



Lifecycle Service

Partner for Performance



Top performance together



What do you expect from a partner? That he exactly knows your requirements and needs and has the appropriate solutions down pat? That you understand each other without words and can always rely on each other? That you are a strong team which can achieve top performance together? The Krones Lifecycle Service fulfils all of these requirements.

Whether cost efficiency, reliability in day-to-day operation or a production process designed to ensure sustainability: We recognise your requirements and wishes and implement them in Krones solutions which are exactly tailored to your needs.

Krones is not only a service provider but also your partner who supports you even after the purchase of a new machine. Thus you will achieve your goal – and even more.



The products of the Krones Lifecycle Service



How can Krones help you to improve production sequences in your company?

The answer is clearly and simply: We offer you for your Krones machines and lines exactly those LCS products which are tailored to your requirements. Regardless of whether this concerns the perfect performance of your line, the ideal organisation of your warehouse or comprehensive after-sales support: The Krones LCS experts are always there to help you reaching your goals and turn your wishes into optimal LCS solutions.

On the following pages you will find an overview about the individual products of the Krones Lifecycle Service.



Spare parts



Spare parts

Krones LCS stands for a spare parts supply service which meets the high demands of our customers: Thanks to strict quality controls and international centres, the spare parts needed are available quickly and in the optimum quality – and this worldwide. Our plants in Germany offer very high availability with a stock of around 170,000 scheduled parts. The plant in Neutraubling alone stocks 26,000 parts. In order to be able to guarantee high availability globally as well, the Krones Centres have around 25,000 scheduled parts in stock. In addition, the Krones.store offers customers a direct, fast, and uncomplicated way to purchase spare and wear parts.

Stock-keeping package

With our LCS stock-keeping package, Krones optimises access to spare parts at the customer's facility, thus making it possible to have continually high machine availability and productivity in the line. The aim is to have all of the necessary parts in stock, both in the customer's warehouse and at the Krones locations, before the need arises. The customer is therefore benefiting from many year of experience in the field of stock keeping and receives an individually customised stock-keeping package .

Maintenance



Inspection and overhaul

We provide our customers with support throughout the entire maintenance process. This includes a detailed inspection (to determine the machine's current condition), a smooth overhaul (target condition of the machine), as well as close and transparent communication between all those involved throughout the entire sequence. Thanks to the strong cooperation between the client and Krones and the appropriate documentation, the desired result is achieved: So we ensure sustainably the technical availability and guarantee a transfer of knowledge between Krones and the customer staff.

In-house overhaul

When performing on-site overhauls, Krones offers its customers the possibility of simultaneously having individual assemblies overhauled in-house at one of our Krones plants or having them directly replaced with components which have already undergone a general overhaul. This thus allows you to restart your production after the shortest time and minimises downtimes. We also offer support in the organisational work involved with the in-house overhaul or replacement program.

Modular Service Agreements and Support



Modular Service Agreements

We create individual service packages in line with the requirements and budget of our customers. Krones Lifecycle Service Modular Service Agreements (MSA) form the basis of our quick, uncomplicated and competent assistance and ensure long-term line availability.



MSA Support

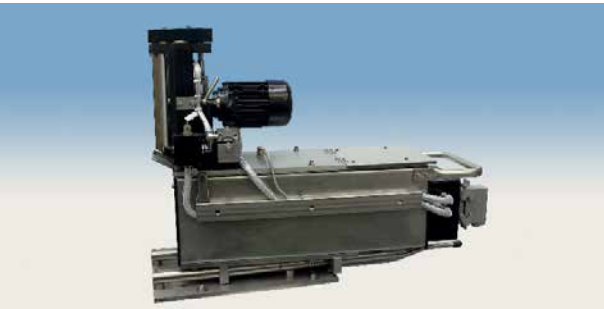
In the event of a fault, the customer is supported by a specialist in troubleshooting. Krones Support offers all Krones customers a central point of contact for all questions regarding the technical service of lines and machines – 24 hours a day, 7 days a week. If required, the services can be grouped together in an MSA Support Agreement. This agreement includes an annual all-inclusive supply fee and discounted support times in the form of hourly packages.



Argos – Augmented Reality Support

Argos enables Krones to offer optional live support by means of augmented reality in addition to telephone support. This means that, by using smart devices in your own system, you can receive immediate assistance from a Krones support specialist – as if they were directly on site. An appropriate internet connection is all that is required to use the service.

Retrofitting



Handling parts

Market trends are short-lived. When it comes to line flexibility, Krones helps its clients respond quickly and achieve market goals sustainably. Krones handling parts are the perfect solution for customers who wish to react quickly to market trends and modify their existing lines to fulfil new concepts and ideas. We check all handling parts for reusability – thus avoiding unnecessary extra costs for the customer.

Upgrades

As an innovative company, we place particular importance on the continual improvement of the machines and technologies in our customers' plants, even after their purchase. Customised upgrades improve the output, efficiency, ergonomics and economic efficiency of existing machines – and bring the lines of Krones customers up to present day standards without the need for major new investments.

Conversions

When market trends emerge, our conversions are the ideal solution for adjusting existing lines to such trends. With the range of packages offered by LCS Retrofits (RF), Krones customers can adjust their line with ease to handle new products or meet the current state of technology.



Line analysis

As part of the line analysis processes, Krones experts identify the optimisation potential of single machines and complete lines in the customer's plant. It is often worthwhile to take a more precise look at a line to counteract losses in the overall efficiency – particularly when retrofits or portfolio expansions place particular demands on it.



Energy and media analysis

Krones supports its customers in optimising energy efficiency and the consumption of resources – from the initial review of the current situation through to implementation. The scope of this consultation ranges from a single machine all the way to the entire site. We not only precisely check Krones lines, but also all third-party machines and the entire building technology. For this purpose, we create an individual energy, cooling, compressed air and heat concept with detailed measures for implementation.

Additional service



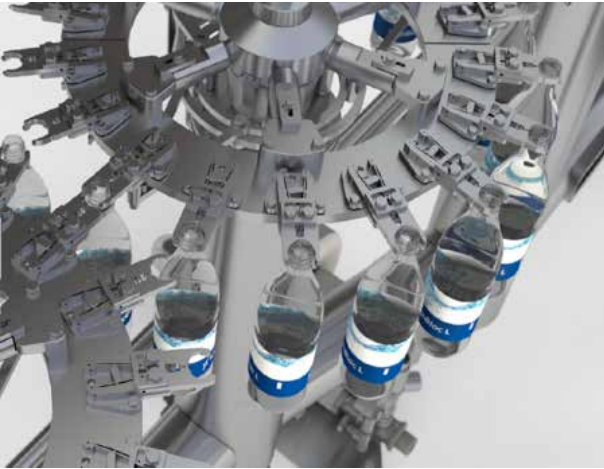
Line relocation

Thanks to years of experience with large-scale projects, Krones is a competent partner for line relocations. A Krones team draws up a complete project plan and implements the line relocation according to the customer's individual requirements. This includes all of the necessary process steps from dismantling, packing and transportation through to reassembly – both for single machines and for complete lines.



Embedded staff

With its "embedded staff", Krones supplies a machine expert to provide support on site at the customer's premises over a longer period. A Krones service engineer accompanies the customer's employees as they go about their daily work and helps them if they have any problems or questions during production.



3D scan neck-handling system

Neck grippers in particular and their accurate adjustment play a crucial role when it comes to achieving best possible line efficiency: Only an exact transfer position can guarantee a stable and fast transfer of containers in the line. In collaboration with experts for 3D laser measurement, Krones has developed a method for adjusting the neck grippers quickly and precisely.



Aseptics check

The Krones specialists for aseptic systems very precisely inspect the customer machines and verify that aseptic production and product safety are still guaranteed. This includes checking the process parameters and evaluating the hygiene condition of the machine. In parallel, the entire process technology is checked and assessed using process diagrams and error lists. Thus, during the aseptic check, our specialists take a close look at all components and media that are important for aseptic production.

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TOMORROW**

