



## Total Care

### Your service agreement

**Customer Service Die Casting**

### Enabling a profitable, stable, and secure production.

Our Total Care service agreements provide tailored solutions designed specifically for your needs and production processes. Benefit from a customizable on-site service package and hands-on training for your team. This approach not only enhances your employees' expertise but also helps reduce downtime and ensures your die-casting cells continue operating at peak efficiency over time. Regular inspections and maintenance, including extensive spare parts sets and their replacement during the inspection, ensure optimal support and longevity of your machines. Our process technologists also provide expert guidance from the initial component idea to implementation and the continuous improvement of the quality of your processes.

In addition, with a Total Care agreement, you benefit from 24/7 online and telephone support, access to the myBühler portal, and priority assistance—ensuring a seamless and reliable service experience.

Contact your Bühler representative or send an email to [dc.support@buhlergroup.com](mailto:dc.support@buhlergroup.com)

#### Quality assurance

Ensuring quality through reliable reports with recommendations and plant status.

#### Sustainability

Individual training (online and offline) increases the know-how and safety of your employees.

#### Greater reliability

Annual inspections increase plant availability.



#### Continuous improvement

Detailed analyses reveal potential for optimization and help to increase the performance of your plant in the long term.

#### Lower costs

Planning transparent service costs through controlled wear and tear.

# Total Care Service Agreement

## Application Technology

We provide support from the component idea to implementation and quality improvement.



## Maintenance

Benefit from a larger selection of spare parts sets including replacement during the inspection.



## Basic package

Die Casting Academy  
24/7 online and phone support  
myBühler access  
Priority support  
Maintenance/spare parts service

## Training

Courses and training for your staff—online, on-site at your foundry, or in our application center.

## Inspections

With regular inspections, you can be sure that your machine is optimally maintained.

With a Total Care service agreement, you increase the reliability of your systems, benefit from quick support, your employees receive training and you can optimize your maintenance budget according to your needs.

### Basic package

Automatically included with every service agreement

### DC Academy

(E-learning for your staff)

### 24/7 Support

(Online and phone support)

### myBühler

(Platform for your Bühler systems, documentation, spare parts catalog and information on inspections)



### Main services

### Inspections

### Maintenance

### Training

### Application technology



### Additional subscription services

### Specific wear and spare parts

### Specific revisions

### Customized training and courses

### Upgrades of control systems

### Safety checks

### Expansion according to requirements

**Bühler AG**

CH-9240 Uzwil, Switzerland T +41 71 955 11 11  
buhlergroup.com F +41 71 955 66 11

**BÜHLER**