



CLIENT-PLUS

OVERVIEW BROCHURE



THE SPECIAL BONUS FOR OUR CUSTOMERS

Why not get in touch with us – we would be delighted to provide you with the advice you require.

We help you to identify your specific needs and recommend the right equipment. You can test out how our feeders handle different bulk ingredients at our Technical Centers. To enable you to use our equipment effectively at your production facilities, we train your staff in how to operate the machinery properly. Our maintenance agreements enable us to provide you with a practical, no-risk solution for long-term reliable use. If your production parameters change, we can help you search for a suitable solution.



TRAINING



ENGINEERING



CONSULTANCY



TECHNICAL CENTER



HOTLINE



MAINTENANCE
AGREEMENTS

> CONSULTANCY



Why not benefit from our experience? Our mission for nearly 60 years has been to find the right feeder solution for your bulk ingredients. We provide support to almost every industry and are particularly characterized by our in-depth plastics, chemicals and food skills.



Selecting the right components



Prefabricated subassemblies are feasible



Development plans

FROM INITIAL MEETING TO ACCEPTANCE

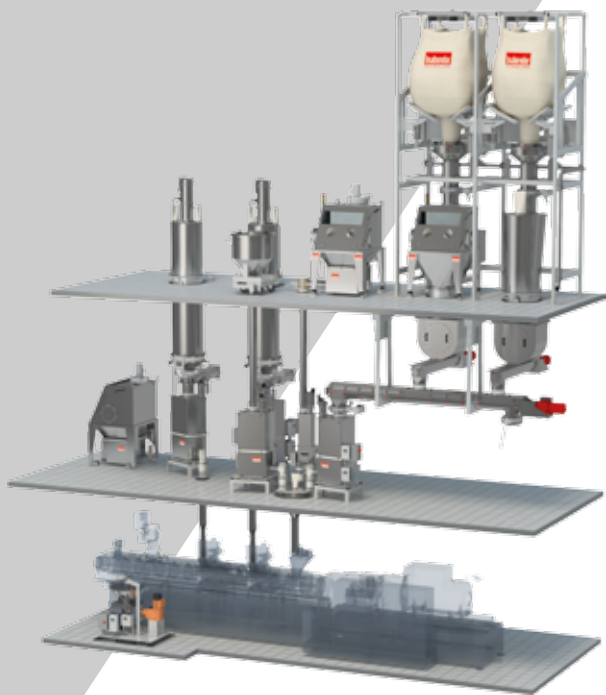
At the beginning we require information. Only precise knowledge about what bulk ingredients you use and what your processes are enables us to recommend the right equipment and configurations. Key to the choice of equipment are not only material properties, like bulk density, particle size and flow characteristics, but also where the equipment is positioned within your process. We will find the right solution for

your particular challenge, be it in the laboratory or in a hot, dusty, explosion-prone industrial environment. A structured meeting helps avoid any potential difficulties caused by filling, ventilation and storage in advance. An experienced service engineer will visit your production facilities to commission the equipment. Documented Site Acceptance Tests (SAT) can also be performed if required.

> ENGINEERING



The scope of what we offer does not end with discharging, feeding and control. We also help you to integrate our equipment into your environment and production processes.



Effective planning: extrusion process



Pooled skills: drafting a layout plan



In-depth design engineering on the computer screen

PLANNING AND INTEGRATION

Our range of products and services is of course not just restricted to feeding technology, we also factor in the equipment and processes that come before and after what we provide. Together with you we examine your entire process from delivery of materials through packaging and are able, with the benefit of our experience, to enhance the way your production facilities are set up, both at process engineering and automation levels. Should a piece of

standard equipment prove difficult to integrate, we will specifically adapt it to match your installation situation. Why not use our know-how to achieve business success for your company, right from the first contact. If you place an engineering order with us, we will draft a 3D layout for you. This enables you to prepare for a trouble-free commissioning process and effectively plan the start of production as early as the project planning phase.

> TECHNICAL CENTER



Anybody involved with bulk ingredients is aware of their pitfalls – the material characteristics of powders and pellets can make consistent feeding extremely difficult. Basic materials with poor flow characteristics are in very capable hands at our Technical Center. Here our experts will identify the right feeder to keep your materials moving.





Testing feeding characteristics



Getting a feel for materials



Assessing flow characteristics

TESTING – INSPECTIONS – QUALITY ASSURANCE

If you provide us with sample quantities of your bulk ingredients, we will conduct feeding and discharging tests to ensure that you do not experience any unpleasant surprises when you start production. We have a fully equipped infrastructure at our disposal in our Technical Center in Duisburg, as well as at many other locations, like Mississauga in Canada. There we can simulate production conditions and find an effective feeding solution for your raw materials. Of course we

do not just provide this opportunity when you purchase a new piece of equipment, but also when you undertake modifications, introduce new raw materials or change your production processes. We mentor you through innovations and the development of ideas. External testing and inspection organizations also use our equipment. A wide range of tests means we can assist you with quality assurance and certification of your products. Your success matters to us.

> TRAINING



You get the best insights into our equipment portfolio, feeding technology and associated control systems engineering by attending a course of training. We will teach you everything you need to know for your day-to-day work with bulk ingredients – tailored to your and your equipment's needs, delivering production efficiency and sustainability.

If you have any questions about our training, please contact:

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Congrav® OP1T instruction



FlexWall®Plus removal

BECOME AN EXPERT

Our training enables you to become an expert in the equipment that your company uses. You can select training courses with different emphases to suit different groups of participants – electronic, mechanical or process engineering issues can be weighted as required. We show you what you need to be aware of in particular when using Brabender equipment in your production facilities and how you can eliminate sources of error. Of course we award each participant a certificate. Training can be arranged at your premises to cater for larger groups or if you want to cover very specific issues. No matter where it is provided, our training is always tailored to you and your needs and is conducted solely within your group(s) of users.

Topic	Remarks
Feeding in general	Volumetric, gravimetric
Feeders	Structure, mechanics
Screws	Computation, sizing
Weighing systems	Weighing frame, platform weighers
Load cells	digital, analog
Control systems/ operating units	Hardware, operation
Parameters	Description, handling
Practical application	e.g. commissioning, maintenance, etc.

Just some of the focal topics dealt with in our training courses; courses can be custom-configured upon request

> MAINTENANCE AGREEMENTS



Mechanical systems are subject to wear and tear and should be regularly maintained. That also applies to equipment made by Brabender Technologie. With a maintenance agreement you are always on the safe side. You will never miss a service appointment, you benefit from free software updates and can concentrate on the essentials, namely keeping your production facilities running.



Regular checks and maintenance of your equipment

PRACTICAL, NO-RISK ALL-IN-ONE SOLUTION

A maintenance agreement means you are always on the safe side – never again will you miss a service appointment and you always have superbly maintained equipment at your disposal. Our service engineers check all your settings during the maintenance appointment and bring the latest software updates with them. The precision test certificates issued also

enable you to comply with the documentation requirements for your internal ISO audit at the same time – one appointment, many benefits.

If you have any questions or require a detailed quotation, please contact your local subsidiary (see back cover).

> HOTLINE



Your first point of contact if you have any questions or problems is always the Hotline. This is where you can obtain the help you need – useful information and professional assistance. Calling the Hotline also triggers remote maintenance or servicing processes.



Remote maintenance and troubleshooting

ALWAYS REACHABLE – RAPID ASSISTANCE GUARANTEED

Should you not be able to tackle a problem yourself or have any questions, please do not hesitate to call us. Our Hotline is manned by skilled service engineers, who can sort out many problems over the phone. Should that not work or if your issue involves the delivery of spare parts, you will be put through to the right contact person quickly and with no fuss. We are proud of the fact that we can provide you with excellent service worldwide and can take the required action close to where you are located. Service staff and spare parts centers

on every continent are able to deal with your concerns. You can find all the relevant telephone numbers at our website.

You can check out contact persons at our branches worldwide on the Internet:



<http://www.brabender-technologie.com/en/kontakt/locations/>



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Keep the Flow