

A smiling woman with dark hair, wearing a black headset with a microphone, is positioned on the left side of the image. She is wearing a light blue collared shirt. In the background, there is a large piece of industrial machinery with a blue and white color scheme. The machinery has glass doors and a control panel with a screen displaying a glowing globe and a lightbulb icon. The word "illig" is visible on the control panel. The overall scene is brightly lit, suggesting an industrial or laboratory setting.

illig[®]
SERVICE

A stylized world map is shown in the background of the text, composed of a grid of dots and lines. The map is white and set against a light blue background.

ILLIG
Global Services

BEST

Service level agreements

ILLIG Availability

Get technical support for your ILLIG system for its entire lifecycle.

Service level BASIC	Service level BUSINESS	Service level BEST
		Support of production
		Health check
	Machine maintenance	Machine maintenance
	Safety check	Safety check
	Diagnostic report	Diagnostic report
ILLIG NetService	ILLIG NetService	ILLIG NetService
Hotline	Hotline	Hotline



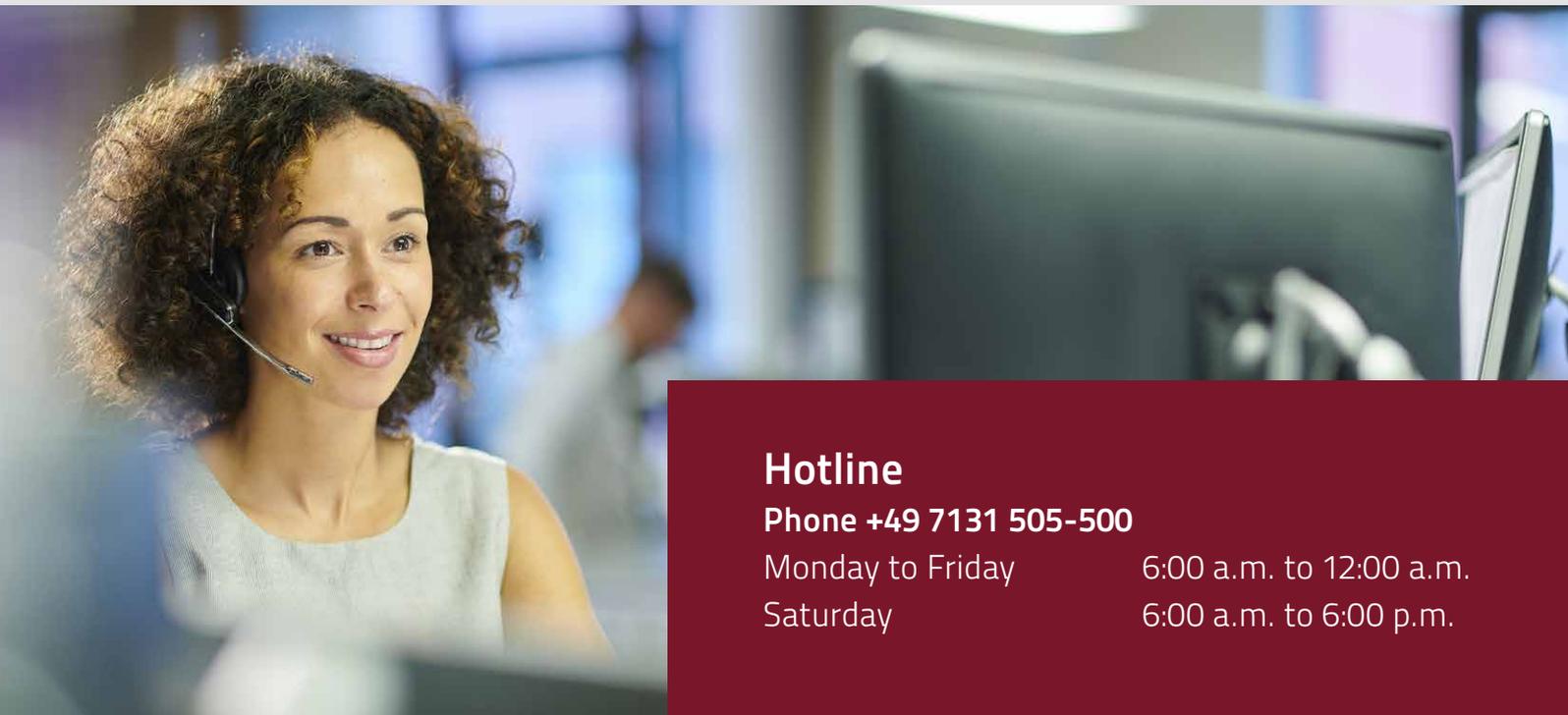
Technical service

Hotline

We're here for you, whether by phone, data channel or in person. Our team is made up of professionals with **years of experience**. The service hotline is available for you from Monday to Saturday, offering you immediate professional assistance with all your concerns.

Benefits

- | Quick and competent assistance for urgent problems
- | Immediate identification of a malfunction via remote access to your machine
- | Initiation of problem-specific assistance
- | Management of service deployments
- | Increased machine availability
- | Restoration of normal operating conditions/avoidance of extended downtimes



Hotline

Phone **+49 7131 505-500**

Monday to Friday

6:00 a.m. to 12:00 a.m.

Saturday

6:00 a.m. to 6:00 p.m.

Monitoring

Reduce costs and downtimes for troubleshooting problems via remote support. ILLIG remote support increases the availability of your ILLIG system.

NetService

Detailed diagnostics and rectification of failures via secure wireless remote connection to your machine.

Benefits

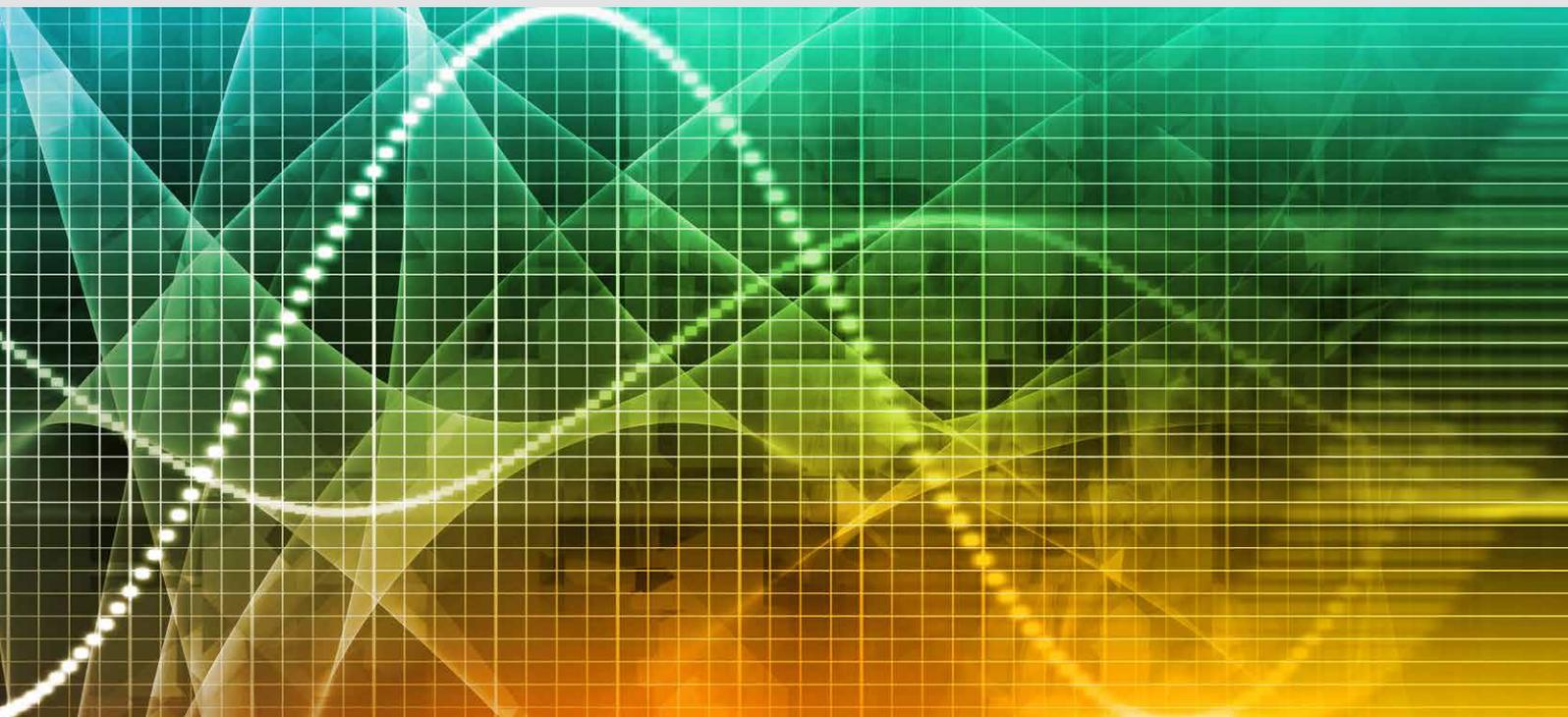
- | Quick remote support avoids cost-intensive service deployments
- | Detailed diagnostic reports prevent downtimes and lower the costs of finding the causes

Diagnostic report

Analysis and report of all drives in your ILLIG system.

Benefits

- | Comparison of results with setpoint values
- | Specific performance-enhancing measures can be taken.



Technical service

Machine and tool maintenance

Preventive maintenance performed by an ILLIG service technician is intended to considerably increase the machine's and tool's availability.

Preventive maintenance of ILLIG equipment by our service technicians is an important measure in maintaining the availability of the production line. The risk of downtime is minimized by performing necessary preventive repairs. This also includes the compiling of quotes for replacing worn-out parts with original ILLIG spare parts. This guarantees consistently good production results.



Tool maintenance

In addition to (preventive) maintenance for ILLIG tools in the ILLIG tool shop in Heilbronn, (preventive) maintenance can also be performed on site.

Procedure for on-site maintenance

- | Dismantling of your tool at your production plant by a professional ILLIG service technician
- | Maintenance work and support, as well as a tool and wear part analysis
- | Installation of ILLIG spare parts on site

Advantages of tool maintenance

- | Less downtimes
- | Increased productivity
- | Inspection and complete overhaul of your tool
- | Original ILLIG spare parts
- | Wear part analysis
- | Replacement of worn-out or damaged parts
- | A comprehensive service report

Technical service

Health check

For smooth operation of your ILLIG system, your machine is inspected to determine if any wear parts are in need of being replaced.



Machine inspection

- | Inspection and analysis of your machine's condition
- | Inspection of wear parts
- | Any damages revealed by the inspection are noted, which can be repaired on a separate service order

Benefits

- | Minimize unscheduled downtimes
- | Constant productivity and machine availability
- | Recommendation of actions to eliminate the causes such as inspection, settings, replacement of wear parts
- | ILLIG Service recommends appropriate spare part sets that are based on the experience of our specialists

The ILLIG health check enables you to keep your machine productivity and availability at a consistently high level

Process optimization

Our experts support your production process and optimize the entire thermoforming process to enhance your machine's performance, improve your product quality and increase your machine's availability.

Process optimization

Find the optimum settings for your production systems based on specific operating conditions and products.

Benefits

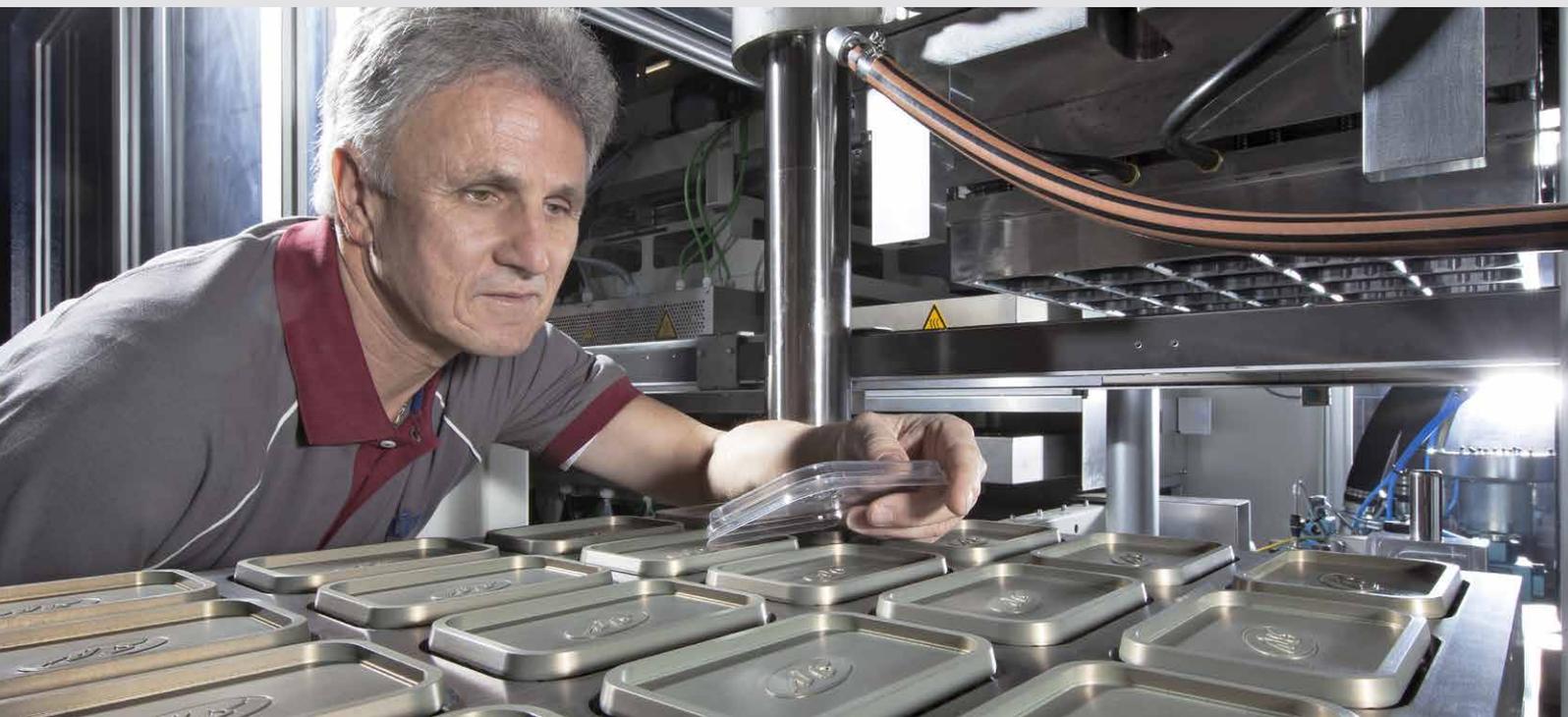
- | The best setting parameters for your specific product
- | Enhanced efficiency
- | Training and support for the machine operator
- | Support for commissioning of customer-specific products

Support of production

Support during the production process by an ILLIG service technician.

Benefits

- | Facilitated production process
- | Training and support for the machine operator
- | Support for commissioning of new tools and upgrades





Systems for thermoforming and packaging technology

- | Sheet-processing machines
- | Automatic roll-fed thermoformers for forming/punching tools
- | Automatic roll-fed machines with separate forming and punching
- | Skin and blister packaging machines
- | Form, fill and seal lines
- | Tool Systems



Tradition Forms Future



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