KIEFEL
TECHNOLOGIES

A Member of Brückner Group



COMPETENT
FAST
RELIABLE
KIEFEL SERVICE

Your Kiefel Service

We are always there for you!





Providing the very best service and maintenance for your equipment is our main aim at Kiefel Service. Keeping your machines running, their productivity high and the depreciation rates low reflects our total commitment to top quality service.

- We guarantee the smooth initial startup of your system
- We supply highly qualified technical online and telephone support
- We guarantee maximum availability for all original parts, plus shortest delivery times
- We offer our service experts on-site
- We can also service your older equipment



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Joining: +49 8654 78-625

Packaging

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Medical

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Retrofits / Upgrades

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upgrade@kiefel.de

Shipping

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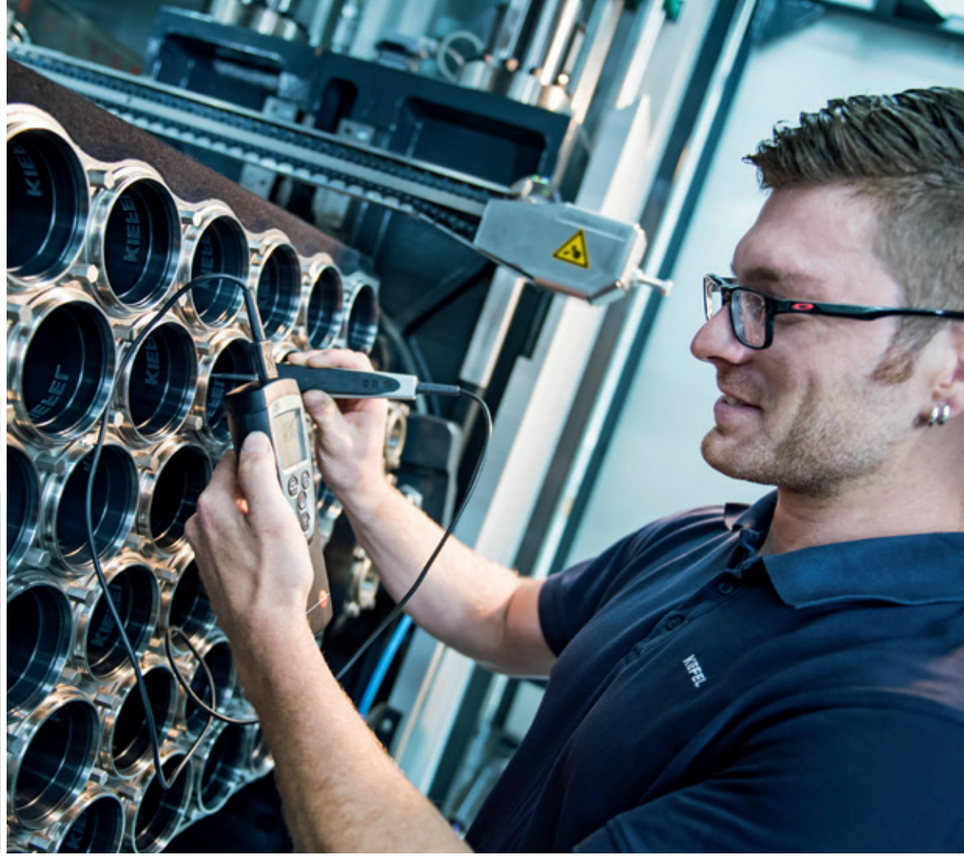
Front desk

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service@kiefel.de

e-Portal

e-Portal Hotline: +49 8654 78-660
eportal@kiefel.de





Our services at a glance

Basic Helpline
Our experienced service staff provides you with telephone support and expert knowhow on all technical matters.

Initial startup
Our expert Kiefel Service Team helps ensure that the startup of your new equipment is carried out as smoothly as possible. Getting it right from the start.

Health Check
Nothing is more expensive than an unforeseen breakdown in production resulting from a defective machine. Regular monitoring and maintenance by means of a Kiefel Health Check minimize this risk.

Worry-Free Service Agreement
Regular inspections, discounts, up to 24/7 on-call and the prompt assured arrival times of our technicians provide you with key benefits.

Training
Optimize the use of your Kiefel machines by letting us train your operating and maintenance staff to the very latest technical standards. We offer customized and need-oriented instruction programs designed to provide your staff with hands-on training.

Original Kiefel parts
Original Kiefel parts and consumables are produced with the same skill and know-how that went into guaranteeing the reliable functioning of your machine – with fast delivery and at reasonable cost.

e-Portal online parts platform
The e-Portal is a secure, personalized 24 hour online service platform that provides customers detailed assembly drawings and a direct parts inquiry service.

Stocking policy
Our stocking and consulting service ensures that critical parts are always at hand. With our selective supplement, you can be sure that key parts are available for immediate fitting whenever a breakdown occurs.

Retrofits and upgrades
The use of standardized and made-to-measure retrofit kits and upgrades enables us to improve the efficiency of your Kiefel equipment and extend your applications and possibilities.

Relocation of Kiefel machines
Need to relocate your Kiefel plant system? Then we are the right partner for you. We make sure that your Kiefel equipment is professionally dismantled, transported, smoothly set up and restarted at its new location.

Production supervision
Our technicians safeguard the smooth running of your production lines. We provide support in the complex tasks involved in keeping the line running, until your own staff has acquired the necessary knowledge and skills.

Repair service
Our expert Kiefel service team is here to solve your technical problems, so that your system is up and running again as soon as possible.

Basic Helpline

You can count on us



Your benefits:

Our expert Service Team offers you fast and reliable support. Wherever you are, our optimal telephone service is there to help ensure that any problem is solved quickly and dependably. And if you urgently require parts, our service staff will also guarantee fast shipping. All this reduces machine downtime to a minimum.

Our services:

- Expert assistance from specialist Kiefel service staff
- Service support also available for older Kiefel equipment
- Access to the Kiefel Basic Helpline is free of charge

The free Basic Helpline service is at your disposal

Monday - Thursday: 7.30 am to 6 pm
Friday: 7.30 am to 4 pm



Initial startup

Getting it right from the start

Your benefits:

The expert Kiefel Service Team helps ensure that the startup of your new equipment is carried out as smoothly as possible. We supply, assemble and take your Kiefel machines into operation at your premises. We are also happy to train your staff in the correct operation of the machine for a successful startup of production.

Our services:

- Careful delivery and setup of your Kiefel machine
- Professional initial startup with the assistance of our service technicians
- Check of machine functions according to contractual specifications
- Assistance for individual parameter adjustment



Health Check

To ensure maximum performance

Your benefits:

Nothing is more costly than an unforeseen breakdown in production resulting from a defective machine. The regular and professional inspections provided by the Kiefel Health Check minimize this risk, which increases the availability and productivity of your machine. It also keeps you informed about the current status of your Kiefel equipment.

Our services:

- Regular machine inspections at prearranged intervals ensure that the Kiefel checklist criteria are fulfilled
- Full responsibility for the planning and execution of the inspections
- Specific set of recommended maintenance measures based on the well-tried checklist
- Health Check in conjunction with Worry-Free Service Agreement: discounts on parts and defined services

KIEFEL SERVICE

Worry-Free Service Agreement

We care for you

Your benefits:

Maximize the availability and productivity of your machines by subscribing to at least one Health Check per year. In addition you receive price discounts on parts and defined services. With the freely selectable Helpline Plus a service-expert is available for you 24 hours a day, 7 days a week – for maximum comfort and security. You are also free to choose the service of the assured arrival time of a competent technician to immediately solve your technical problem. We will be pleased to draw up a draft Worry-Free Service Agreement for you.

24 7 HELPLINE PLUS

Our services:

- Regular Health Checks: professional inspections by the original manufacturer
- Price discounts on parts and defined services
- Helpline Plus: 24/7 on-call duty of a service expert
- Arrival of a service technician on-site within 24 hours (Europe)

At least 1 Health Check per year › Discounts on all parts and defined services

Freely selectable options:

- Up to 24/7 on-call duty of a service expert
- Arrival of a service technician on-site within 24 hours

We would be pleased to make a quotation according to your machine.
To provide best assistance please mention your machine type and ID-number.

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Training

One step ahead

Your benefits:

Optimize the use of your Kiefel machines by letting us train your operating and maintenance staff to the very latest technical standards. We offer need-oriented instruction programs designed for immediate practical application.
The imparted knowledge is particularly comprehensible due to our customized programs and the direct demonstration on machines. Our team of professional trainers helps eliminate maintenance and operating errors which reducing the likelihood of expensive downtime and increases plant productivity.

Our services:

- Training to the very latest technical standards
- Individual training programs: we adapt to your machine configuration and personal level of knowledge
- Need-oriented and hands-on instruction programs
- Professional trainers with longstanding experience and extensive know-how
- Training documents for take away
- Certificate including the discussed topics





Original Kiefel parts

Designed to keep your system running reliably

Your benefits:

We offer an entire range of parts from a single source – with quality and availability that only an original equipment supplier can guarantee. Furthermore, we help you identify the right part for your needs and ensure that it is delivered as fast as possible. The fast delivery of original Kiefel parts guarantees that system downtime will be kept to a minimum.

Our services:

- Technical support for the identification of part
- Large stock of original parts
- Shortest delivery time
- Supply of parts for both current and predecessor machines

Part orders

Monday - Thursday:
Orders at our headquarters in Germany can be accepted up to 2 pm for same-day shipping of stocked parts

Friday:
Orders at our headquarters in Germany can be accepted up to 11 am for same-day shipping of stocked parts

e-Portal: Online parts platform

Get the right part at the right time



Your benefits:

Kiefel's e-Portal offers a secure, personalized 24 hour online platform for your parts. The platform provides a user-friendly possibility to identify the right part by clicking down from an initial total machine view to the individual part. Detailed assembly drawings, exploded views and up-to-date manuals ensure valuable time saving in maintaining your machines. Take advantage of the direct possibility to submit an inquiry and get a non-binding quote. You can also easily search for the latest machine documentation or update your user data. The various features of e-Portal all help you save time and money.

Our services:

- 24-hour online access
- State-of-the-art parts catalog
- Direct parts inquiry service
- Detailed assembly drawings, exploded views and photographs of parts
- Up-to-date manuals
- Machine documentation
- History of raised inquiries
- Newsletters

Stocking policy

We advise - you decide

Your benefits:

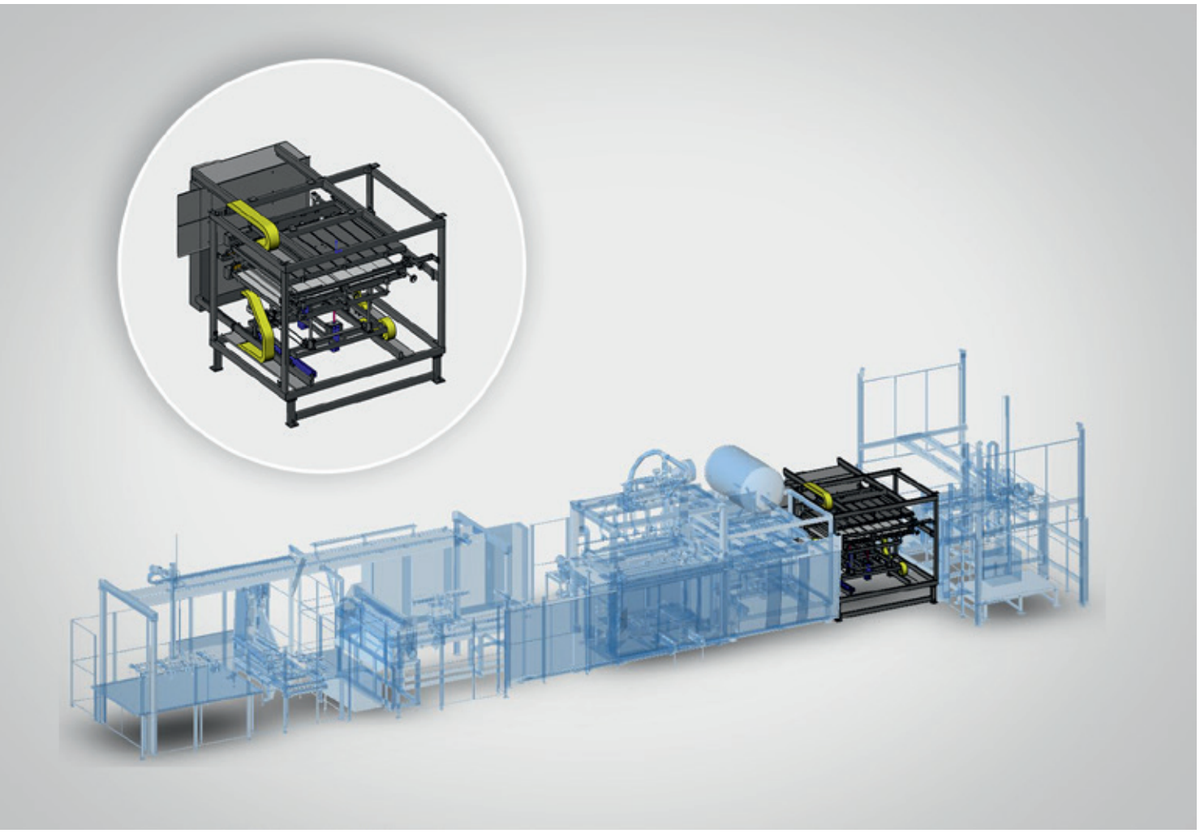
We help you optimize your stock of critical parts on hand by selective supply, so you can be sure that key parts are available for immediate fitting should a breakdown occur. The list includes consumables, key parts and components requiring special delivery. We draw up a set of individual recommendations and you decide which parts you wish to hold in stock. We also offer made-to-measure financing options.

Our services:

- Stock inventory of your parts
- Consulting services for optimizing your inventory
- Ensuring the optimum availability of critical and key components
- Individualized customer finance possibilities







Retrofits and Upgrades

Conformity with the latest technical standards

Your benefits:

The use of standardized and made-to-measure retrofit kits and upgrades enables us to improve the efficiency of your Kiefel equipment and additionally extend your application range. For example, the retrofits / upgrades prolong the endurance of your parts, improve your machine availability and save on costs in the long term. We ensure that your machine conforms to the very latest technical standards.

Our services:

- Standardized retrofits / upgrades with fixed prices
- Customer-specific retrofits / upgrades
- Fast and reliable implementation of retrofits / upgrades by qualified Kiefel specialists
- We adapt to your schedules
- Price advantages of up to 30% with respect to previous models



Kiefel as your competent partner

- Experience: own retrofits / upgrades division established in 2006 with more than 120 retrofits and upgrades per year
- Knowledge: own programmers and mechanical designers
- Wide range: more than 30 standard retrofits and upgrades available
- Customized solutions: customer specific retrofits and upgrades



Relocation of your Kiefel machines

We take full responsibility - from start to finish

Your benefits:

Need to relocate your Kiefel equipment? Then we are the right partner for you. Benefit from our extensive experience in relocations – including those that involve transports between continents. We ensure that your Kiefel plant system is professionally dismantled, transported, smoothly set up and restarted at its new location. Kiefel provides you with one single contact person for the entire process. We take full responsibility - from start to finish.

Our services:

- One-stop-shopping: realization of all organizational and logistics tasks
- Dismantling of the equipment on its previous site to an agreed schedule
- Transport of the equipment to its destination
- Setup and initial startup of the machine on its new site

Production supervision

At your side when you need us





Your benefits:

We put our technicians at your disposal to safeguard the smooth running of your production lines. They provide support in the complex tasks involved in keeping the line running, until your own staff has acquired the necessary knowledge and skills and they remain at your premises for an agreed period of time. The service can also be called in whenever you feel that your Kiefel machines are not operating to the full extent.

Our services:

- Training and supervision of your operating staff during production
- Support for the initial startup of additional machine tools
- Safe operation of the machine
- Maximized plant productivity





Repair Service

We repair - you produce

Your benefits:

Should you encounter a problem with your Kiefel machine that our service team cannot solve by phone, we will immediately send you an experienced service technician. Prearranged repair and maintenance service is possible even outside the normal working hours. Our team is here to solve your technical problems so that your system is up and running again as soon as possible.

Our services:

- Global network of subsidiaries and service providers: we are able to provide fast support from a qualified technician at any time
- Professional and efficient execution of the repair service
- Use of original high quality Kiefel parts with low wear and long lifetime

Your global Kiefel service network

Our strong network: always a partner at your side

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The KIEFELGmbH is a world leader when it comes to the design and manufacture of machines used to process plastic film materials.
The company offers core expertise in the fields of forming and joining technologies. As a supplier to reputable manufacturers in various sectors, KIEFEL GmbH services customers in the automotive, medical technology, refrigerator and packaging industries. The headquarters of KIEFEL GmbH is in Freilassing/Germany. The company also runs its own network of sales and service centers in the United States, France, the Netherlands, Russia, China, Brazil, Indonesia and India, and is represented by sales partners in more than 60 countries worldwide. Kiefel also owns the automotive specialist SWA based in the Czech Republic, the Dutch thermoforming toolmaker Bosch Sprang, and the Austrian Mould & Matic Solutions, supplier of tools and automation solutions. KIEFEL GmbH is a member of the Brückner Group, a worldwide leading supplier of plastics machinery.

Printed in Germany. Subject to technical modifications. 10/16 B EN 1012