

Maintenance packages for maximum efficiency



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Our maintenance services

To ensure efficient operation, your extruder must always be in impeccable condition. To smoothly run these systems over a long service life, they required regular maintenance and care.

For that, we have developed various service packages that align with your specific needs. These include regular inspections and, in the event of production line breakdown, quick support by our experienced technicians to get your production up and running again as quickly as possible.

You are interested in training of your operators that they can efficiently run and maintain the compounding line on their own? Or do you require guidance in debottlenecking your production lines? We are more than happy to provide you with an offer for these services as well.

We can work out a maintenance package tailored to your individual needs and assist you in selecting the right options.

We look forward to having a conversation with you.

FEDDEM maintenance packages

Service	FED CARE	FED CARE+	FED FULL CARE	FED FULL CARE+
Inspection	✓	✓	✓	✓
Safety check	✓	✓	✓	✓
Checking heating cartridges	✓	✓	✓	✓
Maintenance		✓	✓	✓
Dedicated point of contact at FEDDEM service		✓	✓	✓
Free travel to the site up to 200 km		✓	✓	✓
Wear measurement of barrels and screws			✓	✓
Cooling water analysis			✓	✓
FEDDEM remote service ¹				✓
Free spare parts ²				✓

¹ Includes access to FEDDEM's Internet service platform with 180 free access minutes per year. The free minutes expire after one year.

² Spare parts up to an annual credit of 500 €. The credit expires after one year.

Overview

Inspection:

Once a year, the actual condition of the machine and its ancillaries is evaluated. → You will receive a condition report for your machine.

Safety check:

Safety devices will be examined as part of the inspection. → You will receive a report on the condition of the extruder's fail safeguards

Maintenance:

Includes oil change and filter replacement on the extruder, as well as oil change for FSB/FSV/FSE/FSB-V. Lubricants are to be provided by the customer. → You will receive a maintenance certificate for your records.

Dedicated point of contact:

Using a direct extension, you can easily connect with your designated contact person, who is ready to assist you and provide support in all matters.

Wear measurement of barrels and screws:

Measurement of barrels and screws. → You will receive a report.

Cooling water analysis:

On-site, a sample of the cooling water will be taken and analysed externally for its corrosion and deposition potential. → You will receive the laboratory results and, if necessary, recommendations on how to reduce further stresses on the extruder's cooling channels will be provided.

FEDDEM remote service:

Welcome to a new dimension of service with FEDDEM's digital web platform! Gain personalised access to documentation, spare part lists, and effortlessly communicate via voice and video with our service staff. Benefit from dynamic links between on-screen content and stored information, such as expert assembly instructions (augmented reality). Optimise your workflows – easily and efficiently!

Additional services

