moulding machine. Our Service personnel will be pleased to answer any queries via e-mail.