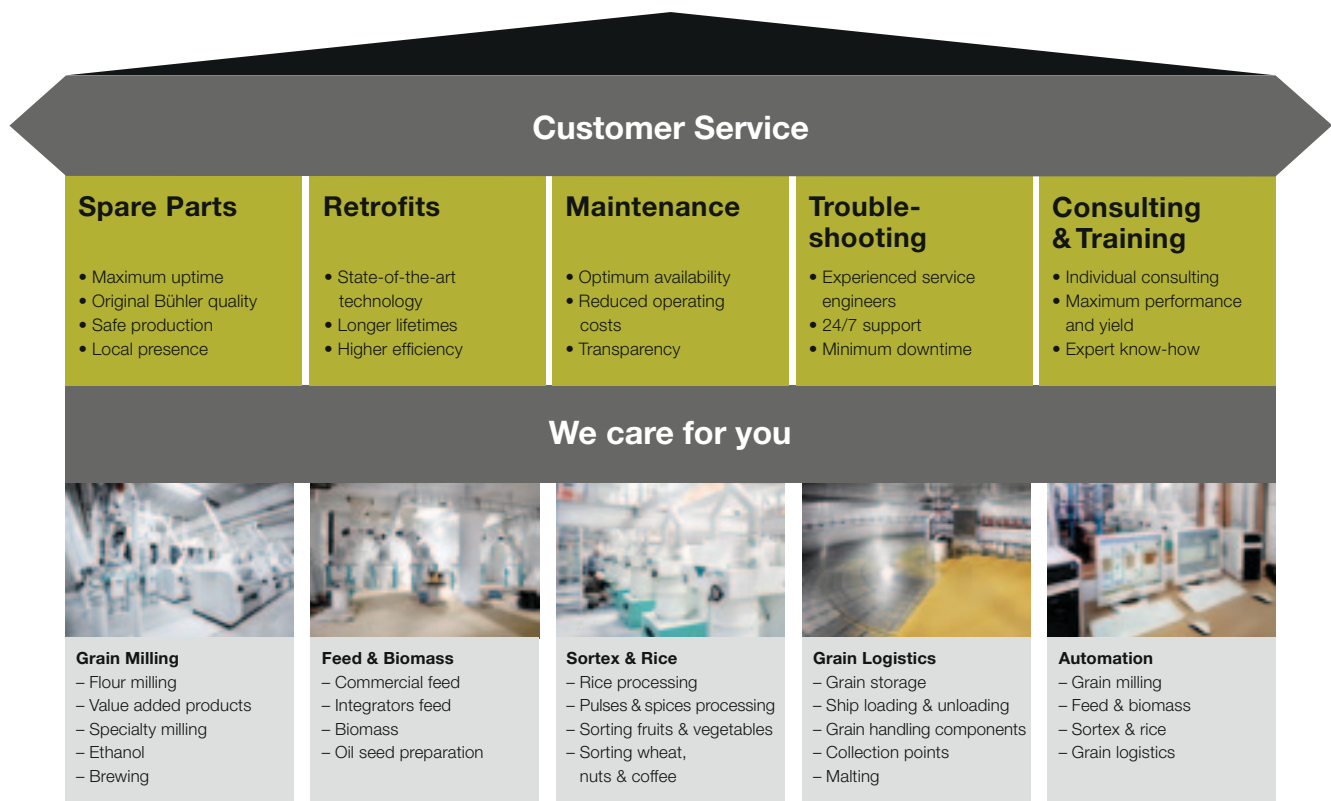


Extensive
service solutions
for sustainable
business success.

Grain Processing Customer Service.



Innovative service solutions from Bühler. Sustainable success.



Bühler is the specialist and technology partner for plant and equipment for processing basic foods and manufacturing high-grade materials. Over 150 years of experience flow continuously into the services that Bühler offers its customers throughout the life cycle of their plants. The perfectly matched service solutions provided by Bühler are synonymous with innovative technologies and are designed to enhance the efficiency and profitability of your production systems.

Bühler operates in over 140 countries and has a global payroll of more than 8000, with passionate employees who dedicate their efforts to advising and supporting customers directly on site and around the clock.

Your benefits at a glance

- Competent consulting.
- Enhanced productivity, plant uptime, sanitation, and safety.
- Top product quality.
- Optimal efficiency and minimal operating costs.
- Sustainable business success.

Spare parts.

Top quality down to the last detail.



Genuine Bühler spare and wear parts are manufactured with top precision. They are perfectly matched to your plant and equipment and satisfy the highest standards in terms of reliability and value maintenance. Each single part thus contributes to ensuring reliable production processes.

In addition to its conventional ordering process, Bühler also offers its customers the option of ordering spare parts via the Internet in customer-specific Online Shops – quickly and in a fine-tuned process. This gives you more time for tending to the other essentials.

Your benefits

- Top reliability thanks to Bühler warranty.
- Fast availability thanks to global supply chain.
- Long-term availability of spare parts.
- Quick and easy ordering.

Retrofits.

Added value through updates.



The popular Retrofit packs offered by Bühler quickly and easily increase the performance of your plant and equipment. Bühler experts are continuously further refining the existing equipment and processing systems.

Updating your plant by incorporating Bühler Retrofit packs is a profitable investment in your future. Depending on their specific nature and design, they will improve the life cycle, production reliability, capacity, sanitation, and ease of operation and maintenance of your equipment.

Your benefits

- State-of-the-art standards.
- Higher plant and equipment uptime.
- Fine-tuned production processes.
- Lower operating and maintenance costs.
- Increased safety and sanitation.

Maintenance. Safety through prevention.



Bühler plant and equipment is extremely rugged and reliable. But in order to maintain its value in the long term, preventive and professional maintenance on a regular basis is indispensable. Customized maintenance concepts and experienced experts of the Bühler Customer Service organization ensure that your production operations will be optimally supported. The most frequently required services are available as package solutions. Extensive “Total Care” packages offer complete support by Bühler.

Maintenance made easy. But the new WinCos Care Service Management System of Bühler promises you even more. Among other things, it allows exact planning and documentation of maintenance routines and with the aid of the Warehouse Management function enables you to order the necessary spare parts online through the system. The wide variety of benefits also include higher production reliability and greatly simplified certification procedures.

Your benefits

- Individual solutions.
- Plannable costs.
- Top plant and equipment uptime.
- Reduced operating costs thanks to smooth processes.
- Complete service from a single source.

Troubleshooting. Reliable service for maximum uptime.



Whether our customers operate their production facilities in Warsaw, Washington, or Wellington is irrelevant for the Technical Service people at Bühler. Their 7/24 service offers prompt assistance in the event of trouble. Our experts offer you competent advice directly over the phone and will decide together with you whether and how a Bühler service technician might offer you additional on-site support. This maximizes the uptime of your plant and equipment.

Your benefits

- Maximum uptime.
- Professional and experienced service staff.
- Consulting over the phone by Bühler experts.
- 7/24 Helpline.
- Online support.

Your global link with the Technical Service organization of Bühler:

Helpline: +41 71 955 19 00

eTicket: <https://eticket.buhlergroup.com>

Consulting & Training.

Success through Bühler know-how.



The Bühler Customer Service organization offers consulting services and training courses enabling customers from all corners of the world to take full advantage of our experts' know-how and vast experience. This makes Bühler the perfect partner for fine-tuning your business so as to be fit for the future in terms of production processes, plant infrastructure, energy consumption, and much more.

From the first analysis and implementation of suitable solutions to day-to-day operations, Bühler will support you and get you in trim for the future. The courses offered by the Bühler Training Centers optimally round off our range of services and impart practical knowledge directly from the manufacturer – with guaranteed sustainable success.

Your benefits

- Individual consulting for sustainable fine-tuning of your business.
- Top product quality and yield.
- Reduced operating costs.

Our Consulting solutions at a glance:

- “Energy Saving”: energy consulting
- “Performance Check”: technology consulting
- “Solix”: plant and profit optimization
- “Masterplan”: strategy consulting

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