

Van Dorn Demag is proud to serve you with the most comprehensive list of service contract and training offerings in the industry. We will work with you to design a completely customized service, maintenance, and/or training plan to meet your specific needs.

Level	Preventive Maintenance (PM)	Oil Maintenance (OM)
<u>Platinum</u>	<ul style="list-style-type: none"> <li>Remove the screw and examine OD, Barrel ID, NRV, and check ring wear.</li> <li>Check clamp bushings, links, link pins, and movable platen support shoes/bearings for wear.</li> <li>Check for tonnage or clamp cylinder leaks.</li> <li>Includes all Gold &amp; Silver level PM activities.</li> </ul>	<ul style="list-style-type: none"> <li>Drain and clean the hydraulic tank.</li> <li>Replace all tank strainers and breather bags if installed.</li> <li>Fill the tank with VDD AW46 fluid purchased separately by the customer.</li> <li>Includes all Gold and Silver level OM activities.</li> </ul>
<u>Gold</u>	<ul style="list-style-type: none"> <li>Grease all fittings, linear bearings, and pump couplings.</li> <li>Replace all oil filters and breather elements.</li> <li>Replenish injection unit lubrication, fill grease reservoirs.</li> <li>Calibration of hydraulic pressures and proportional valve spans.</li> <li>Tuning of control set points, ramps, and closed loop control.</li> <li>Includes all Silver level PM activities.</li> </ul>	<ul style="list-style-type: none"> <li>Replace oil filters and breather elements.</li> <li>Provide and install a temporary auxiliary hydraulic fluid filter system to run continuously for 3 days.</li> <li>Includes all Silver level Oil Maintenance activities.</li> </ul>
<u>Silver</u>	<ul style="list-style-type: none"> <li>Test complete machine functionality.</li> <li>Check base level and platen parallelism.</li> <li>Check all machine safeties operation.</li> <li>Check for hydraulic leaks and loose connections.</li> <li>Take oil samples and provide analysis.</li> </ul>	<ul style="list-style-type: none"> <li>Supply quarterly oil sample analysis for a period of up to one year.</li> <li>Hydraulic fluid trend reporting and analysis package.</li> </ul>

Calibration	Sys-Check	Leveling & Loading
Certify your machine with our calibrated gages & equipment traceable to N.I.S.T. (DPG cert. #A1577) to maintain your ISO certification. Customer certificate provided for your ISO registrar.	Verify machine performance and detect problems early. Also ideal for re-commissioning idle machinery through a complete startup process.	Maintain good nozzle alignment, prevent premature bushing wear, and protect your mold from damage caused by platen misalignment.

### Customized Service Contracts

Service contracts can also be completely customized. Include any combination of service offerings from the programs listed above or design a program of your own. VDD Field Service Engineers are available throughout the country to provide their expertise in servicing your VDD machinery.

### Customer Training

Control	Process Optimization
<ul style="list-style-type: none"> <li>Understanding the machine sequence</li> <li>Machine safety features and functions</li> <li>Operator interface and control screens description</li> <li>Machine overview and component identification</li> <li>Clamp/Eject and core pull system setup</li> <li>Injection process and associated setup screens</li> <li>Understanding closed loop control</li> </ul>	<ul style="list-style-type: none"> <li>Optimizing the clamp cycle time</li> <li>How to maximize mold protection</li> <li>Understanding velocity, pack &amp; hold phases</li> <li>Determining which cut-off mode to use</li> <li>Interpreting control profiles, graphs, and data</li> <li>Understanding why cushion fluctuates</li> <li>Setting up and using process monitoring</li> </ul>
Electrical/Hydraulic/Mechanical Maintenance	Calibration & Troubleshooting
<ul style="list-style-type: none"> <li>Machine troubleshooting</li> <li>Hydraulic/electrical systems overview</li> <li>Clamp and injection unit descriptions and maintenance</li> <li>Machine safety features, lubrication requirements</li> <li>Calibration, alarms, and basic operations screens</li> <li>Basic hydraulic theory, controls, and symbols</li> </ul>	<ul style="list-style-type: none"> <li>Hydraulic circuit analysis</li> <li>Troubleshooting techniques</li> <li>Clamp maintenance and single point adjustments</li> <li>General repair, setup, and calibration guidelines</li> <li>Lab sessions include actual problem solving and machinery adjustments.</li> </ul>

Customer training can be held on-site or at your facility. Give us a call at (440) 876-6289 to register for training by phone, or go online and view our training schedule.

<http://www.vandorndemag.com>

# Technical Service Offerings



	Benefits
Preventive Maintenance	Prevent unplanned downtime caused by overdue maintenance. Tune machine performance to maintain efficiency and minimize energy usage. Verify screw, barrel, and non-return valve wear, part quality, and critical dimension inspection and compliance to design specs.
Oil Maintenance	Protect hydraulic valves, hoses, cylinders, pumps, seals, and wipers caused by hydraulic fluid contamination. Protect the hydraulic fluid and ensure the quality and reliability of hydraulic components. FDA approved hydraulic fluid for food container applications also available.
Sys-Check	Verify machine operation and safety performance to OEM design specifications, and ensure availability for use. Check electrical connections, and hydraulic component interface integrity. A comprehensive verification, inspection, test, and documentation process.
Leveling & Loading	Prevent premature clamp component and bushing wear, injection unit and nozzle misalignment, and part defects caused by uneven tool alignment. Ensure proper and even loading weight distribution to avoid long-term, wear related failures.
Calibration	Maintain machine accuracy of clamp, ejector, and injection unit position, pressure, tonnage, and velocity sensor readings with N.I.S.T. Traceable certified gages. Certification document provided for your ISO or QS quality system certification requirements.

Service Labor Pricing	<500 Tons			500-1000 Tons			>1000 Tons		
	Platinum	Gold	Silver	Platinum	Gold	Silver	Platinum	Gold	Silver
Preventive Maintenance	\$2,800	\$2,000	\$1,500	\$3,300	\$2,200	\$1,500	\$3,800	\$2,400	\$1,500
Oil Maintenance	\$1,500	\$1,100	\$150	\$1,700	\$1,300	\$150	\$1,900	\$1,500	\$150
Sys-Check		\$1,000			\$1,500			\$2,000	
Leveling & Loading		\$1,500			\$2,000			\$2,500	
Calibration		\$900			\$1,200			\$1,300	

Discount Schedule			
Machines	10-15	16-24	>24
Discount	5%	10%	15%
Discounts can include long-term service contracts for individual machines (e.g. a semi-annual, 2-year contract is equal to 4 machines).			

Customized training classes are available.

	At DPG	At Customer's Site
Control	\$500 per Person	\$1,500*
Process Optimization	\$1,000 per Person	\$3,000*
Electrical/Hydraulic/Mechanical Maintenance	\$850 per Person	\$4,000*
Calibration & Troubleshooting	\$1,100 per Person	\$5,000*

\* Does not include travel & living expenses

**Van Dorn Demag Corp.**  
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 Training (440) 876-6289  
[www.vandorndemag.com](http://www.vandorndemag.com)

Give us a call, visit us at our Web site, fax us your order, or schedule a time to meet with your Sales Representative, Key Account Manager, or Technical Service Manager at 440-876-8960 to discuss the details. We can completely customize a service contract or training program to meet your needs. Our trained and qualified Field Service Engineers are available throughout the United States, Canada, and Mexico ready to serve you. Each service contract includes a comprehensive and documented feedback report of services completed for each machine to keep for your records.

**Special Offer:** Customers who purchase additional replacement components within 30 days following the service activity performed can receive a 5% discount off the purchase price.

Labor pricing does not include parts or travel required for each offering, or any special rigging needs. Additionally, standard labor rates may be included as necessary due to any customer caused interruptions or delays during a scheduled visit. Rev. 01/2009