

# Customer Services.

Buhler – Your lifelong partner.



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### **Design / engineering**

Service is our top priority. It starts even before the contract is signed. We design and develop each single plant so that it is tailored to your specific needs. Planning covers not only the plant itself, but also its financing, and our technologists will check the feasibility of your products. Buhler's competent specialists will support you in every respect.

### **Start-up**

Our installation and start-up specialists guarantee an efficient installation and construction site management and a seamless process up to the point of start-up.

### **Pilot plant / product development**

In our pilot plants, we develop, optimize, and test new products and processes for you. Our creative technology team also continuously analyzes also proven processes. We commercialize emerging trends.

### **Training**

Carefully trained personnel is the key to achieving consistently high product quality. We offer you a wide choice of training opportunities for your staff. We will train your employees in your own plant or at our local Training Center. We organize regular seminars and workshops in our pilot plants in Switzerland.

### **Research**

In order to offer you the newest processes and products at all times, we permanently continue our education. Our research department collaborates on a global scale with renowned institutes and universities. Joint research projects guarantee continuous generation of know-how.

### **Maintenance / retrofits**

Keep your plant in good trim. Our "plant doctors" will be pleased to visit you and advise you on possible ways to rejuvenate your production systems or to help you set up maintenance schedules. You can choose from a wide variety of retrofit packages to make your plants fit for the future.

# Engineering.

## From design to start-up.



### **Engineering – on-schedule production starts**

Productivity, plant availability, and the quality of your products will decide whether you are successful or not. Buhler will support you as early as during the design phase and later on with optimal plant concepts when it comes to upgrading.

### **Plant engineering**

Our engineering experts will create plant layouts for you on the basis of your production requirements. They will define the required machine sizes and establish an optimal automation and process concept. You will benefit from our decades of experience and be offered fast, uncomplicated, and efficient implementation of your plant.

### **Special-purpose machines and systems**

In special applications which we cannot implement with our standard production lines or control system designs, Buhler will customize solutions tailored to your specific needs.

### **Project management**

When the aim is to achieve high plant productivity and uptime, short delivery times and on-schedule start-ups are crucial. Buhler offers you professional support, with our experienced project managers coordinating the construction of your plant. Buhler will ensure overall coordination and on-schedule start-up.

### **Financial planning**

In the construction of plants, commercial aspects are just as important as technical ones. In order to ensure that your capital investments will offer you a high return, Buhler offers extensive financial services:

- Profitability calculations for selective analysis of the cost and earnings structure
- Provision and handling of optimized financing packages with banks and other international institutions
- Customized solutions as part of financial leasing

## Pasta pilot plant.

Buhler – your development partner.



In our pasta pilot plant, we continuously develop new products and processes based on scientific knowledge. Specialists optimize existing processes in order to offer you reliable and innovative processes.

### **Successful together**

We will offer you exactly what you need to test your innovations within a short time and at minimized cost. You define your ideas, and we will create the associated processes. You can watch your raw material turn into exactly the product you wish. You are involved in optimization planning and decision-making right from the start so that your product will meet all your requirements. Our competent food technologists will be pleased to advise you in the development of your product ideas.

### **Product development**

We are systematic, fast, and flexible when it comes to developing and fine-tuning your product formulas for the following product groups and processes:

- Dry pasta
- Instant pasta
- Couscous
- Specialty pasta

## Extruded products pilot plant.

Buhler – Your partner for top quality and product yield.



Our extrusion pilot plant enables us to develop new products and processes together with you. Our extrusion technologists review processes on a continuous basis. Your ideas are our challenges. We will test your products at our facilities to prevent production losses at your plant. We will look after all your development needs so that you can focus your undivided attention on building your success.

### **We turn visions into products**

Buhler offers you exactly what you need to test your ideas quickly and cost-effectively. Our extrusion pilot plant provides the necessary infrastructure to enable you to conduct your tests with low raw material costs. Our pilot plant can be adjusted to your specific requirements

within a very short time. For you, a test in our pilot plant is a test under real-life conditions. In our facilities, your tests will not be performed on laboratory equipment, but on a small scale. If required, we will conduct tests using your own raw materials in order to obtain representative results.

Take advantage of our capabilities, which we permanently further develop in close cooperation with universities and specialist institutions.

## Training.

New perspectives thanks to continuing education.



New requirements call for a preparedness to continue one's development and to continuously seek new approaches – and in this, knowledge is crucial! In seminars, workshops, and hands-on training courses, we will teach you the know-how you need to ensure that your current success continues into the future. Utilize the full potential of your plant by training your operating and maintenance personnel. Bühler offers you customized courses in its Training Center in Uzwil, Switzerland. The courses deal with individual machines, entire plants, or process technologies. In addition, you will profit from the exchanges between the members of the international training groups.

### **In-house seminars – your home advantage**

We supply knowledge straight to your house. If you decide to train several employees simultaneously, we can tailor the course contents to the specific requirements of your company. The knowledge taught is oriented toward practical applications: Your staff will be trained on system components from different machine generations. Practice-oriented courses will enable you to understand and apply state-of-the-art equipment and process technologies. Demonstrations will be conducted in a manner allowing theory and practice to be merged.

### **The speakers**

Whatever seminar you choose, you can be sure it will be directed by a carefully educated trainer. Our specialist seminar managers are highly qualified; they have field experience and are acknowledged specialists in their respective disciplines.

### **Your benefit**

- Extensive knowledge transfer
- Intensive training in groups under real-life conditions
- Higher productivity
- Stronger competitive advantage
- Exchange of experience

You will find all the training opportunities currently available at [www.buhlergroup.com](http://www.buhlergroup.com) or you can contact us directly.

## Spare parts service – round the clock!

### Giving you the time you need for the essentials.

Take advantage of our global services platform with its customer support centers, spare parts centers, and our service and installation technicians – anywhere in the world and close to your site.

Our local spare parts distribution centers are second to none. They will supply you promptly and reliably with the spare parts you need through local logistics companies. Their inventories are reviewed annually on the basis of spare parts priority figures and adjusted to ensure that parts are stocked which you as our customer actually need. The global presence of Buhler on a local scale ensures a unique ability to offer you services from A to Z.

Buhler's decades of technology experience in the design and construction of plant and equipment is continuously integrated in the services it offers. Our service technicians undergo regular training and continuing education to maintain their specialist skills at a top level. They will be pleased to pass on their experience and product know-how to you. The motivation of our service technicians is a major success factor!

## Take continuous advantage of innovations.

### Breathe fresh life into existing production plants.

The rapid development of technology demands continuous adjustment to new situations. Capital investments, once made, may fail to satisfy the requirements of modern production processes within a short time.

#### **The retrofits**

Buhler retrofits offer you carefully thought-out, efficient solutions enabling you to meet the challenges of the future with your plant. Do you wish to increase the automation level of your plant, or are you even contemplating a complete overhaul of your production systems? Buhler will offer you the optimal solution – be it in the form of software additions, extended functionality, or total plant upgrades. Our retrofit packages will enable you to restore your plant's profitability. We would be pleased to show you our wide range of efficiency-enhancing retrofits designed to improve the productivity, reliability, and quality of your plant and to increase its life cycle.

#### **The “Plant Doctor”**

This new Buhler consulting service offers you transparency on the production performance of your plant when you are budgeting maintenance and updates. The Buhler “Plant Doctor” will conduct extensive analyses at your site and show you how to appreciably increase the performance of your production line.

Investments in the regular maintenance of production plants will always pay off. We will help you maintain your plant in a perfect condition for a longer period of time.

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