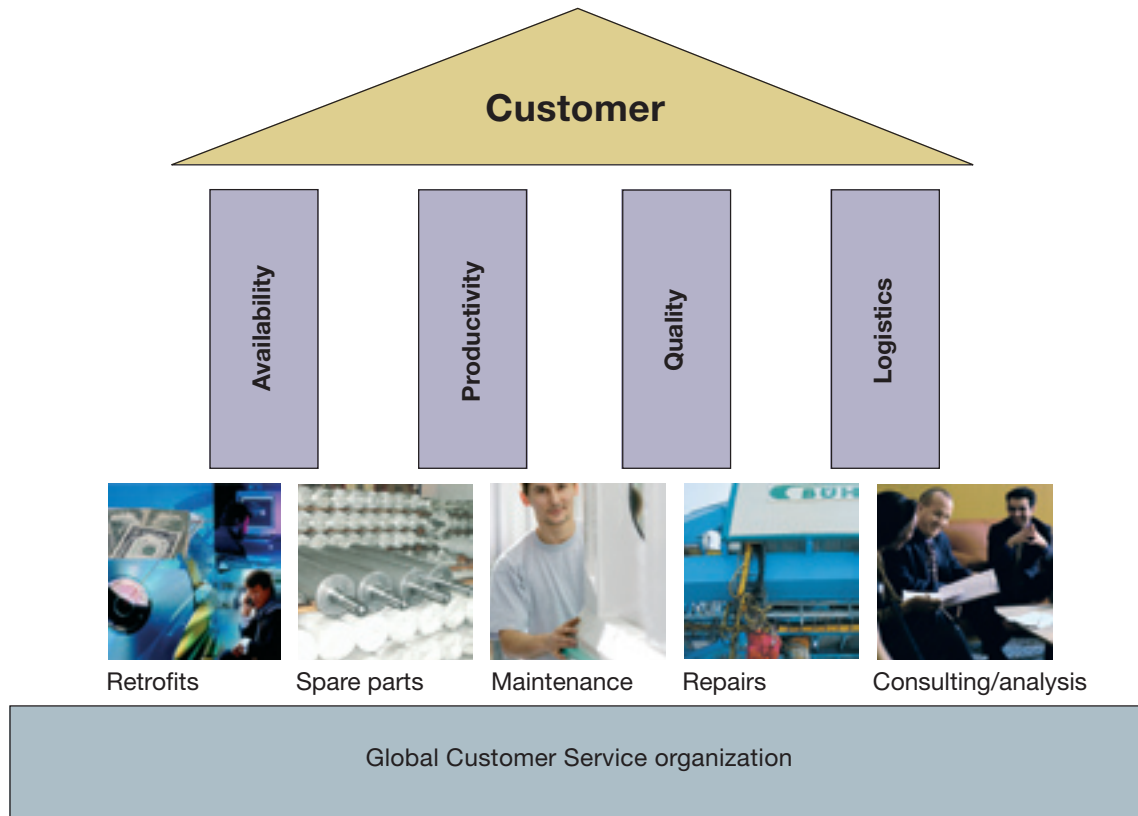


# Customer Service Grain Processing



# Customized service. Lowest Cost of Ownership.



## The crucial advantage

Customer satisfaction is the top priority for Buhler. We attach great importance to successful partnerships and therefore offer more than merely production plant and equipment.

The Buhler Customer Service organization of the Grain Processing division offers customized services with clear advantages for customers in the following business fields:

- Grain milling
- Feed milling
- Oilseed processing
- Grain handling
- Brewing
- Malting
- Rice processing
- Sortex (optical sorting)

- High availability
- Best productivity
- Top quality
- Flexible logistics

# Retrofits.

A machine's second lease of life.



The best solution is not always to purchase a new machine or production plant. Often, simple yet effective measures will be adequate to improve the productivity, reliability, and quality of a plant.

Buhler offers various retrofit upgrades and additional packages which – if necessary – can also be customized.

- Machine control systems
- Scale and apparatus control systems
- Process control systems

- Longer service life
- Top product quality
- Lower operating costs

# Spare parts.

Genuine parts ensure higher uptime.



Genuine spare parts from Buhler satisfy the most stringent quality standards and are tailored exactly to the requirements of the relevant machines and devices. They enable the value of machines and apparatus to be maintained and their life cycles to be extended.

Our global sales network, competent contacts, and permanently sufficient stocks ensure fast spare parts supplies.

- Mechanical spare parts
- Mechanical and electrical spare parts
- Electronic components

- Buhler warranty
- Higher product yields
- Minimized downtimes

# Preventive maintenance. Profits through planning.



An investment in the regular maintenance of production plants will always pay off – thanks to a longer life cycle, higher uptime, and minimized risk. We will help you maintain your plant in top condition to enable you to get the most out of it.

Buhler offers customized maintenance and servicing contracts.

- Plant and equipment checks
- Roll service
- PlantCare (Buhler maintenance software)
- Maintenance of control systems
- Scale calibrations
- Cleaning work

- Longer service life
- Improved quality and yield
- Minimized downtimes
- Reduced operating costs

# Troubleshooting.

Fast responses through closeness to customers.



Is a machine of yours defective, or does your processing system refuse to work as it should?

In such a case, your first step should be to contact the Buhler Customer Service people. They will help you solve your problem, even over the phone if necessary.

The Customer Service people know your production system and will analyze the situation together with you. Buhler Customer Service staff will support you in getting your plant up and running again.

- Emergency service
- Standard repairs

- Minimized downtimes
- Restarting of your production plant

# Consulting/analysis.

## Top quality and yield.



Why are some Formula 1 teams faster than others? Sure, the equipment is important. But just as crucial is the careful matching of the different elements applied.

Exactly the same is true for production systems. If the plant is optimally fine-tuned, this will increase its performance as well as its uptime.

- Training
- Energy consumption
- Fine-tuning of operation
- Productivity increase
- ATEX
- Retraceability
- Plant and equipment checks

- Best product quality
- Higher product yield
- Lower operating costs

