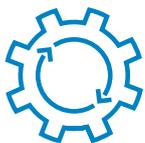


CUSTOMER SERVICE SOLUTION

All about the plastic injection molding



Benefit from our cooperation:



Reliable:

- Defined service scope
- Qualified professionals
- Continuous support from start to end



Competent:

- Simulation for optimal design
- Consulting and training by experts
- Pragmatic and practical solutions



Value-adding:

- Deep application know-how for consulting
- Process optimization and cost reduction
- Higher productivity and overall system efficiency



Solution-oriented:

- Fast response times
- Tailor-made service packages
- High customer orientation and flexibility



Compliance with standards:

- Our calibrations meet ISO 17025 standards and requirements such as IATF 16949, as well as other relevant norms and guidelines
- ISO 21001 certified Kistler Academy for our training sessions

YOUR SERVICE OF CHOICE:

Reliable protection and optimized performance

Service agreement		Order number	Order key
Service agreement	Your service package tailored to your needs	On request	service@kistler.com
Software maintenance contract	AkvisIO IME Annual license maintenance contract	On request	2878AI / 2878AA
Operation & Improvements		Order number	Order key
Risk process analysis standard	Optimize and validate your injection molding process before commissioning by deriving sensor positioning based on the filling phase.	44002541	9968B21
Professional	Includes standard, additional: holding pressure phase and thermals	44002542	9968B21
Premium	Includes professional, additionally: first theoretical parameters or theoretical reference WID curve	44002543	9968B21
Stasa QC Workshop	Work point optimization, 1 day on site	44000412	9968B21-D1-3
Commissioning		Order number	Order key
Hardware	e.g. a ComoNeos and/or sensors on site 1/2 day	44002109	9962B21-D3-1-1
	e.g. ComoNeo and/or sensors on site 1 day	44002109	9962B21-D3-1-2
Features	Multiflow (Hot runner controller & ComoNeo) 1 day	44002109	9962B21-D3-4-2
	z.B Switch , Predict, Merge, Composite (n. effort hours.)	44000158	
Fieldservices		Order number	Order key
Mold Validation I	Inspection of the installation and functioning of Kistler tool sensors incl. test certificate, 1/2 day on site	44002564	9962B21-MV1-0
	Inspection of the installation and functionality of Kistler tool sensors incl. test certificate, 1 day on site	44002565	9962B21-MV1-1
Mold Validation II	Support for sampling tools with Kistler sensors, 1/2 day on site	44002566	9962B21-MV2-0
	Support for sampling tools with Kistler sensors, 1 day on site	44002567	9962B21-MV1-1
Next day for Mold Validation II	max. 5 hours on site, incl. travel expenses	44001815	9968B21-D1-2
Emergency Assistance		Order number	Order key
Sensors / Test Pen	Verification and function test incl. diagnostic report	44002084	
Electronic Devices	Verification and function test incl. diagnostic report sensor tester e.g. 5495B/C, ComoNeo	44002090	
Emergency Stock	Rapid deployment of your replacement product in case of emergency	44002632	
On-site within 3 days	Our service technician will be on site within three working days (Monday to Friday).	44002441	
Remote Support	Multiflow (max. 4 hours)	44000353	9968B21-D1-4
Emergency Assistance		Order number	Order key
Sensors	Service Calibration of sensors in-house	44002124	
ComoNeo	Service Calibration for ComoNeo on site or in-house	44002122	9961E-SC-04-00-0-X
Kistler Academy		In-house Order number	On-site max.8 TN Order key
P1 Training cavity pressure	Basics of cavity pressure (theory and practice), 1 day	44002810	44002811
P2 Sensor installation	Installing cavity pressure sensors correctly (theory and practice), 1 day	44002814	44002815
P3 Training ComoNeo	Working with the ComoNeo process monitoring system (theory and practice), 1 day	44002818	44002819
P4 Training process data storage	Management and use of the process data storage solution AkvisIO IME, 1 day	44002822	44002823
Q1 Quality in injection molding I	Quality in injection molding I, 2 days	44002796	44002797
Q2 Quality in injection molding II	Quality in injection molding I, 3 days	44002800	44002801
Q3 Quality in injection molding III	Consolidation of the seminar Quality molding 1 and 2, 2 days	44002804	44002805
D1 Data management I	Topic data from the injection molding process, 1 day	44002784	44002785
D2 Data management II	Advanced training „Data management I“, 1 day	44002790	44002791



For questions about our service:

Directly via QR code or via email to: service@kistler.com

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