We care - wherever you are
Customer service and extrusion services
We have established an extensive service network to support our customers with spare parts and technical know-how. But we can do more: be it training, wear protection or energy saving consulting, spare parts or refurbished second-hand extruders - we are at your service!
We offer you an extensive service portfolio that we will introduce to you on the following pages. Below, you will find an overview of our services:
Support and Training

Consulting & training

Our employees are at your disposal to answer your questions at any time. We offer both process technology consulting and operator training courses that can be tailored to your needs. These can be held either at your own facilities or at battenfeld-cincinnati.

Inspection & maintenance contracts

Under these contracts, you will receive flexible services that can be customized for your individual requirements. For example, inspections at regular intervals or complete maintenance of the extrusion line - we have the right solution for you.

Energy-saving consulting

We have been working intensively for years on measures to optimize the energy consumption along the whole line. We will be happy to advise you on the selection or replacement of components to reduce the energy consumption of your line. Just get in touch with us!

Forecast assistance for key parts

It makes sense to order and store individual components ahead of time to avoid production downtimes. We will support you in the analysis of your line, so that you can plan the best timing for your spare parts orders.

Material analysis & technical department

Every formulation is different - this is why it is important to find the best machine-screw-combination, and to equip it with a suitable wear protection. We offer you test series, so your equipment can be optimally adjusted for your material.
Wear analysis and wear protection consulting

Regular inspection of processing units can result in longer lifetimes, higher load capacity and more efficiency.

We offer wear analysis and wear protection consulting for single screw, parallel and conical twin screw and planetary roller extruders. Wear measurements should take place once a year or after 6,000 operating hours.

Measurement of your processing units proceeds as follows:

- You make an appointment
- A wear specialist visits your facility and takes measurements
- Afterwards you receive a session of comprehensive wear protection consulting, including tips on how to minimize wear in your production process
- On request we also draw up maintenance schedules for your processing units to determine the best time for ordering new parts, so that they are available in time for necessary repairs

battenfeld-cincinnati wear specialist measures a conical twin screw extruder barrel

battenfeld-cincinnati wear specialist measures a single screw barrel with visual analysis
Wear analysis and wear protection consulting

Fine-tuning of screws and barrels to the specific material helps to counteract premature wear and to reduce energy consumption. This increases the efficiency and lifetime of your equipment.

We offer a wide range of different screw and barrel coatings that we can tailor to the process and the materials used by our customers. Contact us and together we will find the best solution.

Metallurgical versions - single screw

Your advantages:
- Three-stage wear concept for screw, barrel and feed bush
- Screw plating and bimetallic barrel already in the 40D basic version
- Various functional layers for many different applications
- Tungsten carbide coatings with smallest-grain carbides and maximum hardness

Metallurgical versions - twin screw

Your advantages:
- Best nitried layers made on in-house equipment
- Molybdenum coating of utmost purity across the entire screw flight width
- Tungsten carbide coatings with smallest-grain carbides and maximum hardness
- Chrome layers for special applications on request
Technical service

Worldwide unique service: extensive support and service are an integral part of battenfeld-cincinnati’s corporate philosophy and like all our products, they are subject to a continuous optimization process. With our own organizations and trading partners, we are connected globally. Not only our sales staff can be reached quickly all around the world, our technical service and complete after-sales-service is also available locally.

Thanks to our service hotline you can also reach us outside of business hours (Symbolic picture: istock).

Remote diagnostics and comprehensive technical support and consulting from our staff with many years of practical experience.

Our experienced service engineers carry out start-ups, inspections, maintenance and repairs at your facilities.
Repairs and upgrades

We also offer our customers comprehensive modernization work, so that existing equipment can be operated more efficiently. Our goal is to reach the highest productivity and greatest possible operational security for your equipment. Avoid break-downs and production standstills and extend the lifetime of your processing equipment:

- Inspect your equipment at regular intervals
- Re-coat and repair it as necessary

Our services:
- Repairs of screws, gearboxes, controls, control components and drives
- Retrofit of outdated drive technology with modern three-phase technology (AC)
- Retrofit of old gearboxes with the latest models
- Control upgrades to the latest control technology

We are happy to retrofit your existing battenfeld-cincinnati line with our newly developed technologies - whether it is the control system, the extruder, the pipe tooling or the downstream - just contact us!

Screw repairs for twin screws

Thanks to our many years of experience in the market, we have compiled a wide range of screw geometries. Depending on the application and the material processed, we can find the optimal solution for our customers and tailor it to their needs.

- Timely re-coating can extend the screws’ lifetime
- We check the screws at our facilities and advise you on repair work, as necessary

Measurement of the layer thickness on a conical twin screw
Control retrofits: state-of-the-art controls for more efficiency

A suitable control system is necessary to ensure you always have an overview over your equipment and can easily control it. Therefore, we offer control upgrades to the latest technology. The new BCTouch UX control has a big display and offers a new control and visualization concept. It is also perfectly suited for industry 4.0 applications.

Your advantages:
- Easy and convenient operation, with cockpit view for a quick overview over the process status of the complete line and individual components
- Intuitive user interface with clear color scheme
- Optimally scalable client/server model: apart from the main operating station, additional operating terminals are possible along the line
- Modern alarm system
- Easy-to-use recipe management

Our offer:
- Ergonomic terminal system with swivel-and-tilt functionality on a 21.5” landscape format multi-touch display unit
- End-to-end digitalization of process parameters for all line components and central capture offer simple data tapping for ERP systems
- Connection of mobile devices via LAN, WiFi or UMTS/LTE
- Industry 4.0 services:
  - Preventive maintenance: maintenance support through filing of and reminders for maintenance intervals
  - Integrated, continuous energy monitoring enables optimal resource efficiency
  - Uncomplicated remote maintenance possible

BCTouch UX controls on twin screw and single screw extruders
Spare parts

Our service team has a global base, so all required spare parts are available for you as fast as possible. Our staff are happy to put together individual spare parts packages for you so that you can resume operation again straight away in the event of a disruption.

Screws and barrels

We also continuously optimize and improve our screws and barrels. We offer a screw and barrel design that is tailored to your requirements. Of course our innovative screw design also includes optimized coatings for each application and customer need.

Single screws and twin screws, manufactured by battenfeld-cincinnati
We offer you:

- Buying and selling of second-hand extrusion machinery
- New, state-of-the-art processing units for most extruder brands

Our standard reconditioning program consists of:

- Overhaul or exchange of screws and barrels
- Replacement of the vacuum pump
- Exchange of the heating bands
- Overhaul of the main motor
- Overhaul of the gearbox
- Inspection of the electrical cabinet
- New coat of varnish
- Inspection of all functions and electrical connections before delivery

You can reach us by e-mail at any time at sales@extruserve.com.

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1) Extruders (preferably twin screws of the Battenfeld Extrusionstechnik, Cincinnati Extrusion and battenfeld-cincinnati brands) that were taken out of production, independent of runtime.
Our production locations

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www.youtube.com/BattenfeldCincinnati

Contact details for our Regional Sales Managers and local representatives are available on our website.