



# Technical Services After Sales Services

*Your System Performance Is Our Priority!*



**Scheugenpflug**

Advanced Dispensing Technology



We take care of your system productivity so you can focus on your core business.





## Customer Care Center

### Germany:

Monday-Friday  
7:00 a.m. to 5:00 p.m. (GMT +1)  
**+49 9445 95 64-20**  
✉ [service.de@scheugenpflug.de](mailto:service.de@scheugenpflug.de)

### China:

Monday-Friday  
8:30 a.m. to 5:00 p.m. (GMT +8)  
**+86 512 67618776 167**  
✉ [service@scheugenpflug.com.cn](mailto:service@scheugenpflug.com.cn)

### USA:

Monday-Friday  
8:00 a.m. to 5:00 p.m. (UTC -5)  
**+1 770 218-0835**  
✉ [service.usa@scheugenpflug.de](mailto:service.usa@scheugenpflug.de)

### Mexico:

Monday-Friday  
9:00 a.m. to 5:30 p.m. (UTC -6)  
**+52 33 36479790**  
✉ [service@scheugenpflug-mexico.com](mailto:service@scheugenpflug-mexico.com)

### Romania:

Monday-Friday  
8:00 a.m. to 4:00 p.m. (GMT +2)  
**+40 369 402 621**  
✉ [info@ro.scheugenpflug.de](mailto:info@ro.scheugenpflug.de)

### Thailand:

Monday-Friday  
8:00 a.m. to 4:00 p.m. (GMT +7)  
**+66 021684939 145**  
✉ [info@th.scheugenpflug.de](mailto:info@th.scheugenpflug.de)



# Our Modular Service Packages: How Can We Support You?



Optimized system performance



Increased flexibility



Planned maintenance instead of unexpected standstills



Reduced life-cycle costs



Reliable system availability



30 years of Scheugenpflug know-how

The smooth, reliable and efficient operation of your system is the key to your success. With our Technical and After Sales Services, we provide you with advice and active support from commissioning on site through the entire life cycle of the system. Whether you need production assistance, troubleshooting, maintenance, upgrades or the supply with critical spare parts – we are at your side worldwide!

## Commissioning & Start-Up

Successfully integrate your new system into your production environment! Our specialists will accompany you through commissioning and provide professional on-site training for your operating personnel. Not only when purchasing a new system, but also when recommissioning your previous units (e.g. relocating production equipment), we accompany you through all phases all the way to machine start-up.

## Availability Kits

Ensure your system availability with our versatile availability kits tailored to the requirements of your system. Parts packages offer you fast availability of spare parts and exchange assemblies when you need them. The supply concept is individually tailored to your machinery and requirements. This means you are optimally equipped for proactive and regular maintenance tasks and, among other things, can easily minimize unscheduled downtimes.

## Parts & Devices

Produce reliably and safely with suitable original parts for your Scheugenpflug system! Because your investment should pay off in the long term. Our spare parts are adapted to your machines in every aspect during development and are subject to strict quality controls before shipping.

## Line Fitness Check

Optimize the performance of your machines and systems! With a line fitness check, our experts determine the maintenance requirements of your equipment and identify optimization potential for system and environmental conditions. This allows you to systematically plan maintenance downtimes instead of being surprised by an unexpected loss of production.

## Service Level Agreement

Ensure operational safety and plant availability by maintenance tailored to your needs. This not only optimizes the performance of your systems over the entire operating period, but also relieves your internal resources.

## Inhouse Maintenance

Benefit from our maintenance know-how: We clean and maintain your components and systems at our premises. For this our specialists use high-performance equipment and high-quality original spare parts. Avoid unexpected failures by replacing wear parts and consumables in good time and increase your production reliability!

## Hotline

Take advantage of the knowledge and the many years of product and project experience of our service experts! You benefit from expert support and initial fault diagnosis by telephone or remote control.

## Field Services

Increase your production reliability through efficient on-site maintenance to ensure that your systems run at optimal performance for longer. Our service technicians identify the causes of faults and, together with you, develop an individual action plan. That way, costly recurring or follow-up errors can be significantly reduced and the availability of your system can be increased.

## Upgrades

Adapt your system performance to your needs! Our upgrade team will be happy to advise you if you need functional upgrades and/or increased system performance. We offer you customized modernization concepts based on the latest technology. This includes replacements of older components with state-of-the-art products. Increase the productivity of your system by quickly and easily switching to the latest technology!

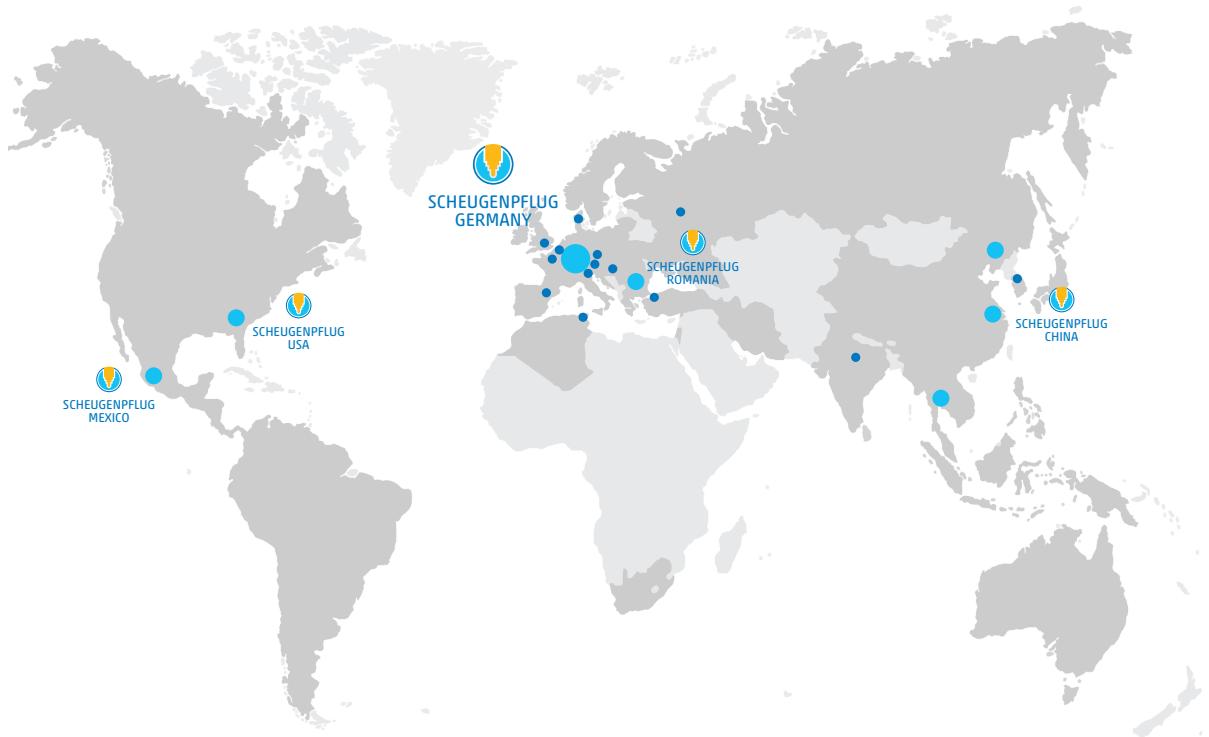


*With a wide range of Service and After Sales solutions worldwide, we offer you the security of always having a competent partner at your side.*

*Alexander Peller, Team Leader Service*

# We Are Where You Need Us!

Our international service network:  
[www.scheugenpflug.de/en/company/locations-sales-partners](http://www.scheugenpflug.de/en/company/locations-sales-partners)



Advanced Dispensing Technology

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