

Greater productivity and plant availability  
over the entire product life cycle

BUSS FULL SERVICE

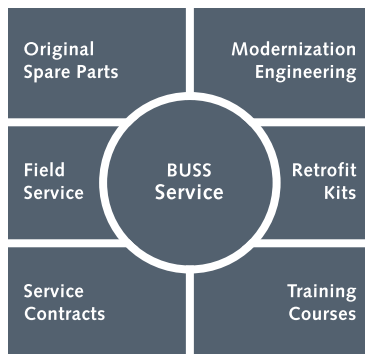




Global service and support network

## Optimally dependable productivity

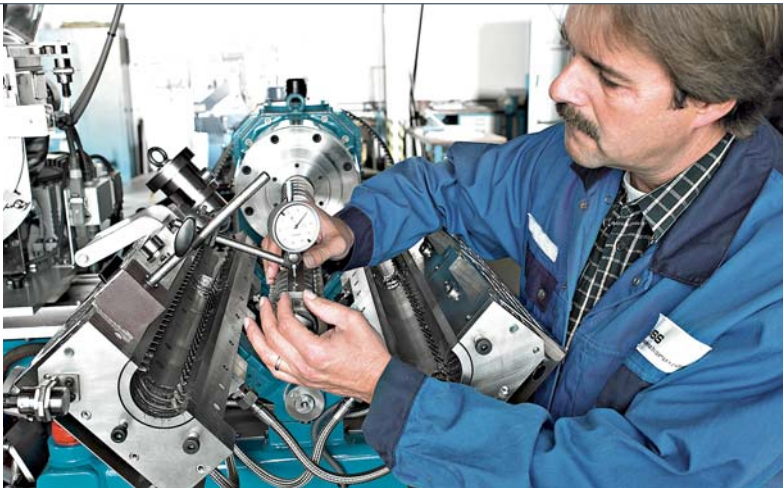
Indispensable for all plant operators: maximum productivity with minimal downtime. But even the best processing line has to be well maintained to stay that way. And sooner or later, every production plant shows optimization potential. Thanks to the BUSS Full Service package, you can keep your plant and machinery optimally productive and cost-effective over their entire life cycle.



### Customized service packages

The BUSS team of highly trained specialists offers customers a comprehensive service package to ensure ongoing plant dependability and productivity: from on-the-spot field service with 24-hour hotline and OEM spare parts service to training courses in the BUSS Academy.

While our customized service contracts enable clear shutdown planning and maintenance cost budgeting, BUSS retrofit kits enhance your investment protection and long-term value retention.



Plant inspection and fine-tuning



Checking the process control system

## Always on call, everywhere

If anything goes wrong – for whatever reason – rapid action is essential. The BUSS field service team is always on call for emergencies, wherever they may happen. And the worldwide BUSS service hotline provides customer advice and support on a 24/7 basis.

### Technicians on the job

BUSS field service technicians are on call worldwide for plant maintenance, overhauls and repairs. You can reach them at your nearest BUSS location for a rapid response and competent problem-solving.

### Minimizing risk

With service contracts and preventive maintenance, BUSS customers can greatly reduce the risk of damage and production outfall. Guarantee extensions – within the framework of service contracts – covering plant machinery and individual components ensure fast and unbureaucratic action whenever needed.

### Clear shutdown planning

Preventive maintenance and regular inspection – within the framework of service contracts or inspection agreements – enable clear shutdown planning and maintenance cost budgeting.

### 24/7 service hotline

Always reachable worldwide on +41 61 821 00 00, the BUSS service hotline keeps its promise.

Staffed by competent people around the clock, 365 days per year, BUSS customers find advice and support here either directly or via a specialist.



Process components, PR family



Process components, quantec® family

## Perfect fit, guaranteed

The whole is more than the sum of its parts – and that also applies to BUSS Kneaders. But to keep them in perfect condition at all times, original BUSS spare parts are indispensable.

### OEM parts make all the difference

With the growing complexity of modern plant and machinery, trouble-free operation can only be ensured if all system components are perfectly matched and meet the same high quality standard. In other words: spare parts quality is decisively important for dependable operation.

BUSS spare parts are manufactured with painstaking precision to ensure a perfect fit – for years of ongoing dependability and production quality.

The BUSS spare parts service is always reachable: our 24-hour hotline takes orders for immediate dispatch at any time, 7 days per week. Several thousand original BUSS parts are always available, ranging from the smallest kneading element to complete replacement gear box units.

All process-related components are manufactured in-house at our Pratteln works in Switzerland and can be immediately produced on call if necessary. Furthermore: using original BUSS spare parts keeps guarantees and warranties intact.



Laboratory analysis for rapid quality feedback



Local seminars and training courses

## Know-how transfer

The BUSS Academy is a competence centre where the entire BUSS compounding know-how is focused. With an integral approach, this know-how is made available to BUSS customers in the form of intelligent and sustainable solutions.

### The BUSS Academy: at the service of our customers

The BUSS Academy centre on our R&D division, where interdisciplinary engineering teams realize process improvements and product developments from the original idea to the successful implementation. They make highly effective use of state-of-the-art methods and sophisticated simulation tools, with the respective laboratory and pilot lines for practical testing and verification.

Here the latest trends and modern processes such as reactive extrusion, nanocomposites or integrative compounding in the plastics, food, aluminium and pharmaceutical industries are evaluated and developed to market maturity. BUSS customers enjoy full support in all phases of implementation.

Our technology centre not only realizes process developments, but also conducts tests for production line design optimization, with verification of the corresponding throughput and quality guarantees. This is rounded off by a well-equipped analysis laboratory that enables conclusive quality feedbacks within a very short time.

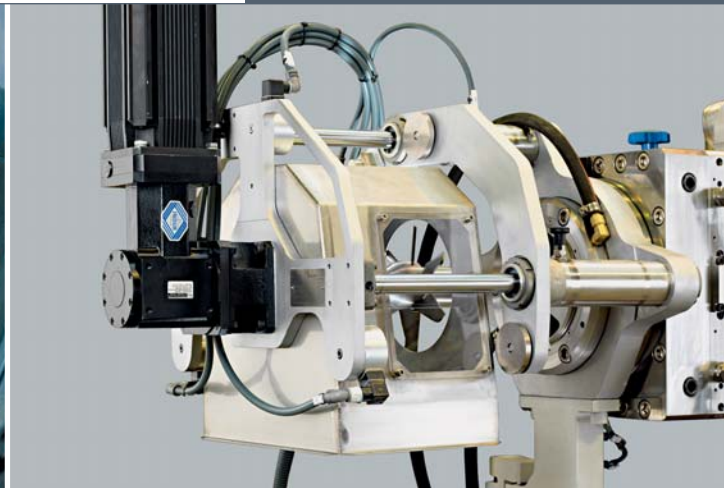
The BUSS Academy supports customers in meeting new challenges, either in day-to-day production or due to changed requirements. This support continues throughout the entire plant life cycle.

Within the framework of comprehensive training and advancement courses, the BUSS Academy also supports know-how transfer. Seminars and training courses are not only held periodically at our Pratteln headquarters, but also at customer's locations if required.

By keeping up to date with the latest state of technology and research findings in this way, BUSS customers benefit from optimal plant efficiency.



Retrofit kit: 4-flight technology



Retrofit kit: intermittent cutting device

## Up to date again

BUSS Kneaders are extremely long-lived – not only because they are made of first-class materials. Thanks to our retrofit kits, older models can be updated to serve well for many more years.

### Investment security

BUSS machines are built on the modular principle. Thanks to this, upgrading and customized modifications are no problem. Older models can therefore be updated for many more years of efficient operation – another reason why BUSS Kneaders are such a good investment.

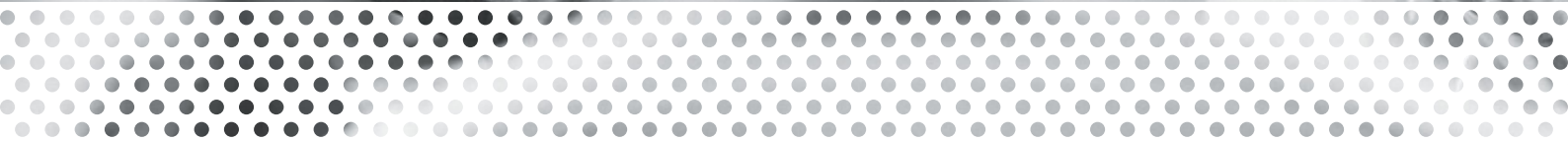
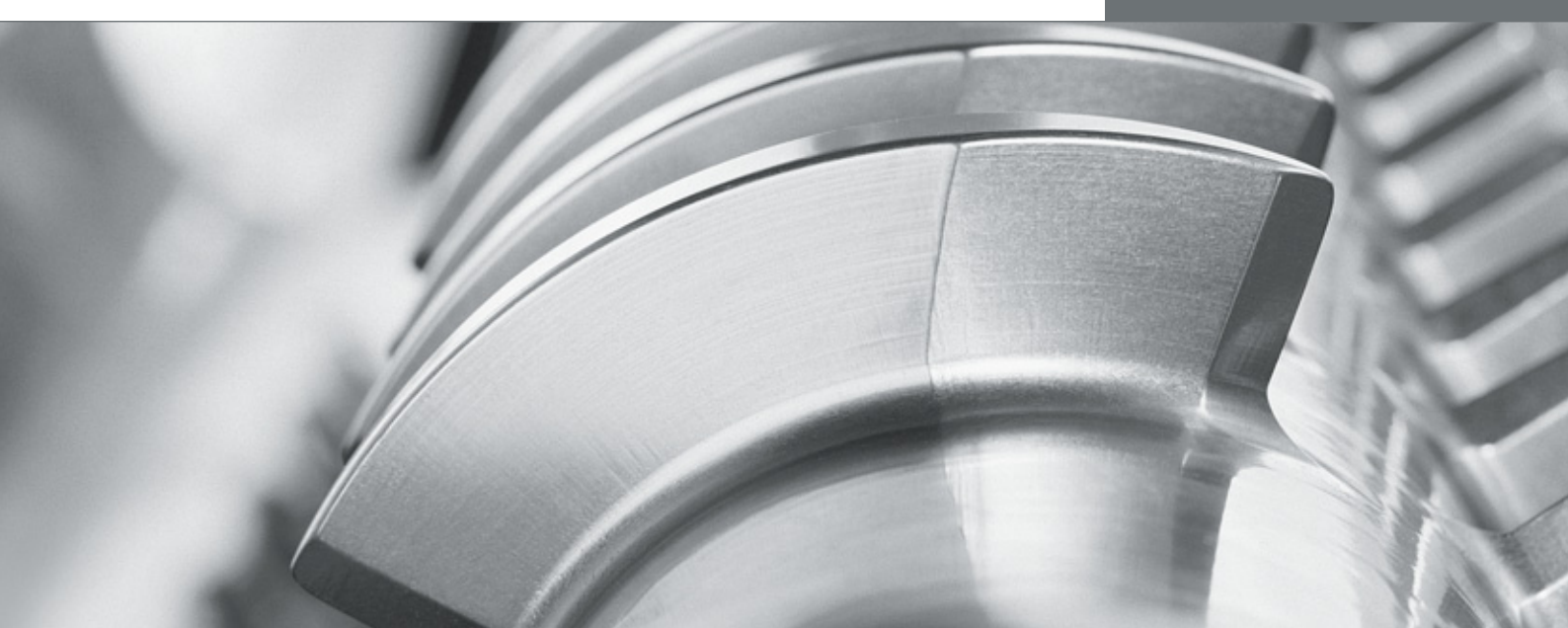
Modernization with our retrofit kits is an ideal solution for extending your product range, increasing throughput, improving product quality and operating life, or making the necessary changes to meet new safety standards.

Upgrading not only makes BUSS Kneaders more reliable, easier to operate and more maintenance-friendly, but also reduces power and water consumption. The bottom line: higher productivity and lower operating costs.

### Extract from the BUSS retrofit portfolio

- Upgrading to 4-flight technology
- Shaft seal optimization
- Automated screen changing
- Intermittent cutting device
- Wet pelletizing to prevent sticking
- Electronics upgrade for enhanced reliability

Based on a feasibility study, our specialized engineering team can work out customized modernization concepts for all BUSS Kneaders.



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**BUSS**

excellence in compounding