

# SERVICES



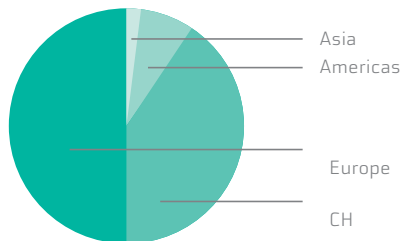
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# SERVICE IS ONLY AS GOOD AS THE TEAM PROVIDING IT

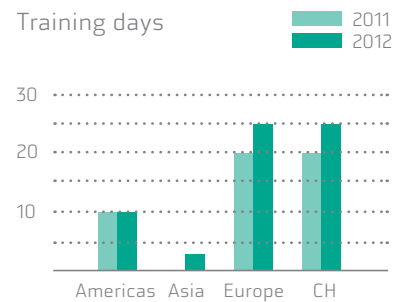
Our motivated and qualified service team has thorough knowledge of your machine. Rapid response in emergencies and the search for continuous improvements creates a lasting and successful relationship with our customers.

On-site assistance

1'220  
DAYS AT CUSTOMER SITE



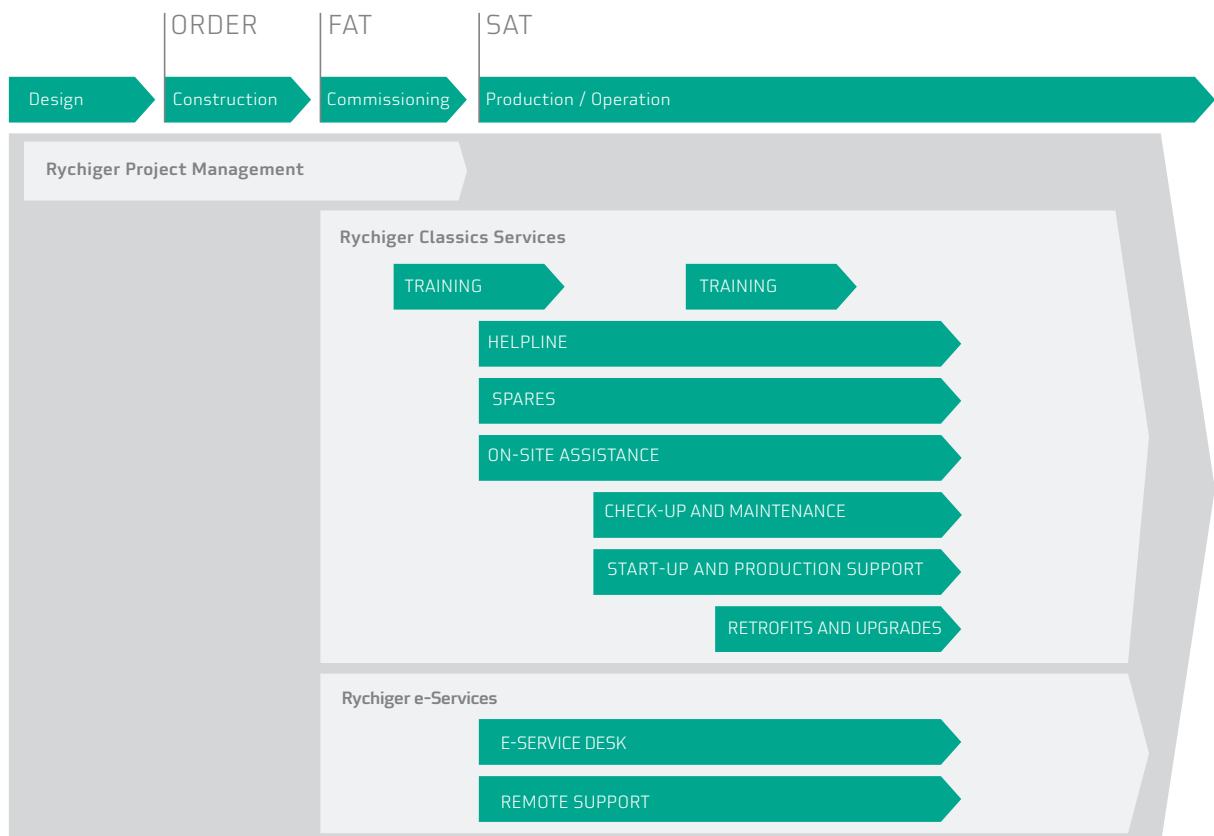
Training days



# THE SERVICE OFFER THAT FITS YOUR NEEDS

At Rychiger, our primary objective is to support your system during the entire life of the machine. Our benchmark is the availability, productivity and quality of our machine on your site.

Rychiger offers professional and reliable services to support your investment. From start-up and throughout the life of the machine we provide service to fit your needs.



FAT: factory acceptance test (Rychiger)  
SAT: site acceptance test (customer site)

## TRAINING UNLEASH THE POTENTIAL

Skilled operators and technicians are critical to a high-performance operation; training is an integral part of our offering. Training focuses on practical application based on your skill level.

Rychiger training empowers your employees to take ownership of the machine, promote effective troubleshooting and to resolve most maintenance tasks.

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## HELP-LINE YOUR FREE-OF-CHARGE ONE-STOP CONTACT

The Rychiger helpline takes advantage of the most modern communication technologies to identify the problem and support your technician in solving it in real time, on-site.

It is operated by trained technicians who are capable of providing support or, if required, we will select a specialist with the specific know-how to assist you quickly and free-of-charge.

Contact Rychiger by telephone during regular office hours or at any time through our free web-based e-service portal. Whatever the issue is – Rychiger takes care of you.

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## SPARES ASSURE QUALITY AND AVAILABILITY

Predictable and unpredictable wear and tear both require spare parts on site. These spare parts are a minimum requirement for a safe and high-performance operation.

Rychiger's spare parts stand for:

- Best quality manufacturing standards to rebuild your machine to the original design specification.
  - Rychiger's in-house spare part production allows quick turnaround and long-term availability.
  - Structured spare parts stocking program takes into consideration re-order lead time to reduce risk and cost.
  - Tailor-made service contracts can include spare parts consigned to your site.
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## ON-SITE ASSISTANCE WHEN YOU REQUIRE AN EXPERT ON SITE

When you require immediate support and remote support is not sufficient, an experienced technician will travel to your location. Our technicians will provide expert know-how and repair on-site. They work in cooperation with your team and can be supported remotely by software specialists.

Decentralized service engineers are based in Switzerland, the Netherlands and the U.S. They can reach your site within 24 hours.

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## CHECK-UP AND MAINTENANCE PROTECT YOUR INVESTMENT

Continuous equipment availability, best-in-class performance and optimal product quality requires safe, stable, and well-maintained equipment. Regular plant maintenance has been shown to be the most effective protection of your investment.

Rychiger takes pride in its check-up and maintenance program. Our specialists will provide you with condition-based and preventive maintenance recommendations. A precisely designed proposal for spares and planned maintenance intervention can be provided during an on-site check-up. During revision, the technician can replace wear parts and optimize the machine's condition. Our service engineers provide insight and training for your team.

## START-UP AND PRODUCTION SUPPORT WE MAKE IT WORK WITH YOU

Custom-made and specialized machine projects bring uncertainties and risks. Rychiger innovates and creates new approaches and solutions. We pay special attention in the critical start-up phase. Rychiger has a proven track record in resolving complex problems in close co-operation with our customers.

Our technicians and engineers can work with your team on site to support you in this critical phase.

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## RETROFITS AND UPGRADES EXTEND THE LIFE-CYCLE OF YOUR MACHINE

Product, packaging and production requirements will change over time. New regulations or safety standards can be integrated.

At Rychiger, our specialized team of experienced engineers will handle these complex and cross-functional projects. We provide the expertise from the original machine design and assess with you the requirements for meeting the latest safety regulations or new production needs.

Depending on your needs, we plan, manage and implement the complete retrofit together with your team. With Rychiger, you have a highly reliable partner who will support your system and extend the life of your investment over many years.

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## E-SERVICE DESK OUR FREE WEB-BASED SERVICE PORTAL

Rychiger's e-service desk is a fully confidential and secure web-based solution to address pending issues, search for information and access the full documentation online.

- Rychiger tickets: "issue tracking system" enables you to report, assign and track your topics.
- Rychiger Wiki: We invite you to share information between Rychiger and your team. You can access the most recent documentation and training tools with your personal Wiki space.

The Rychiger e-service desk offers a new alternative route to our service team. This is designed to be user friendly, comprehensive and accessible at any time.

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## REMOTE SUPPORT EVEN AT A DISTANCE, WE CAN BE CLOSE

When your system is not operating properly, you must find the root cause and quickly bring the system back up to peak performance.

Rychiger's state-of-the-art machines offer you the advantage of servo, automation and communication technology. This offers you new capabilities for remote support.

Your machine is protected. Rychiger's service can gain access to diagnose the status and the fault history only with your permission. We can trend data and search for potential errors in the machine configuration and make program repairs when required.

A secure VPN connection allows remote analysis of the machine's heartbeat.

In many cases problems can be solved without the intervention of a service engineer at your site, saving time and money.



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