



SERVICE CENTER
TECHNOLOGY IS OUR
PASSION, SERVICE OUR
COMMITMENT



Maximilian Schneider
Managing Director/CFO

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Managing Director/CEO

The Brückner Group.

Leading to success.

Technological competence, top quality and comprehensive service when it comes to equipment for the plastics and packaging industry: these are the aims of the Brückner Group. We help our customers to meet their daily challenges. And we are firmly committed to customer satisfaction. The customers know they can rely on us to adhere to contracts, deadlines and commitments.

The base of the Brückner Group lies in its member companies:

Brückner Maschinenbau, Brückner Servtec, Kiefel and PackSys Global. All of them are among the market and technology leaders in their respective fields of business. The Brückner Group is headed by Brückner Group GmbH, the strategic management holding and parent company.

The individual companies can take advantage of the strengths associated with membership of the group, such as a strong worldwide presence. At the same time we also encourage the group members to act independently and to focus on their individual markets.

The Brückner Group has been a family-owned company since it was established in 1960. This governs our corporate approach to this day and can be seen in particular in our long-term strategic orientation – a key success factor for ourselves and our customers.



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Global Customer Service

We offer premium service parts and ensure your equipment runs at peak performance.



Performance Improvement

Retrofits, overhauls, and upgrades; designed to make the most out of your equipment.



Service Agreements and Trainings

Providing the customer with a worry-free comprehensive service.



Online Tools

To provide the best service we use the most up-to-date communication channels.



Global Customer Service.

Technology is our passion, service our commitment.

Driven by a passion for Swiss precision and commitment to customers, we offer premium service parts and ensure your equipment runs at peak performance.

Helpline

Our 24/7 service hotlines offers customers the assurance of fast and comprehensive support.

Global service centers

Having well-established customer service centers in Switzerland, Thailand, India, USA and China, and each center deploying a team of highly-qualified, experienced field service engineers, we are always on hand to offer competent localized service to our customers, which gives PackSys Global a strong edge in service capability and performance across many continents.



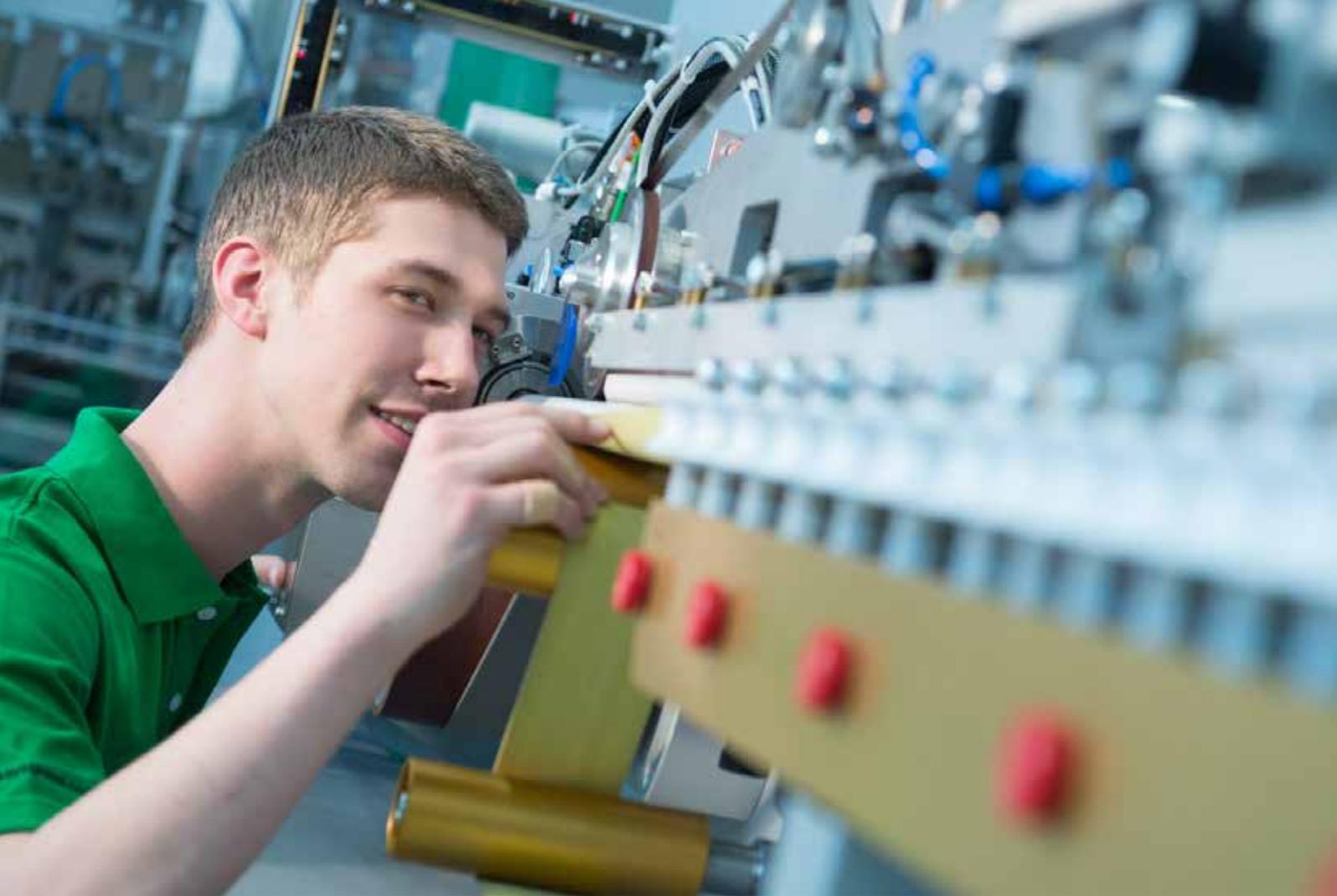


Parts

Original PackSys Global parts are produced with the same skill and know-how that went into ensuring the reliable operation of your machine – with fast delivery at reasonable cost.

Stocking policy

We advise which key spare parts to keep in stock, so you know what will be available for immediate replacement should a breakdown occur.



Performance Improvement.

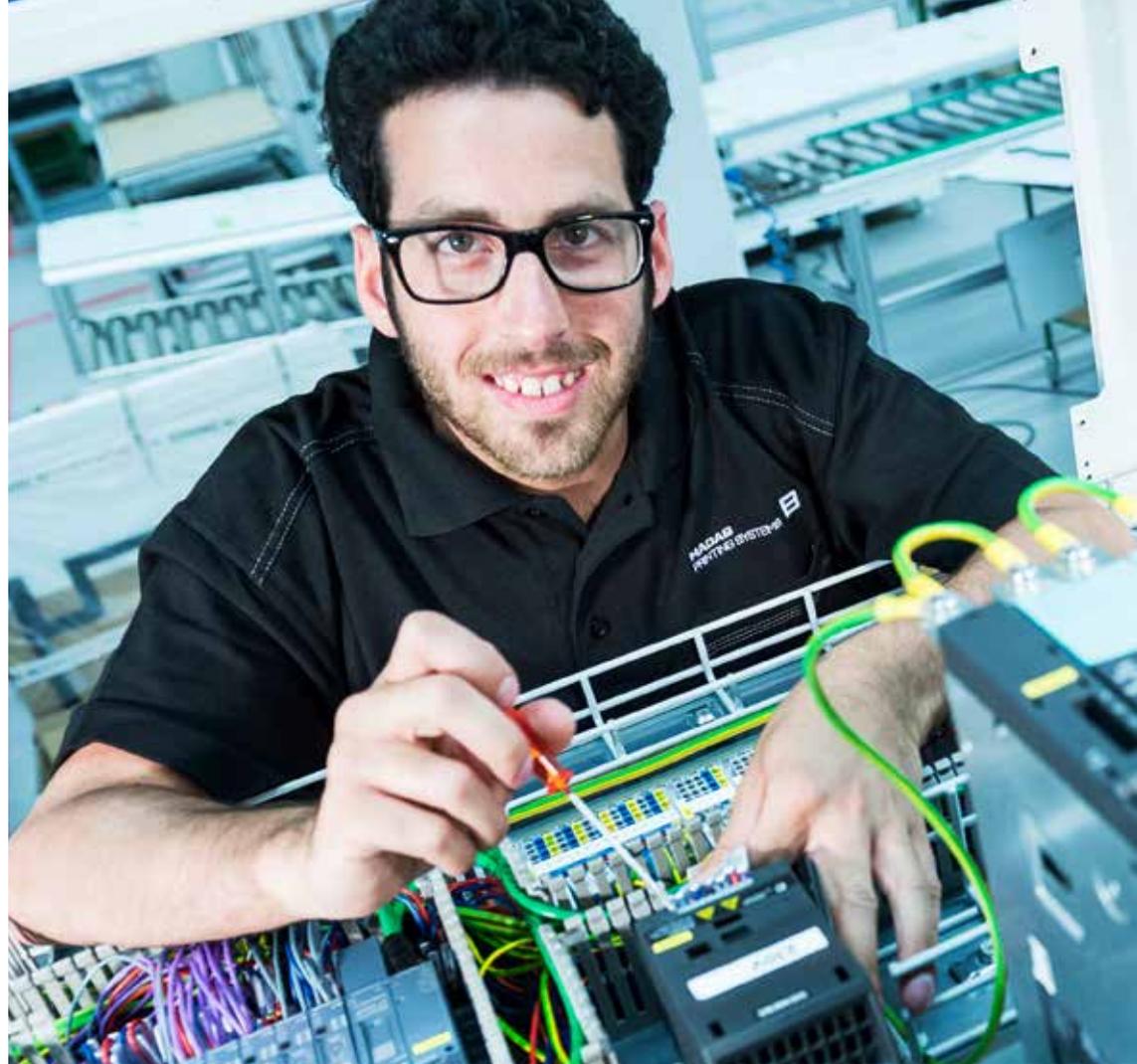
Making the most out of your equipment.

Enhance machine productivity

To optimize the performance and profitability of equipment, we apply a variety of proven and new technologies. We are continually developing our range of products to enhance existing machine designs, providing even greater quality and output.

Machine assessment

PackSys Global offers customers a machine assessment service that can identify solutions to maximize production output and maintain premium product quality. Our engineers will visit your premises and inspect your equipment and its performance. We will then recommend any necessary solutions which will be tailored to your needs and expectations as well as taking into account the present state of the machine.



Machine upgrades

The use of modular retrofit kits allows PackSys Global to quickly upgrade and customize your machine in order to step up its output. At the same time, it enables you to take advantage of our state-of-the-art technologies to improve the process stability as well as product quality.

Machine overhauls

Our trained and qualified field engineers have performed overhauls on many PackSys Global machines, some of which have been in operation for 30 years. We will live up to the trust you place in us.

Automation and software upgrades

Optimized control settings, latest software updates, and new solutions such as remote access ensure safety and operational reliability and reduce down time.

Shorter payback period

You can recover the cost of upgrades in as little as six months while you continue to benefit from our new technologies for years to come.



Service Agreements and Training.

Providing the customer with a worry-free, comprehensive service.

Reduce the risk of failure

Service agreements and trainings reduce the chances of a failure and mitigate the impact of unforeseen downtime, aiming to maximize efficiency and availability. These agreements support operators and provide customers peace of mind.

Training

PackSys Global offers a modular training program specifically adapted to operators, shift leaders, and supervisors. Training topics include:

- Process optimization by adjusting parameters
- Equipment/ line overview with all related peripheries
- Sensors and electrics
- Maintenance schedule program
- Practical training and online troubleshooting

Equipment Check-Up

Optimized production is essential for your profitability. PackSys Global provides a check-up service to ensure optimal productivity of your machines.

Trained field engineers review your PackSys Global equipment efficiency. The check-up includes verifying and cleaning the parts and sensors, optimizing the machine parameters and settings, and training of machine operators. This standardized procedure enables you to compare the machine's productivity year-on-year or against other machines.



Field service agreement

Customized field service agreement to suit your exact needs. A managed service model for your PackSys Global equipment that is tailor-made for you.

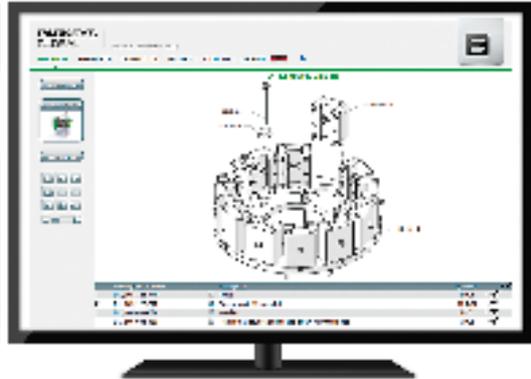
Instead of adopting the traditional, reactive “break and fix” service model, you can opt for a proactive, customized PackSys Global field service agreement to ensure continual and optimal productivity of your machines, and benefit from preferential service rates.

Remote service agreement

With our remote service agreement, PackSys Global companies provides customers fast access to a proactive, experienced team of technology and customer service experts.

Our remote service tool allows us to:

- Troubleshoot your machine online
- Guide your specialists on-site
- Point to control error messages proactively to secure continuous production
- Optimize control parameters
- Provide online software updates
- Detect source of potential trouble early
- Prepare additional repair work, if required



Online Tools.

Making your life easy.

To provide the best service we use the most up-to-date communication channels like e-Portal and remote service tools.

Remote service tools

Remote access is a state-of-the-art virtual service that allows us to access customers' machines remotely. Engineers connect to the equipment over a secure network to see the machine "live". This enables an accurate understanding of the equipment's production efficiency, thereby aiding identification of the issues.

e-Portal: Online parts catalogue

The e-Portal is a free and secure, personalized 24 hour online service platform that provides customers detailed assembly drawings and a direct spare parts inquiry service. e-Portal provides round the clock access to:

- Machine 3D views
- A navigation tool to identify machine parts quickly
- List of size parts.
- Manuals in digital format

You can identify the parts required, add them to the basket, and submit an inquiry to receive a non-binding quote.

service.e-psg.com





Machine performance monitoring

In today's complex economy, information is key to business success and profitability. PackSys Global's monitoring solution provides customers round-the-clock access to equipment performance. This helps to reduce inefficiency and increase safety. Supervisors stay connected to the machine even while in the office. The service lets you monitor your machine live and react quickly; see the machine status (on, off, idle), production speed, amount of waste production, and alarm history etc.



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