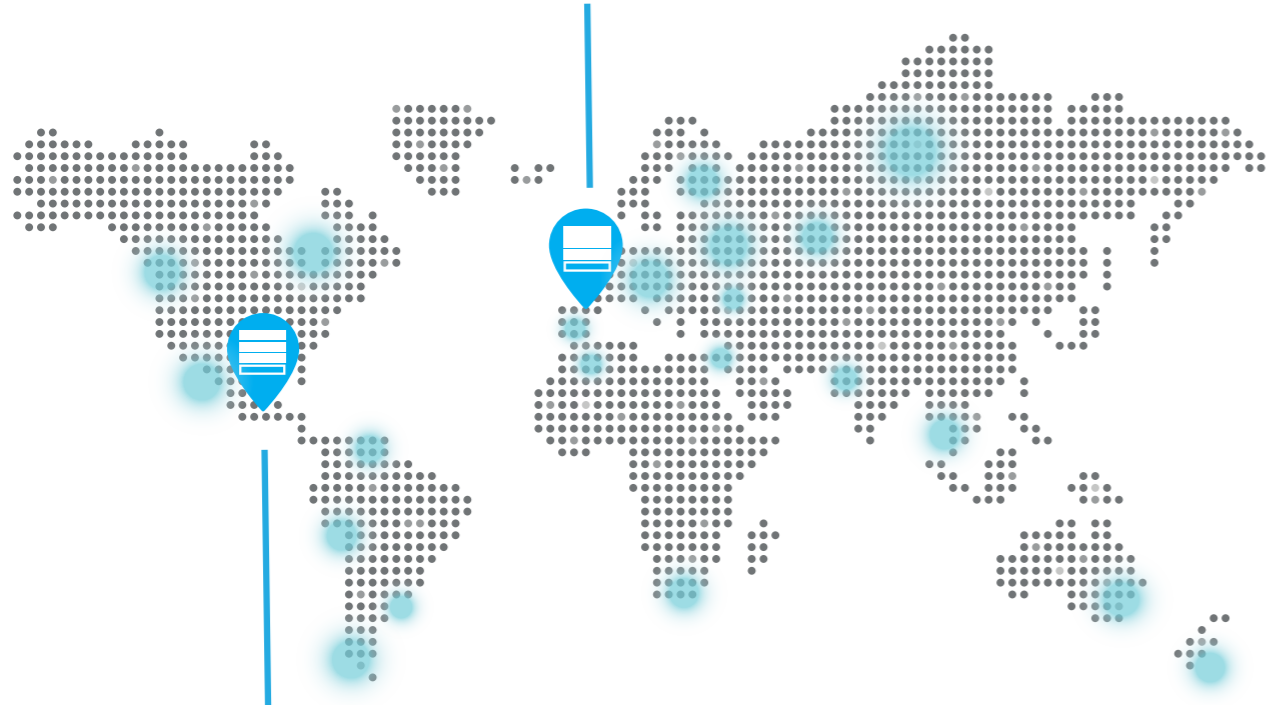




# LEADING THE WAY **TOGETHER**

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# SERVICES



# LEADING THE WAY **TOGETHER**





TMI OFFERS A RANGE  
OF **AFTER-SALES  
SERVICES** TO OPTIMISE  
YOUR PACKAGING  
LINE'S PERFORMANCE

**Our aim is to be at our customers' side whenever they need us.** That is why we have put together a series of after-sales services that suit the various needs you may have relating to TMI machines.

Just like you, we want your equipment to fulfil the production goals set when you acquired it, and we want to provide support throughout the machine's service life. **With TMI's range of services, you can improve the performance, reliability and availability of your end-of-line equipment, thus avoiding the costs generated by unexpected downtime.**

Let us guide you through our portfolio and find out which of our services suit your needs.





## PREVENTIVE MAINTENANCE



## REMOTE ASSISTANCE

How many times have you heard that prevention is better than cure? Many failures that seemingly occur out of the blue could have been avoided with a simple regular check of the line components.

TMI's preventive maintenance service identifies which components and elements require maintenance and to what degree, so that you can stay ahead of any breakdowns and avoid stopping your line longer than strictly necessary.

### THIS SERVICE INCLUDES...

- Exhaustive inspection of all points of the machine deemed inspectable.
- Deep cleaning of the parts of the machine that require it.
- Inspection and maintenance of all parts (lubrication, regulation, centring, etc).
- Checking the operation with the product of the installation.
- Detection of misuse of the machine and training for staff on how to avoid it.
- Review of training for staff who use the equipment.
- Report on faults found.
- List of spare parts required to correct detected anomalies.
- Assessment of more complex interventions, if necessary.

### WITH THIS SERVICE, YOU GET...

- Boosted productivity.
- Greater longevity from your equipment.
- A safer work environment.
- Long-term optimisation of the line.
- A considerable reduction in downtime and repair costs.
- 10%\* direct discount on spare parts.
- Unlimited and free priority REMOTE ASSISTANCE SERVICE.

Can you imagine resolving breakdowns and shutdowns on your line without having to wait for a technician to come to your factory? With TMI's remote assistance, this is possible.

A TMI technician can connect to your equipment via the internet to diagnose and solve any problems that may have arisen in the line quickly and efficiently. This way, we can be at your side at all times, looking after your equipment and helping you to maintain your line's productivity.

### THIS SERVICE INCLUDES...

- Reprogramming of various parameters relating both to HMI and to the PLC.
- Monitoring of work processes in real time, should a check be required.
- Software updates when necessary.
- Remote diagnosis and analysis, always in collaboration with the technical staff.
- Telephone coverage and telematic connection to equipment via the internet.
- Planning of urgent physical interventions from the next working day onwards.
- Analysis and supply of urgent spare parts.

### WITH THIS SERVICE, YOU GET...

- 70% breakdown resolution with no need for a technician to travel.
- Significantly reduced downtime.
- Quick resolution of queries.
- Reduced technical assistance costs.
- Long-term optimisation of the line.
- Vast problem-solving experience.
- Unlimited priority service.



**SERVICE +**

**EXTENDED REMOTE ASSISTANCE SERVICE**

Get assistance beyond our regular business hours!



## EVALUATION AND MONITORING

Are you worried your TMI equipment may not continue to function at its original efficiency? During the daily use of your equipment, with changes in products, formats and operator shifts, malfunctions may occur in the line that can directly harm production.

The TMI evaluation and monitoring service helps to guarantee the smooth running of your packaging line, as our technicians check that the equipment is functioning efficiently and being used correctly by operators. Furthermore, modifications to work recipes, mechanical configuration, etc. are checked and readjusted, and refresher training is provided for technical staff.

### THIS SERVICE INCLUDES...

- An evaluation and check to make sure all equipment is running smoothly
- Monitoring of efficiency, real production, and the line's cycles per hour.
- Estimate of each set's performance.
- Inspection of sound and emission levels, and training on how to improve them.
- Detection of misuse of the machine and training for staff on how to avoid it.
- Training review and refresher training for technical and maintenance staff.
- Check to evaluate the line operations in real production conditions.
- Check to make sure safety systems are working correctly.

### WITH THIS SERVICE, YOU GET...

- Boosted productivity.
- Greater longevity from your equipment.
- A safer work environment.
- Long-term optimisation of the line's performance.
- A considerable reduction in downtime and repair costs.
- Lower costs in the long term.
- 10%\* direct discount on spare parts for routine repairs.
- Free remote online assistance during the evaluation visit.



## TRAINING

Well-trained staff are the key to getting maximum efficiency from a line. If the line operators are properly prepared, time is saved in all processes, which translates into increased productivity and more employable workers.

We offer a service to boost the skills and knowledge of the team running the TMI line. This way, the training plan is always adapted to your company, your equipment and your workers' needs.

### THIS SERVICE INCLUDES...

- Definition of a training plan that suits operators' needs.
- Made-to-measure training based on the equipment provided by TMI and the operators' knowledge.
- Practical training for operators based on real, everyday examples.
- Review of the theoretical part, wiring diagrams, equipment subsets and how safety systems work, among other subjects, based on the specific documentation for each machine.
- Explanation and demonstration of optimal maintenance and cleaning of TMI equipment.
- Instructions and advice from the most experienced TMI technicians.

### WITH THIS SERVICE, YOU GET...

- Boosted productivity.
- Training that suits your team's needs.
- Better and more comprehensive use of TMI equipment.
- Improved production ratios.
- Significantly reduced downtime.
- Greater professional satisfaction among employees.
- Fewer risks and work accidents.



## SPARE PARTS

Every packaging line in the world suffers from linear or predictable wear of its components as its hours of operation rack up, as well as from unforeseen failures, which cause production downtime.

To ensure that you are prepared for unforeseen events and to minimise maintenance and repair downtime, TMI's spare parts service can supply your plant stock with those items that require regular replacement, as well as those items that are critical to your installation. Our spare parts department will evaluate your case and make you a tailor-made proposal.

### THE TMI SPARE PARTS SERVICE OFFERS YOU...

- Detailed lists of critical spare parts and consumables.
- Assemblies for replacements of whole functional parts of the equipment (SMED philosophy).
- Analysis of data and alarms in the production process in facilities equipped with the OEE module.
- Advice regarding improvements and changes to make to achieve maximum efficiency.

### WITH THIS SERVICE, YOU GET...

- Greater longevity from your equipment.
- A safer work environment.
- Long-term optimisation of the line.
- A considerable reduction in downtime and repair costs.
- Maximum profitability from your packaging line.

# WE ARE ALWAYS BY YOUR SIDE

## CUSTOMER SERVICE

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### TECHNICAL SUPPORT

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