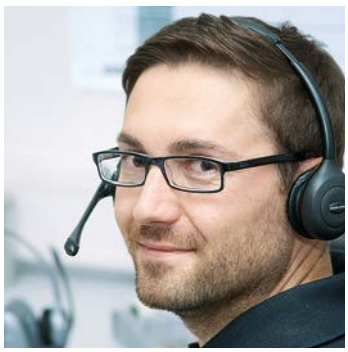
KOCH

Service with added benefit



KOCH Support +
Services for highly
productive packaging







KOCH Support + Services

Installation and Commissioning

- Machine acceptance at KOCH
- Professional dismantling and transportation
- Installation at the customer's premises by qualified personnel
- Renewed machine acceptance with detailed protocol
- Start-up assistance through personnel training and production support

KOCH Training

- Experienced, certified trainers
- Ideal conditions in the KOCH Technical Center
- Holistic training concept with extensive practical application
- Basic instruction and machine-specific training
- Online information and booking options

Technical Support

- Telephone support via the hotline +49 7445 181-181
- Online support using Internet or a machine-installed modem
- Coordination of service visits including material and personnel disposition
- On-site repair and maintenance

Comprehensive strategy, modular portfolio: service with added benefit

Services for optimum, long-term operation

The coherent concept of a customized machine for packaging in the fields of application of consumer, industrial, personal care, cosmetic, and medical products is the start of the process. Taking engineering and design into account, it then seamlessly leads to KOCH Support + Services: a comprehensive, modularly structured portfolio with which we accompany you over the entire service life of your machine. With a service package perfectly tailored to your machine and your production environment.

Both central element and the key benefit of KOCH Support + Services is the personal assistance provided by a team of specialists with well-founded technical training and many years of practical experience. Whether at the company headquarters in Pfalzgrafenweiler, at our offices in France, China, and the USA, or at one of our international sales and service partners: everyone knows exactly what is of importance to you – maximum machine availability for the most productive packaging. Over the lifetime of a machine.

Machine Availability

- Temporary production support
- Individual service agreements for maintenance and inspection
- Machine upgrades with coordinated tools
- Production analysis and output optimization
- Machine relocations with recommissioning

Automation and Integration

- Higher level of automation with components for feeding, monitoring, and marking
- Integration of all process steps – from grouping to end-of-line packaging
- End-to-end, user-friendly IPC control system
- Connection to higher ranking PDA or ERP systems
- Qualification/validation documentation

Format and Spare Parts

- Design and production of custom-fitted tools from a single source
- Top quality and precision for long service life
- Optional qualification/validation documentation
- Original spare parts for all current types of machine
- Standard parts immediately available
- Line-specific spare parts packages



Installation of a packaging line in the KOCH assembly hall

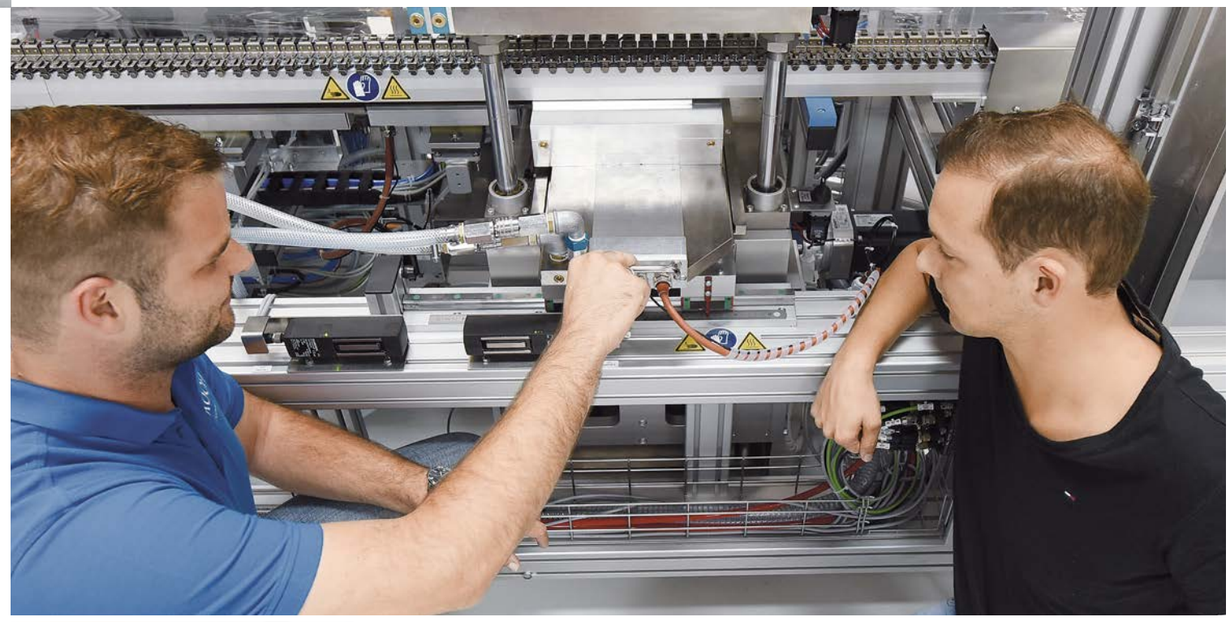
Ideal requirements for a productive process

Individualized machines, standardized procedures

In most cases, a KOCH machine or line is a unique model, individualized according to your specifications. As a result, the lead time between order placement and on-site machine acceptance varies. However, the service steps that we cover together with you up to this point are always the same. After full assembly and initial machine acceptance – Factory Acceptance Test (FAT) – in Pfalzgrafenweiler, we make any necessary final adjustments while you can approve packaging materials and products for production. Dismantling, transport, and on-site installation follow. We then carry out test runs and prepare everything for the Site Acceptance Test (SAT) in compliance with DIN standards or contractually agreed criteria. We document the acceptance procedure in a detailed protocol so you have it in writing that your new KOCH machine packages as smoothly and productively as planned.

Start-up Support

Once a machine or line is installed, ideally the next step in the service cycle follows: the training of your personnel prior to or during commissioning. After all, everything learned and applied correctly from the start shortens the start-up period. Even at this early stage, it is possible to tap extensively into the potential of your packaging machine. If desired, a service technician can spend the first days and weeks on site to assist during operation and resetting, answer questions that arise during ongoing production, and give valuable tips for productive, day-to-day work with and at the machine.





»« Whether a standard standalone machine or a 30 meter long, end-to-end automated line, the moment when a “KOCH” produces the first perfect blister is and remains something special.

Frank Pfeifle, Assembly Technician

The KOCH Technical Center in Pfalzgrafenweiler offers ideal training conditions.



»« In my experience, customers benefit doubly from systematic training: from reduced machine downtimes; and from motivated employees, who are much more confident than before.

Ravindaran V Raman, service technician involved in practical training at the machine

Holistic training concept for greater competence

Recognize and utilize the full machine potential

A smooth, efficient packaging process from the start can only function when man and machine are well coordinated. The more complex the machine, the more important it is for your employees – operators, setters, administrators, technicians, and managerial staff – to be prepared systematically to work with the respective machine types and configurations.

An accurately tailored KOCH training course geared to the specific requirements and respective prior knowledge is the answer here. The holistic training concept is conveyed by an experienced team of certified instructors. Based on a mixture of theory and practical application, your employees acquire skills and proficiency that can be put into immediate use. For instant success in two senses: routine, day-to-day procedures at the machine; and greater overall production reliability.

Basic Courses

Our trainer team uses basic instruction courses to impart everything your employees need to know for the correct, efficient operation of KOCH machines and lines. A blister machine of the latest generation is available for the hands-on part, while the KOCH Technical Center offers ideal training conditions for theoretical instruction. Training courses are held in German and English several times a year. The dates are announced in good time on our website. If required, basic instruction courses can be tailored to your needs and held at your premises after or during a machine acceptance.



- **Range of topics**
  - Safety features of machine(s)
  - Operating philosophy and functions
  - Operating panel functions
  - Troubleshooting
  - Forming and sealing processes
  - Format changeovers
  - Maintenance
  - Improvement of efficiency (OEE)
- **Training duration** Three days
- **Target group** Machine operators, machine setters, maintenance personnel, project managers
- **No. of participants** Up to ten persons

Machine-specific Training

Our individual training courses – at the KOCH Technical Center in Pfalzgrafenweiler or at your premises – are perfectly aligned to both your packaging machine or line and your production environment. The content is based on existing knowledge gained from a basic instruction course and further qualifies your employees. What exactly is covered is agreed upon in advance between you and the respective training manager.

With a focus on practical application, all machine-specific training courses provide opportunities to try out the discussed procedures on the basis of “learning by doing”. This way, the participants quickly gain the required confidence to handle the machine and different components competently. The resulting troubleshooting skills help to enhance smooth operation.



- **Range of topics**
  - Handling of additional components (marking, inspection, monitoring, ...)
  - Machine-specific maintenance
  - Machine-specific troubleshooting
  - Solutions to questions on machine-specific issues
- **Training timeframe**
  - Normally one to two weeks prior to machine acceptance
  - On site after installation of the machine(s), after extensive upgrade or extension measures
- **Training duration** Project-specific, depending on the type of machine
- **Target group** Machine operators, machine setters, maintenance personnel, project managers
- **No. of participants** Up to five persons

Learn in small groups with qualified trainers for long-term success

Expertise for the prompt handling of malfunctions

Via the hotline, online, or on site

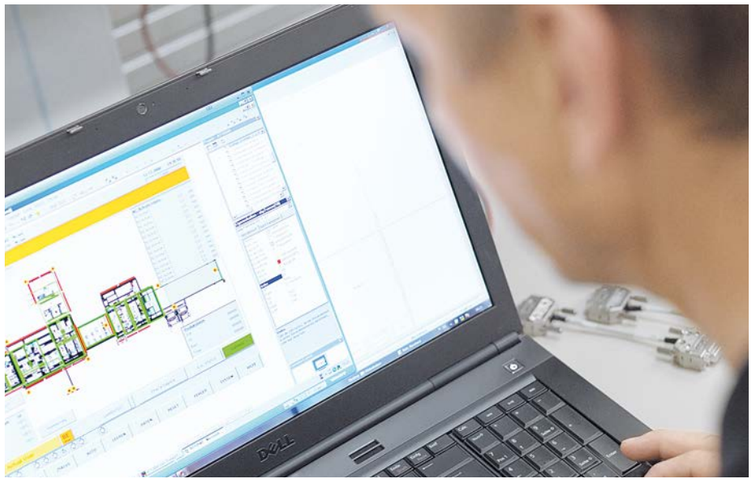
A machine stoppage is costly and must be remedied as quickly as possible. The first point of contact for immediate, competent assistance on all working days is the service hotline. By calling +49 7445 181-181, you can speak to a specialist from Technical Support, who can either help directly or otherwise initiates further steps. As a rule, he first passes your query to a service technician. If agreed, the latter can log into the operating system or machine control system and, if necessary, call in other experts. About two thirds of all queries are solved directly and efficiently this way in conjunction with your employees at the machine.

Should it become obvious that a solution to the problem is only possible on site, we immediately plan a service visit, order the required spare parts, and schedule the repair to minimize the impact on production. Service visits are coordinated through our headquarters in Pfalzgrafenweiler or one of our offices worldwide. Furthermore, we are integrated into the international service network of Uhlmann Pac-Systeme.

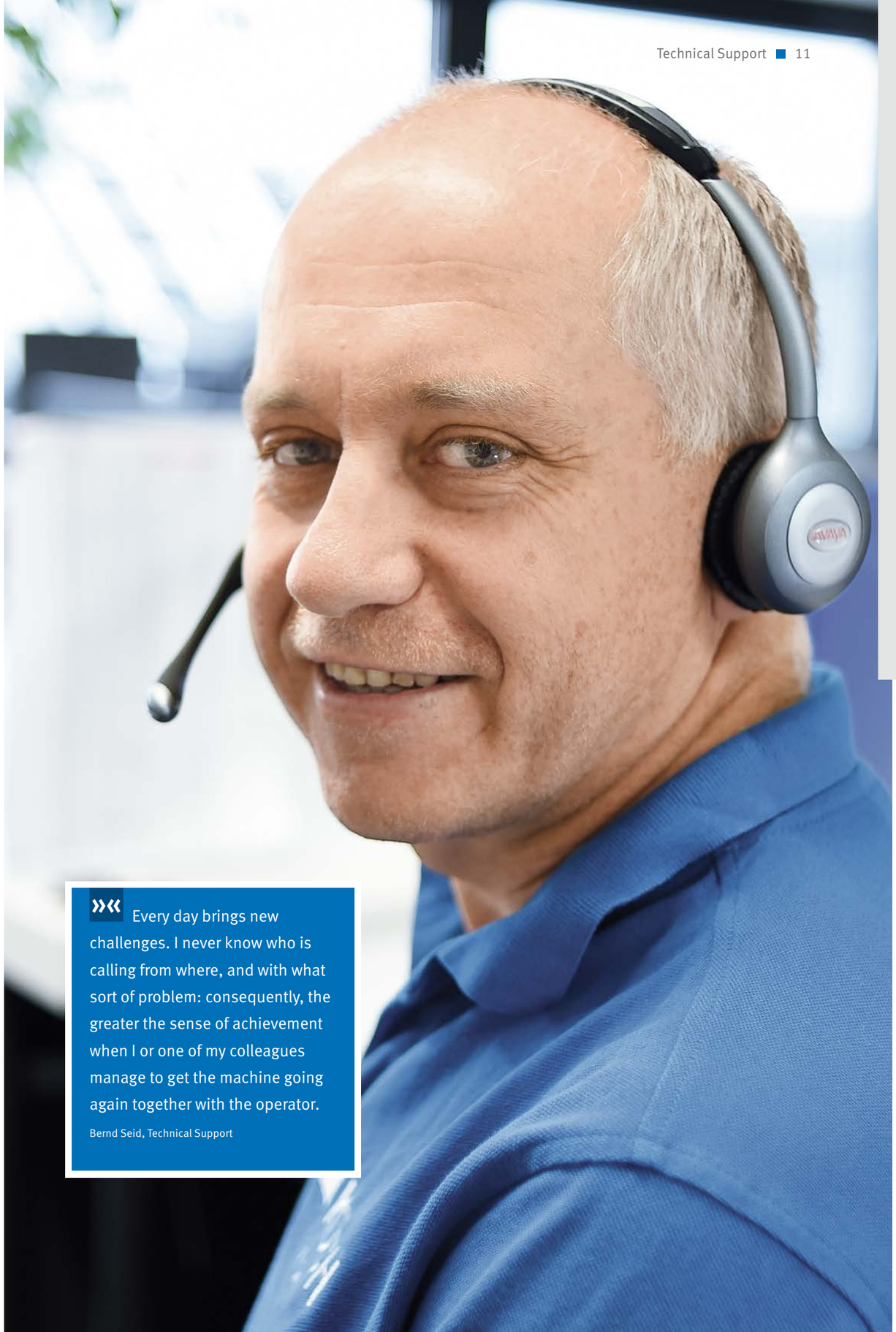
Online support – as if a KOCH technician were on site:

- Access to the control system via Internet or a modem installed in the machine
- Extended diagnosis functions for prompt troubleshooting
- Effective avoidance or minimization of downtimes
- Fast, straightforward transmission of data, updates, and programs
- Time and costs saved by avoiding on-site visits

Service hotline from 7:00 a.m. to 6:00 p.m. on all working days:
+49 7445 181-181



Online support by logging into the machine control system



»« Every day brings new challenges. I never know who is calling from where, and with what sort of problem: consequently, the greater the sense of achievement when I or one of my colleagues manage to get the machine going again together with the operator.

Bernd Seid, Technical Support

Key elements for long-term efficient packaging

Minimize downtimes and improve performance



User-friendly design and straightforward operation, fast format changeovers, and utmost packaging precision: this potential is inherent in all KOCH machines. We help you to tap into this in its entirety and maintain machine availability at a consistently high level. The wide selection of measures ranges from temporary production support when things get tight, to a detailed production analysis of the entire packaging process with subsequent output optimization.

Production Support

Whether during the first weeks after the commissioning of a new machine, staff shortages due to vacation or order peaks, the introduction of shift work, or the running in of new forming materials or format parts: our packaging experts and service technicians provide temporary production support. For as long as you see fit.

- Immediate support without long machine familiarization
- Efficient know-how transfer for your operating personnel
- High standard of production and process reliability

Service Agreement

Efficient packaging processes need machines and lines that run as optimally as possible. In this context, we offer individual service agreements with a whole range of support measures. We check the reliability and function of your machine to ensure maximum machine uptime. Wearing parts are exchanged as a preventive measure.
We issue status reports on actual machine performance at defined intervals and identify improvement potential. Measures suitable to enhance efficiency and service life are recommended. Likewise part of a service agreement is the training and qualification of operating personnel in tailored KOCH training courses. Furthermore, we attend test runs on your machines and lines to ensure the resumption of error-free production and long-term efficiency.



One signature – many benefits

- Machine checks at defined intervals
- Continuous process optimization
  - Advice on measures to enhance productivity
  - Repair and upgrade recommendations
  - Catalog of measures listing all activities
- Timely replacement of wearing parts
- Predictable maintenance and operating costs
- Discount on spare parts
- Monitoring of technical service intervals
- Better preservation of machine and line value

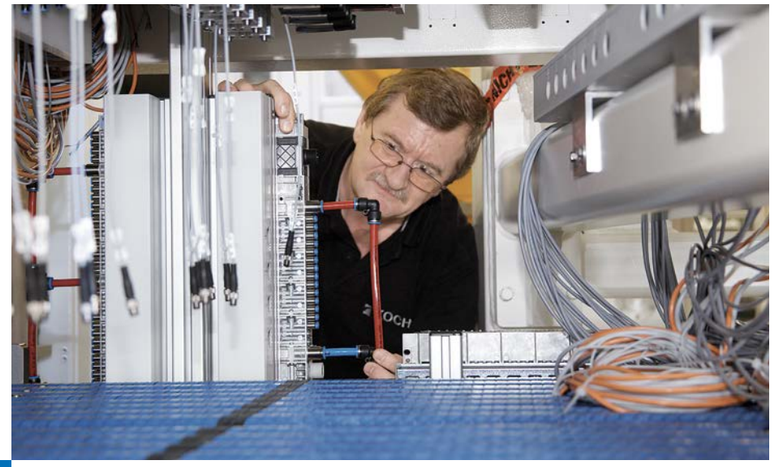
Machine Upgrades

You wish to adapt your machines to meet latest technical standards and regulations such as nationally applicable tracking and tracing specifications? Reduce maintenance with state-of-the-art technology? Improve overall machine, production, and process reliability? Ensure the availability of spare parts or regulate access authorization to the control system? Our experts analyze the current status of your machines, make improvement proposals, and implement these with minimum interruption to the packaging process. Various examples from our portfolio to achieve added efficiency and higher productivity with existing machines are given below:

Reliability update
We carry out a comprehensive update to ensure reliable packaging processes in accordance with production technology requirements and current legislation. The full package includes specialist advice, hardware upgrades, updating of the control technology as well as a risk analysis and conformity evaluation.

Automatic, reproducible adjustment of the process pressures
We replace hand wheels used to adjust the preforming, forming, and demolding pressure with electronic, proportional regulators. Reproducible process pressures are stored and can be retrieved for format changeovers using the touch control panel. Consistently high quality blisters are guaranteed this way.

Conversion to KeyPilot
KeyPilot is the security key to the machine system with graded authorization depending on the qualification of personnel. Inserted like a proper key, RFID recognition of the KeyPilot allows access to defined functions – for individual machines or, as it were, as a master key for all KOCH machines at the production site.



New control system – the added benefits

- Latest control technology – based on Windows 7
- Intuitive, straightforward machine operation using an 18" touch control panel
- Easy, fast format changeovers
- Spare parts available for over ten years
- Remote diagnosis and maintenance via online Internet service or telephone
- Higher machine cycle output resulting in approximately ten percent productivity improvement
- Traceability of operator input (optional)

New sealing unit – the added benefits

- Omission of the hydraulic power unit
- Longer intervals between servicing so downtime reduced
- More space between sealing plate and product so less heat impact and fewer rejects
- Higher sealing pressure of up to 60 kN
- Higher machine cycle output
- Improved sealing quality

IPC based control system
The previous control system is replaced by an IPC-based one using state-of-the-art Ethernet fieldbus technology. The system includes additional functions and noticeably improves productivity and flexibility.

Virtually maintenance-free sealing unit
As hydraulic systems require intensive maintenance, the latest KOCH sealing station dispenses with a hydraulic aggregate. The unit has been completely revised and fitted with the latest technology. As a result, your sealing station is faster, quieter, and – a key benefit – virtually maintenance-free.

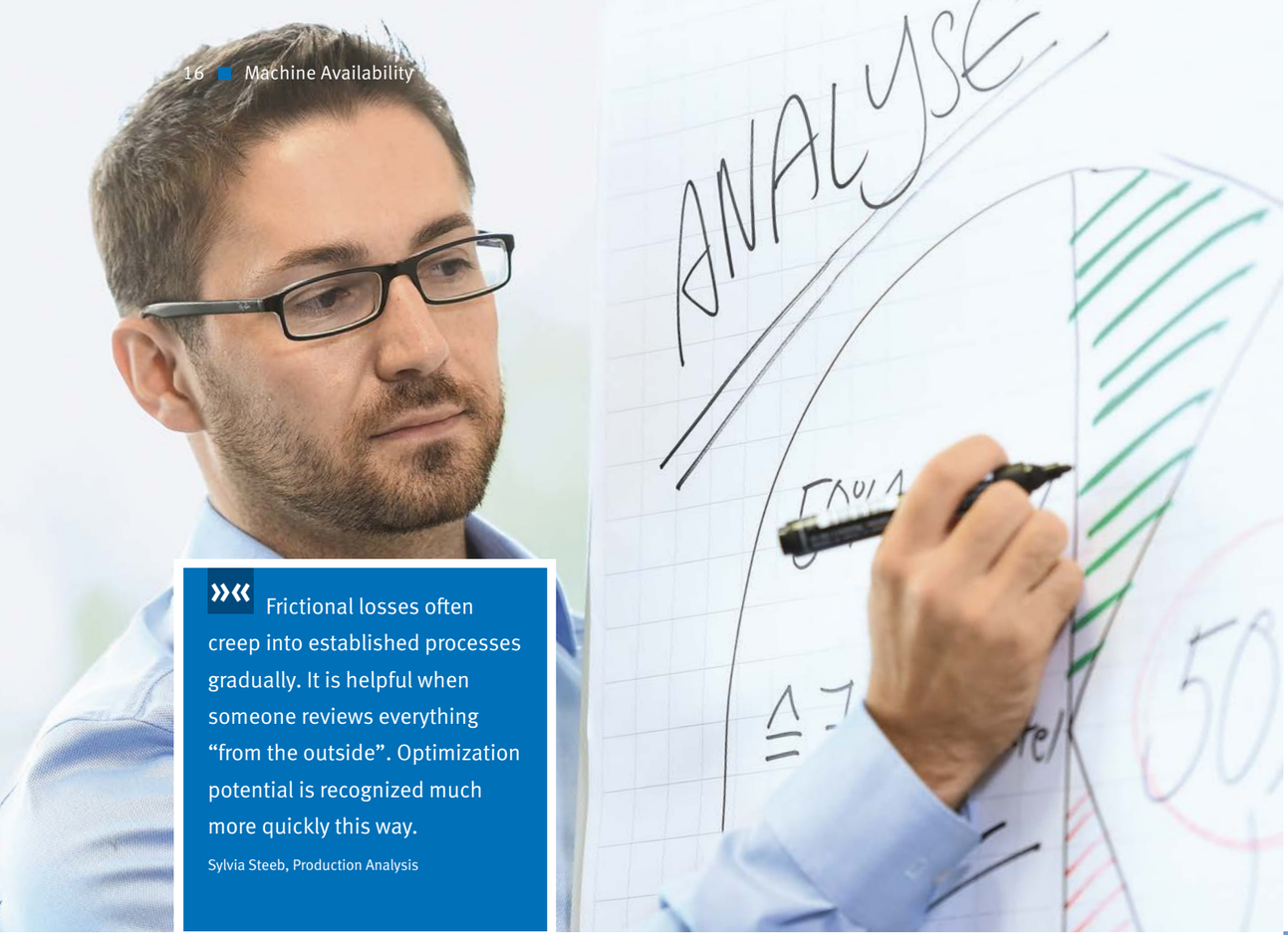
Servo-regulated drive for forming station and blister transfer
Instead of working with a pneumatic index, the forming station and blister transfer operate with a servo-regulated unit. This automation allows faster and easier changeovers as format-related parameters are stored.

KOCH rebuilds – state-of-the-art used machines
Proven KOCH technology with state-of-the-art mechanical and electronic functions, latest IPC control technology, and convenient operator guidance via a touch screen panel: all this is available to you at low capital cost, including prompt supply and ready-to-operate installation, in the form of a KOCH rebuild. If requested, with comprehensive warranty and, of course, the option of the full range of KOCH Support + Services.

»« Upgrading is not a one-off event, but a process, during which I accompany “my” customers over years. As a result, I know exactly when, which tools make sense for their production.

Thorsten Alber, Sales Service and Spare Parts





»« Frictional losses often creep into established processes gradually. It is helpful when someone reviews everything “from the outside”. Optimization potential is recognized much more quickly this way.

Sylvia Steeb, Production Analysis



Production Analysis and Output Optimization

In the context of a production analysis, KOCH technicians apply standardized methodology to scrutinize your packaging process. They identify weak points in the interaction between man, material, and machine. We then propose solutions, define appropriate measures, and implement these directly, or in stages, as output optimization measures.

- Standardized procedure with a focus on the functionality of components, quality of the materials, logistics at the workplace, and personnel qualifications
- Individual concepts for up to 20 percent higher output
- Smooth, lean, and stable processes with improved machine uptime
- Quality assurance and documentation

Machine Relocations

Whether within a production hall, to a new building at the same location, or across national borders: the relocation of a high-precision, heavy-weight machine during ongoing production is a real challenge; one to which we willingly rise. In cooperation with a reliable logistics partner, we undertake the relocation with skilled personnel on the basis of a defined time schedule. Fast, systematic, and with responsibility for the entire shifting process.

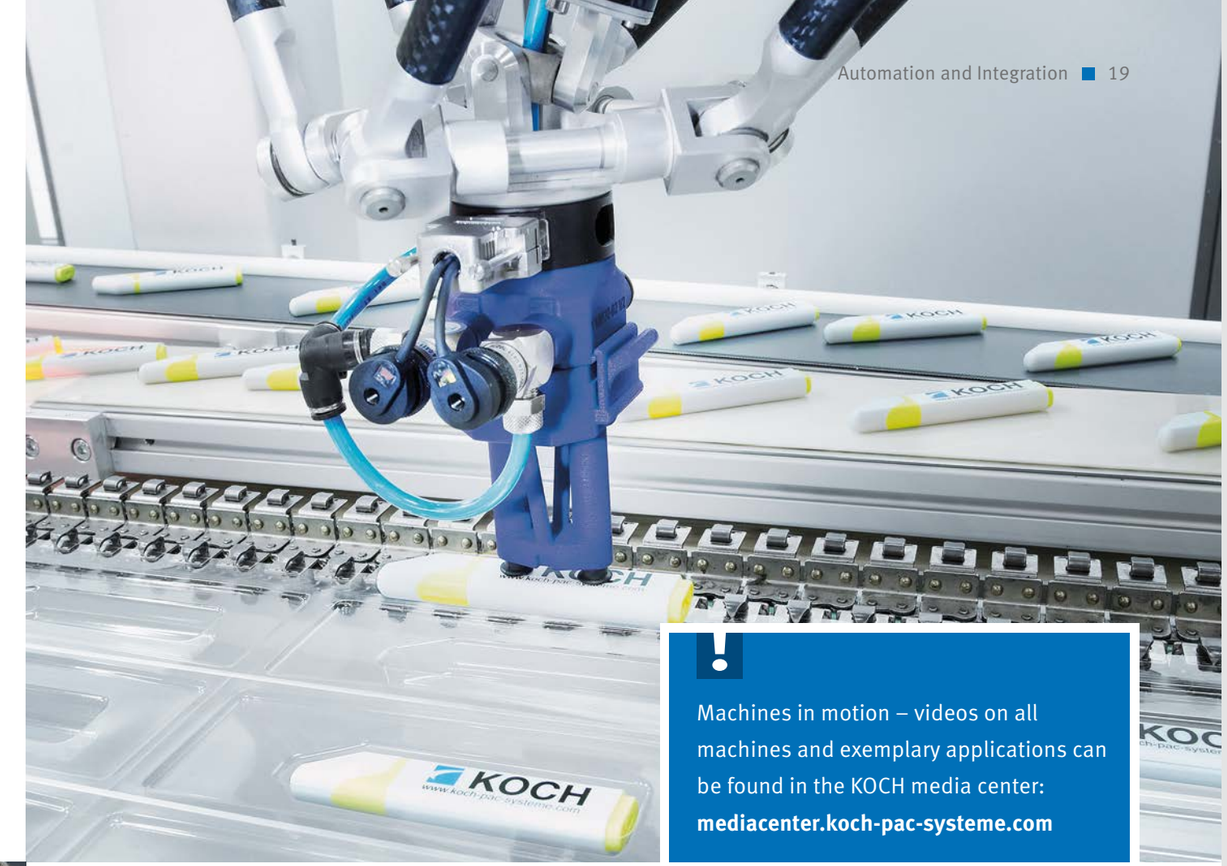
- As-is status at the original location
- Dismantling of the machine with inspection
- Transportation involving special lifting gearing, packaging, and security measures
- Installation of the machine including replacement of defective parts and, if required, machine upgrades
- Recommissioning and training of personnel at new site



Cost-effective and future-proof packaging – almost as if on its own

Components and modules for end-to-end processes

Regardless which type of machine and configuration you favored when purchasing, if you wish to make your packaging process more straightforward, efficient, and reliable with a greater level of automation, we offer suitable extension options. These involve productive components optimally geared to your machine – including programming and control technology. A KOCH robot handling system, for example, places pre-packaged or loose products in preformed blisters at high speed. Fully integrated inspection systems monitor product presence or position and check validation-related data. In terms of marking in accordance with current tracking and tracing specifications, we offer two alternatives: tailored inline systems or the efficient offline Print Machine KPM-200. Not only can the latter be extended to incorporate other components, but also be linked seamlessly to your SCADA and/or ERP systems.



Machines in motion – videos on all machines and exemplary applications can be found in the KOCH media center:
mediacenter.koch-pac-systeme.com





»« Make more out of a machine: this option is possible at all times. Depending on customer requirements, we integrate and link different software systems to form the ideal solution.

Michael Bühler, Software Engineer

Integration

Practically anything is possible. This principle not only applies when purchasing one of our individualized machines, but also afterwards. On account of the modular design principle, every KOCH packaging machine can be extended at any desired point not only to incorporate automation components, but also to include additional process steps – grouping, cartoning, or end-of-line packaging. The final result is a KOCH packagingLine automated from end to end.

A key aspect here is straightforward and reliable operation of the line. Our experts ensure seamless linking of different software systems and integration of all components – irrespective of whether from KOCH or, for instance, scanners or checkweighers from other manufacturers – to form an end-to-end, IPC-based control system. We also take care of the connection of your “new” packaging line to higher ranking PDA or ERP systems.

As an optional service, we also prepare relevant qualification or validation documentation (DQ, IQ, and OQ) in compliance with current GMP guidelines for all extensions, integrations, and, of course, for all upgrades, tools, and format parts. If desired, this can take place at your production site.

KOCH original parts with performance guarantee

In-house production, prompt availability

Whether feeders, or forming, sealing, perforating or punching tools, all format parts are perfectly aligned to your machines and your production process. They are ready for operation within the shortest possible time and precision-made to ensure long service life and top results. Furthermore, under the motto “plug and play”, we assist you to commission the tools, carry out program adaptations, or complete validation, should you so wish.

- Custom-fitted tools: design and production from a single source
- Storage of all data and drawings for subsequent ordering
- Extensive experience with standard and specialized tools, feeding solutions, and blister-related product data
- Top quality on the basis of total quality management and defined quality gates
- Optional format-related qualification/validation documentation for tools and format parts – also on site

Additional format part services

- Format optimization: our specialists scrutinize format sets and feeding systems to identify and tap into improvement potential – for enhanced machine efficiency and reliability; for higher quality blisters
- Sealing tool cleaning: regular overhauling of format parts ensures top sealing results at all times and improves the service life of the tools



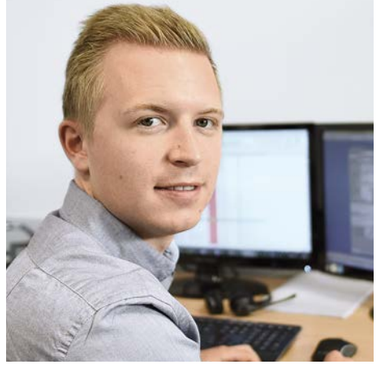
Tested and approved: original tools provide plug-and-play reliability



Spare Parts

Custom-fitted, quickly available, and reasonably priced: KOCH original spare parts ensure optimum operation of your machines. All standard parts are immediately available and forwarded to you as quickly as possible. If required, our experts take over installation of the parts on site. Another optional alternative is the supply of a spare parts package for a specific machine or line. These services are always combined with competent advice and, of course, the benefits, which only original parts can offer.

- Guaranteed fit on the basis of current machine and parts documentation
- Provision of original spare parts and compatible standard parts for all current machine types
- Improved machine availability
- Supply of equivalent spare parts in the case of altered design or parts no longer in stock
- Favorably priced, overhauled replacement parts



» When one blister is as perfectly formed, filled, and sealed as the next, when it can be opened easily, and the perforation tears as intended, then the right tools did a good job!

Daniel Züfle, Sales Service and Spare Parts

KOCH

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