Total Care
Your service agreement

Customer Service Die Casting

Enabling a profitable, stable, and secure production for you.

Over the years, the performance of your die-casting equipment may degrade. This is a gradual process that can be triggered by downtime, scrap, higher cycle time, unplanned repairs, or lack of employee training.

At the same time, OEE is the decisive variable for your productivity and profitability. This is where our TotalCare Service Agreements come in – they are specifically designed with the points mentioned above in mind. With the perfect mix of on-site maintenance and our Digital Services, we can guarantee optimal support,

tailored to your specific needs. Create your on-site service package, and choose the options that are benefitial for your production. Our Digital Services provide realtime data, enable you to identify the causes for downtime and support you in sustainably improving the performance of your die-casting equipment.

To discuss your customized service agreement, reach out to your Bühler contact person or write us on
dc.support@buhlergroup.com

Overview of benefits

Protect your investment
with inspections and maintenance as well as a fast and secure connection with our experts in case of emergency.

Keep an eye on your production
and detect possible downtimes early with Digital Services.

Train your staff
by profiting from the e-learning in our Die-Casting Academy.

Continuous improvement and traceability – thanks to data transparency and continuous overview of your production history.

Secure connection –
by using the Bühler Insights platform.

Innovations for a **better world.**

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Build your individual service pyramid

- Many more services can be added according to your needs!

- Process support & consulting
- Training and education for your staff
- Safety check with focus on machine and peripherals

Your specific service

- **myBühler** – Platform for your Bühler systems, documentation, spare parts catalogs, and information from the inspections
- Die-Casting Academy – E-Learnings for your staff

Your exclusive access

- Filter set including replacement during inspection
- Scraper set including replacement during inspection
- Spare parts sets and much more

Choose your personalized kits

- **Initial inspection** with focus on main functions of your machine (production stop - 6h planned downtime)
- **Main inspection** with focus on wear and tear of your machine (production stop - 12h)
- **Combined inspection** - combination of initial inspection and main inspection

Create your individual basis

The start of your digital journey with our Digital Services

Downtime Analysis

Machine failures lead to a loss of efficiency, energy and productivity and can have an impact on your bottom line. With downtime analysis you can idenfiy the cause of interruption, and determine whether it is due to a machine failure, human error, or a defective peripheral. In addition, it gathers long-term data on downtimes in your production process, providing invaluable insights for troubleshooting and improvement. Time series data can be visualized, which helps you match production failures with their causes.
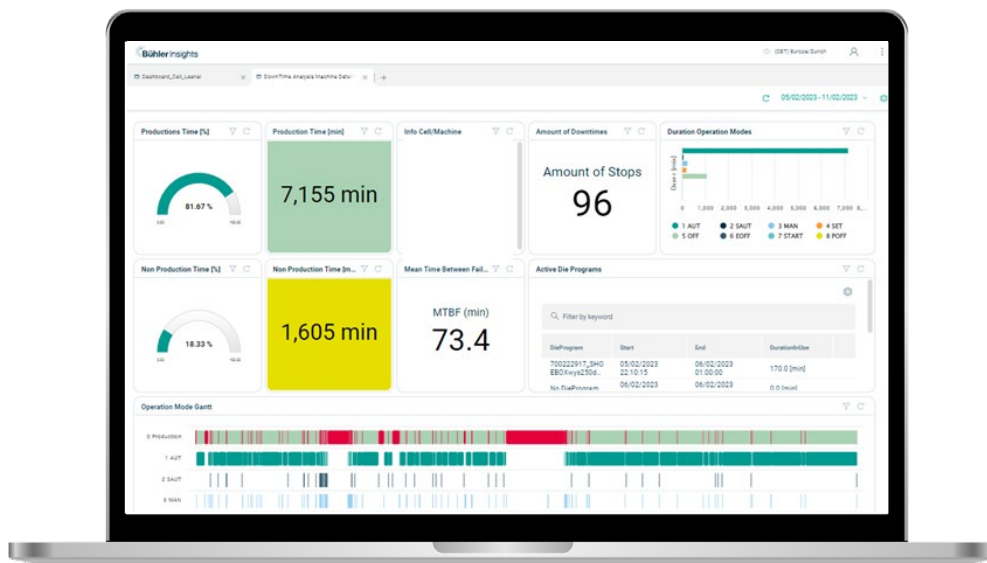
Die Casting Dashboard

The die-casting dashboard displays real-time customized KPIs for your machine, foundry, and plant – 24/7 – helping you to improve your OEE.

It is an invaluable tool, enabling an overview of key process data like temperature, biscuit size, and critical pressure. All data is captured and available to improve maintenance, quality auditing, and performance benchmarking.

Performance Report

Receive a monthly overview of the performance of your entire system and the performance of the connected machines. By recording relevant key figures, you can initiate targeted measures and optimize your production in the long term.

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