

# Extra Services & Support

## Grunwald Offer



**GRUNWALD**   
Dosing · Filling · Packing

\* UK & Ireland customers only

## Core Contract Plus



### Parts required for annual service (split or combined)

- Includes standard service parts only for seal strip & mechanical service.
- Estimated cost of the service parts to be quoted at presentation of the service contract.

### Labour required for annual service (split or combined)

- The labour required to fit the service parts, including the commissioning of the machine thereafter and adequate production cover to ensure machine is operating as expected.
- Estimated cost of the labour required (number of engineers & number of days) to be quoted at presentation of the service contract.

### Quarterly courtesy visits

- Included in the core contract at no additional cost to the customer.
- These visits will include a high-level inspection of the machine, obtaining feedback from site regarding regular issues and potentially also a survey of the machine if there is a service pending.

## Addons

- PPM
- Courtesy Visits / Machine Inspections
- Production Cover / Engineering Support
- Operator / Engineer Training
- Hygiene Training
- Alternative Engineering Services
- Critical & Recommended Spares
- Enhanced UK Support
- Online German Support Service

# PLANNED PREVENTATIVE

## MAINTENANCE



### Planned Preventative Maintenance

#### Benefits of planned preventative maintenance (PPM)

##### 1. Lengthen asset lifespan

The most important benefit of preventative maintenance is the lengthened lifespan of your assets. Keeping your equipment in good condition allows it to run longer, thereby lowering costs.

##### 2. Lower risk of breakdowns

Decreased risk of breakdowns is another key benefit of preventative maintenance. In fact, most of the benefits listed here occur primarily because of lowered risk of breakdown. Waiting until failure to perform maintenance puts your facility at risk of lost productivity and a damaged reputation.

##### 3. Increase efficiency

Along with lasting longer, equipment that sees routine preventative maintenance also runs more efficiently. Overall Equipment Effectiveness (OEE) is a commonly used maintenance management KPI that measures efficiency. OEE rates equipment in three categories: availability, performance, and quality.

##### 4. Decrease unplanned downtime

Whether you decide to rely on reactive or preventative maintenance, machine downtime is inevitable when maintenance is being performed. However, downtime can be significantly reduced by scheduling maintenance in advance with a preventative maintenance plan.

When preventative maintenance is performed, you can schedule the procedure at a convenient time for you and your facility, minimizing disruptions in production and efficiency.

##### 5. Promote health and safety

Accurately tracking and performing preventative maintenance can also improve the health and safety of your facility. In the context of preventative maintenance, health and safety is a primary concern in facilities with dangerous equipment.

##### 6. Save money

All the reasons listed above lead back to one ultimate benefit of preventative maintenance: it saves money. Unplanned maintenance typically costs 3 to 9 times more than planned maintenance.

## COURTESY VISITS

## & MACHINE INSPECTIONS



### Courtesy Visits & Machine Inspections

A courtesy visit involves a qualified Grunwald engineer attending your site to assess your machine and conduct a high-level inspection of it. The engineer will also speak to your operators, engineers, and management on site to ascertain if you are currently experiencing or have experienced any recurring issues on your machine.

The engineer will complete a checklist and inspection report based on his findings, which will also include any additional parts required, areas of concern or any remedial work that needs to be carried out. This report will be submitted to you for your perusal.

During the term of your service contract, you have the flexibility of adding extra visits to your service contract, giving you peace of mind knowing that your machine is being assessed and inspected by an OEM engineer on a regular basis.

**PRODUCTION COVER**

**& ENGINEERING SUPPORT**



**Production Cover  
& Engineering  
Support**

We are all aware of the high turnover of operators and engineers in the food packaging industry. Occasionally there will be times when you are short of engineers on site, whether it be due to illness or general staff shortages.

At times you just want an OEM engineer on site to watch your machine in production for a day or two to make sure it is running as you expect it to. Maybe a tweak here or there by one of our engineers is all it needs to achieve expected results.

By including this add-on to your service contract, you can select the number of days per annum you would like to have the option of a Grunwald engineer attending site to assist with engineering support or production cover. You can select as many days as you want, and they can be planned in advance or be used as and when (dependent on engineer availability).

# OPERATOR & ENGINEER

## TRAINING



In the engineering sector, continuous training is of the utmost importance. Tools, technologies, and processes are improving at a rapid pace, and so should our skills.

Grunwald will provide onsite training to a customer's employees to provide the skills and knowledge required to facilitate necessary levels of competence, safety, and productivity across work shifts.

It is recognised that there may be two distinct audiences for the general training – Engineers and Operators. The course accommodates this by identifying different modules that are applicable for delivery to one, other or both groups. The success of this cascaded training process is heavily reliant on the competence and commitment of the trainees. It is important that all individuals selected for training are chosen carefully and that each is aware of their responsibilities.

The course ends with a verbal assessment of each participant conducted by the Grunwald trainer. Each candidate will be required to have thoroughly understood and retained the course content. They will also need to demonstrate their ability to present what they've learned clearly and coherently.

# HYGIENE TRAINING



Cleaning is an essential part of any food manufacturing facility. It ensures that the product produced will be safe for consumption by customers, employees, and their families. If you don't have a clean facility, you run the risk of contaminants being included in your finished product, which can have profound consequences, such as recalls of the stocks.

With the above in mind, we are also aware that a lot of care must be taken when cleaning and sanitizing one of our pot fillers. Especially when it comes to expensive electrical components, such as HMIs, or essential safety elements, such as guard switches and sensors.

Our engineers can create a bespoke hygiene training program for your site to ensure that your machine is being cleaned properly, and also cared for correctly to prolong the life of the machine and its components, thereby costing you less money in the long run.

# ALTERNATIVE ENGINEERING

## SERVICES



The majority of Grunwald engineers have vast experience on pot fillers from other manufacturers. If you have non-Grunwald pot fillers on site, we will consider including them in the service contract.

Most pot fillers all work on a similar principle. With the wealth of experience our engineers have on pot fillers, we can offer our expertise to include these machines. This is even more valuable to you if the support base for your other machines is not UK-based, costing you extra in flights etc. to get this support to site.

This will reduce your number of contractors required on site for your various pot fillers and potentially give you a single point of contact when it comes to machine maintenance and servicing.

# CRITICAL & RECOMMENDED

## SPARES



### Benefits of Critical Spares

- Increased uptime – If you already have a critical spare readily available, replacement time is shortened, and the amount of time it takes to restart your machines is faster.
- Lower shipping costs – When the replacement part is labelled as critical, it can be delivered along with your regular shipment. Off-contract ordering or expedited shipping will only increase your costs for a critical spare when it's finally necessary.
- More efficient use of all resources – When parts listed as “non-critical” are taken out of inventory, costs of carrying decline, and warehouse operators will spend less time searching through documents for the items that are really critical and more time on tasks that are a better use of time.
- Can be paid off over 12 months\*

# ENHANCED UK SUPPORT



**Enhanced UK  
Support**

At Grunwald we have UK-based engineers who have all undergone rigorous training at the factory in Germany. Their knowledge and experience of our machinery enables them to offer you invaluable telephone support.

The UK Hotline facility gives you the peace of mind knowing that should you require any telephone assistance, we have qualified engineers available to support you by phone, whether it be due to mechanical breakdowns, fault resolution or even recipe set-up.

Available at the following times (times below are GMT):

**Monday to Friday 7:00 am – 9:00 pm**

**Saturdays 9:00 am – 5:00 pm**

*Excludes Sundays, Bank Holidays, Christmas Day, Boxing Day, and New Year's Day.*

**ONLINE GERMAN**

**SUPPORT SERVICE**



**Online German  
Support Service**

If you currently have an online connection between your machine and Grunwald in Germany via a modem (or other means), our programmers and engineers in Germany will be able to assist you remotely with breakdowns, faults, etc. by dialling into your machine and carrying out an analysis to identify and potentially rectify machine issues. This will prevent unnecessary downtime and loss of production.

By selecting the German Hotline option, you will be granted online support by a qualified programmer in Germany, available to you at the following times (times below are CET):

**Monday to Friday 7:00 am – 6:00 pm**

**Saturdays 9:00 am – 5:00 pm**

**Bank holidays 9:00 am – 5:00 pm (applies to bank holidays in Germany or Baden-Württemberg)**

*Excludes Sundays, Christmas Day, Boxing Day, and New Year's Day.*

Contact us to find out more

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\* UK & Ireland customers only



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