

Customer Service  
Food Processing.



# Extruded Products.

## Extrusion processes without limits.

Buhler is the global technology partner for companies producing breakfast cereals, snack foods, food ingredients or petfood and aqua feed on a commercial scale. With its extensive extrusion know-how and its passion for customized solutions, Buhler is always in a position to generate added value and success for any product idea. The company offers an integral range of products and services for all process stages – from correct raw material handling, cooking and shaping through extrusion to drying of the extruded products. And this for all market segments in the food and petfood area. In short: extrusion processes without limits.



# Pasta.

## When passion meets perfection.

Buhler is the global technology partner in the field of industrial pasta production. With its global experience and presence, Buhler is in a position to offer customers an integral range of products and services. These cover all the process stages from grain processing to the finished high-quality product. And even more, for Buhler knows and analyzes customers' processes. Customers benefit from the *C-line*<sup>®</sup> pasta production line, which satisfies the most rigorous sanitation requirements and allows maximum flexibility in the selection of the raw materials and generates value from intermediate and by-products. All this is available from a single source and in top-class quality.



# Chocolate & Cocoa.

## From cocoa bean to chocolate.

Melt-in-the-mouth process solutions. Buhler is the leading global technology partner in the food industry. The merged resources of Buhler Barth, Frisse and Buhler Bindler offer solutions for all process stages: Turnkey solutions providing genuine added-value from raw cocoa beans to finished, moulded chocolate. Pioneering production solutions that just melt in your mouth.



# Services from A to Z.

## True added value for our customers.

### Spare parts

Spare parts are crucial for reliable production, but they lock up capital. Buhler supplies spare parts at very short notice to any place in the world. Our supply chain centers ensure a very high availability of genuine spare parts.

### Machine and plant retrofits

Buhler offers a wide range of retrofits. Retrofit solutions allow the usefulness of your machine or plant to be enhanced in terms of uptime, capacity, and ease of operation and maintenance.

### Machine and plant reconditioning

We restore older-generation machines to their original fitness. You yourself decide what form this is to be in. From basic overhauls to complete renewals on the basis of the state of the art.

### Maintenance and repairs

We will take care of regular maintenance of your production plant. This investment will be paid back in the form of a longer service life, higher uptime, and minimized risk. We will keep your plant in good trim so that you will always get the best out of it.

### Consulting and analysis

Our specialists are stationed in all corners of the globe, also close to your site. They are available around the clock to offer you consulting and analyses in order to guarantee the best possible service and an optimal plant uptime.

### Plant Doctor

A plant inspection will provide you with information on the current condition of your production system and show you existing potential for optimizing its operation. Such an inspection will enable you to optimally maintain your plant and to update it in a targeted manner.

### Preventive maintenance

Modern Buhler plants continuously identify the condition of important components. Warnings and production outages are registered. Performance tests provide information on the condition of important components.

### Planned maintenance

The planned maintenance program includes inspections and maintenance. They allow you to maintain the desired condition and the value of your plant. Regular maintenance is of elementary significance.

### Service and maintenance contracts

Buhler offers you customized maintenance and service contracts which define the exact scope of services provided. We would be pleased to show you our services and their benefits.

### 24h emergency customer service

We guarantee you that your concern or problem will be looked after by a qualified Buhler staff member. Depending on the urgency, this may immediately trigger the required actions, followed by feedback and a status report to you.

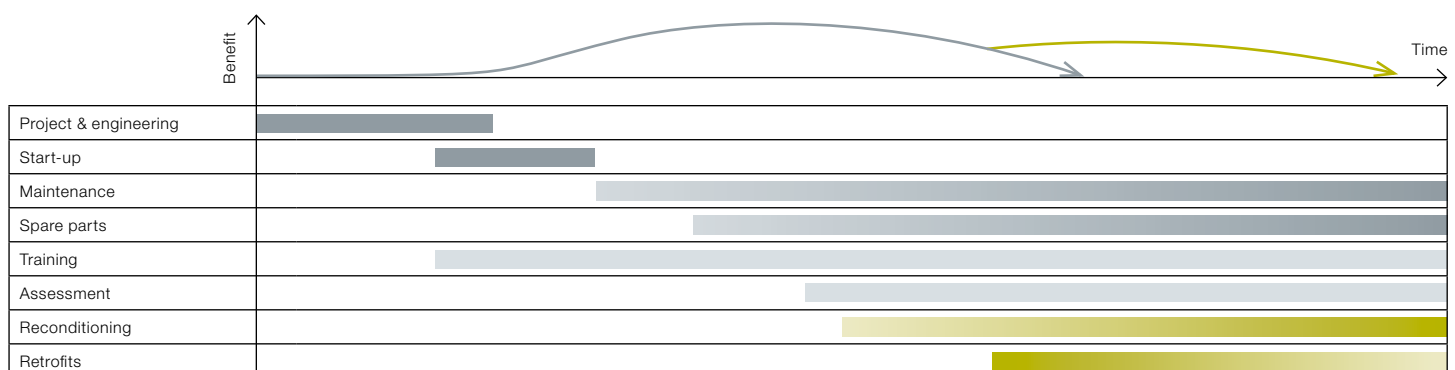
### Remote service and diagnostics

Buhler will assist you in eliminating downtimes or fine-tuning your processes. Through an Internet link, you can benefit from our "Remote Diagnostics" service wherever you may be located in the world.

### Training and education

Take advantage of the full potential of your Buhler plant by having your operators and your maintenance personnel trained. Buhler offers an extensive training and education program at your local site or at our Training Center in Uzwil (Switzerland).

### Machine life cycle



# Customer Service.

## Lifelong in good hands.

### Training

As new demands emerge, we must be prepared to continue our development and to constantly reorient ourselves – and in this, knowledge is crucial! In seminars, workshops, and hands-on training courses, we will impart the know-how required to secure your success now and in the future. Take advantage of the full potential of your plant by continuing the education of your operators and maintenance personnel. Buhler offers customer-specific courses at its training centers in Uzwil (Switzerland) as well as in-house seminars at your local site. The training contents refer either to individual machines, complete production plants, or process technologies. Moreover, this will enable you to benefit from an exchange of ideas and views in the training groups with their international attendees.

#### Home advantage through in-house seminars

We will supply the knowledge you need right to your doorstep. We can tailor the contents of training courses attended simultaneously by several employees to the individual needs of your organization. We teach hands-on user knowledge on your own equipment.

#### Benefits

- Extensive knowledge transfer
- Intensive hands-on training in groups
- Increased productivity
- Stronger competitive position
- Exchange of experience

### Retrofits

Buhler retrofits offer you commercially thought-out solutions enabling you to meet the challenges of the future with your production plant. Do you wish, say, to increase the level of automation of your plant, or does a machine of yours require a complete overhaul? Buhler will allow you to find the optimal solution – be it in the form of software additions, expanded functions, or total overhauls. Upgrade your plant and restore it to its original fitness with our retrofit packages. We would also be pleased to show you our wide range of efficiency-enhancing retrofits which allow you to improve the productivity, reliability, and quality of your plant and extend its service life.

The Buhler retrofit solutions are an important element in our overall range of services, designed to permanently keep your equipment at state-of-the-art levels.

#### Benefits

- Increased level of automation
- High reliability
- Higher productivity
- Improved quality
- Extended service life

# Customized, global service.

## Locally available to our customers around the world.



- Buhler sales sites
- Buhler sales and manufacturing sites

### Advantage through international presence

Buhler's top priority is customer satisfaction. We attach the utmost importance to a successful partnership with our customers and therefore offer them more than just equipment and production plants. We provide services offering our customers a clear advantage.

- Successful partnership
- Local presence
- Process know-how
- High uptime
- Excellent productivity
- Top quality
- Flexible supply chain
- Profit optimization

The presence of Buhler on all continents (with 39 affiliated companies and a wide sales and service organization covering 140 countries) ensures fast, high-quality service. Over 3000 employees are active around the world, who understand our customers' culture and language. The Buhler Customer Service organization provides individual services offering customers clear advantages.

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