



We provide a complete package of service options, enabling you to ensure maximum productivity of your IPCO process solution at all times.

ipco.com

CUSTOMIZED
SERVICE SOLUTIONS
COMPLETE
SERVICE
INFRASTRUCTURE

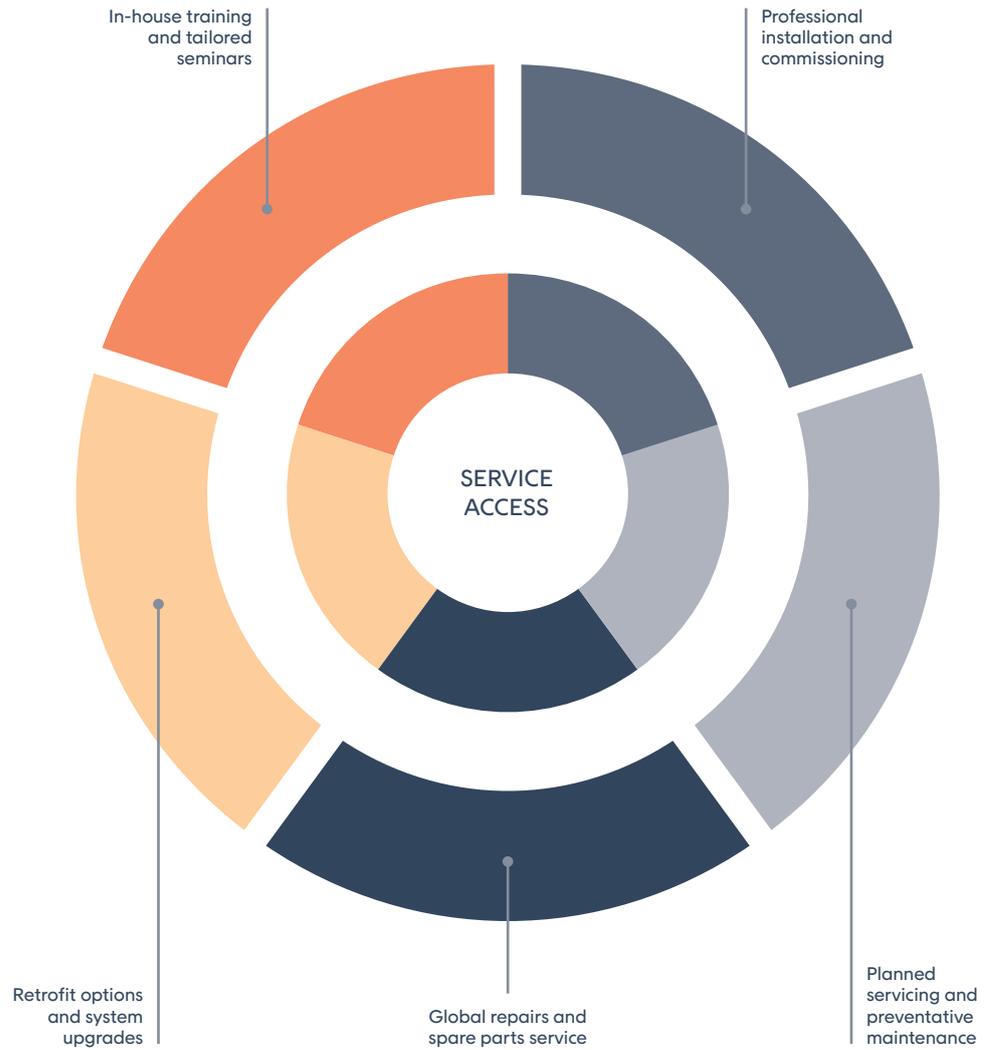
———— A COMPLETE SERVICE INFRASTRUCTURE TO GIVE YOU EXTRA COMPETITIVE EDGE

When you choose IPCO as your supplier, you're not only investing in precision-engineered process solutions. You're also entering into what we hope will become a long term partnership, one that we will support through a service solutions infrastructure based on unparalleled experience in and understanding of our markets.



Our aim, quite simply, is to provide a complete package of Customized Service Solutions to ensure that your IPCO systems achieve maximum productivity at all times. This brochure outlines the wide range of services we can deliver, with each component specifically tailored to meet the needs of your business. And as an organization with a global presence, we can support you wherever your production facilities are located.

- High level of machinery uptime.
- High process reliability.
- Long-term plant availability.
- Qualified, experienced support.
- Cost efficient outsourced service.
- Rapid response.



In-house training and tailored seminars to get the best out of your people



The greatest strength of any company – IPCO included – is its people. Only by giving them the skills and know-how to do their job to the best of their ability can a business begin to realise its full potential.

Efficiency, productivity, quality

We believe we have a key role to play here and have developed a whole suite of training programmes to help you and your people reap maximum benefit from your IPCO process systems.

Training events, seminars and other skill development courses can be held in-house, i.e. at your own premises, or staged at one of our regional centers, whichever is most convenient for you. They can be broad-based, covering subjects such as operator safety or best practice in Rotoform maintenance, or they can be tailored to your specific operation and focused on areas such as quality improvement or problem solving.

Operator training

- Ensure safe operation at all times.
- Maximize system efficiency.
- Develop best practices.
- Improve overall productivity.
- Minimize downtime.
- Enable problem solving.

Maintenance training

- Develop advanced technical skills.
- Support planned maintenance.
- Enable in-house repairs.
- Maximize operational life of system.
- Ensure optimum system performance.
- Minimize planned and unplanned downtime.

Process training

- Maximize system productivity.
- Improve end product quality.
- Optimize plant efficiency.
- Maximize operational life.
- Implement best practices.
- Meet Health and Safety requirements.
- Tackle specific process issues.
- Ensure the best possible quality downtime for the end user.

Enjoy the reassurance of professional installation and commissioning



Every IPCO process system is designed and manufactured to deliver a lifetime of reliable service and to meet predetermined levels of throughput. And one of the most important stages in terms of meeting these objectives is installation and commissioning. Our engineering know-how and experience of working with clients in different environments around the world enables us to ensure that every installation is completed to the highest standards.

Worldwide network, global capability

Global network of engineers

We have teams of trained and qualified engineers operating around the world. So wherever your production facility is situated, whatever the particular challenges presented by that location, we have the people and the equipment to cope. We've completed installations in the humid forests of South America, the freezing conditions of northern Canada, the dry desert sands of the Middle East and in the remotest parts of Asia.

Cost effective commissioning

Once installed, the system is then commissioned and our expertise transferred, first hand, to your team. Work is completed quickly, efficiently and cost effectively. And our professionalism and understanding of the system means you eliminate any risk of potential future disruptions –and associated costs – that could otherwise result from incorrect installation and commissioning.

Fully tested and documented

The next stage is to test run the system under production conditions, working hand in hand with your team to ensure that it is set up to deliver the throughput rates, product quality and process reliability you're looking for.

All work is fully documented and you will be provided with detailed system information, instructions and data-sheets, enabling full reproducibility of settings.

- Global capability.
- Trained, equipped and qualified engineers.
- Full system optimisation.
- Fast, cost effective commissioning.
- Transfer of know-how to in-house personnel.
- Tested under production conditions.
- Full technical service.



Improve yield with planned servicing and preventative maintenance



The best way to maximize plant efficiency and performance is to ensure that your process systems are operating as they should be, and to identify potential issues before they impact on production.

Customized Service Solutions (CSS) Silver, Gold or Platinum package

Take advantage of our planned service and preventative maintenance options and you'll be taking major steps towards eliminating costly breakdowns and prolonging the operational life of your IPCO process system.

We can undertake regular inspections – either scheduled or bookable at short notice – to check the condition all key parts of a system,

offering advice and recommendations in terms of future maintenance and risk of failure. And we can undertake whatever repairs or system resetting may prove necessary.

As you can see below, we offer a choice of three inspection and maintenance service packages, each designed to help you achieve maximum productivity from your IPCO process system.



CSS Silver package

CSS Silver package

Choose this package and an experienced service engineer will undertake a thorough inspection of your IPCO process system. You will then be provided with a report detailing the current condition and operational performance of the system and highlighting recommended maintenance/remedial action.

Package features

Inspection.
Report.
Recommendation of spare parts.



CSS Gold package

CSS Gold package

Choose this package and an experienced service engineer will inspect your IPCO process system and provide a report detailing current system performance and recommended maintenance/remedial action. Minor/emergency repairs will also be carried out as part of this service (maximum number of hours apply; cost of replacement parts not included).

Package features

Inspection.
Report.
Minor/emergency repairs.
Recommendation of spare parts.



CSS Platinum package

CSS Platinum package

Choose this top-of-the-range package and you'll benefit from a full inspection and support service based around a programme of scheduled maintenance (2–4 x per year, depending on your needs). Spare parts will be held at your site to maximize the efficiency of service work and remedial repairs, and we'll work with you to optimize the performance of your system.

Package features

Inspection program based on frequent visits.
Reporting, analysis and follow up.
General maintenance.
Repair work.
On-site spare parts stock.

Global repairs and spare parts service



When problems arise, you want to be confident that they'll be resolved quickly and efficiently. The costs associated with downtime rapidly mount up so it's vital there's no delay in putting things right. And that's why we've invested so heavily in our global service network.

With dedicated service centers in Europe, America and Asia and a global IPCO presence, we can provide an immediate response, wherever your production facility is based. Our engineers and service teams are available to offer remote advice as well as on-site support and we can ensure that the right parts are with you as soon as possible.

- Worldwide service and support.
- Fully trained and equipped engineers.
- Local service teams for minimum downtime.
- Rapid emergency response.
- Excellent spare parts service.
- Remote and on-site support.

Retrofit options and systems upgrades for affordable performance enhancement



At IPCO we operate a process of continual improvement – we're constantly working on the development of new parts, components and processes that will enhance the performance of our systems.

Sometimes these advances will be so significant that they result in the development of a new process system. Many, however, are incremental and are made available as retrofit options. This gives you the opportunity to upgrade to the latest specifications, affordably and easily, and ensure that your IPCO process system continues to deliver the very best possible performance.

- Easier servicing/improved access.
- Reduced maintenance requirements.
- Enhanced product quality and environmental benefit.
- More sophisticated controls.
- Greater system/energy efficiency.
- Improved productivity/capacity.



— COMPLETE —
SERVICE —

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— SOLUTIONS —