



MIXING GROUP

GLOBAL SERVICE





**Reliable solutions for the future.
Pure Passion – HF MIXING GROUP.**

The HF MIXING GROUP applies pure passion to developing, producing and providing equipment for mixers and mixing rooms. With the specific expertise required, we're a reliable partner to the rubber and plastics industry. Across the world, customers use our equipment for all conceivable types of tyres, sealing profiles, brake pads, thermoplastic elastomers and a wide range of master batches for plastics. Customers value our commitment and high degree of process reliability that we achieve with our tailor-made products and services. We can offer you much more than just a product range. We deliver totally dependable service worldwide that perfectly matches your requirements.



**Our ideas stick.
Pure Passion – HF MIXING GROUP.**

In early 2010, Harburg-Freudenberger Maschinenbau GmbH, Farrel Corporation and Pomini Rubber & Plastics Srl all became part of the HF MIXING GROUP. By combining our expertise and harnessing the resources in our Group, we can create ideas that stick. Due to the different capabilities the Group offers, we can consolidate the expertise required to develop state-of-the-art solutions for our customers. We pledge to enhance our technology and services constantly until you're absolutely satisfied.



**On hand with superb service.
Pure Passion – HF MIXING GROUP.**

We're always available to provide support. HF MIXING GROUP offers customers across the world the ultimate in service – from the initial installation phase and throughout the product's service life. This principle applies to our whole product range and beyond – Harburg Freudenberger, Werner & Pfleiderer, Farrel, Pomini Rubber & Plastics, Skinner, Francis Shaw, Homrich and Gumix.

A global network of service centres and experienced partners guarantees close and local liaison with you, so that we can provide fast and professional help when needed. You can rely on us 24/7, the whole year round.

CUSTOMER SERVICE

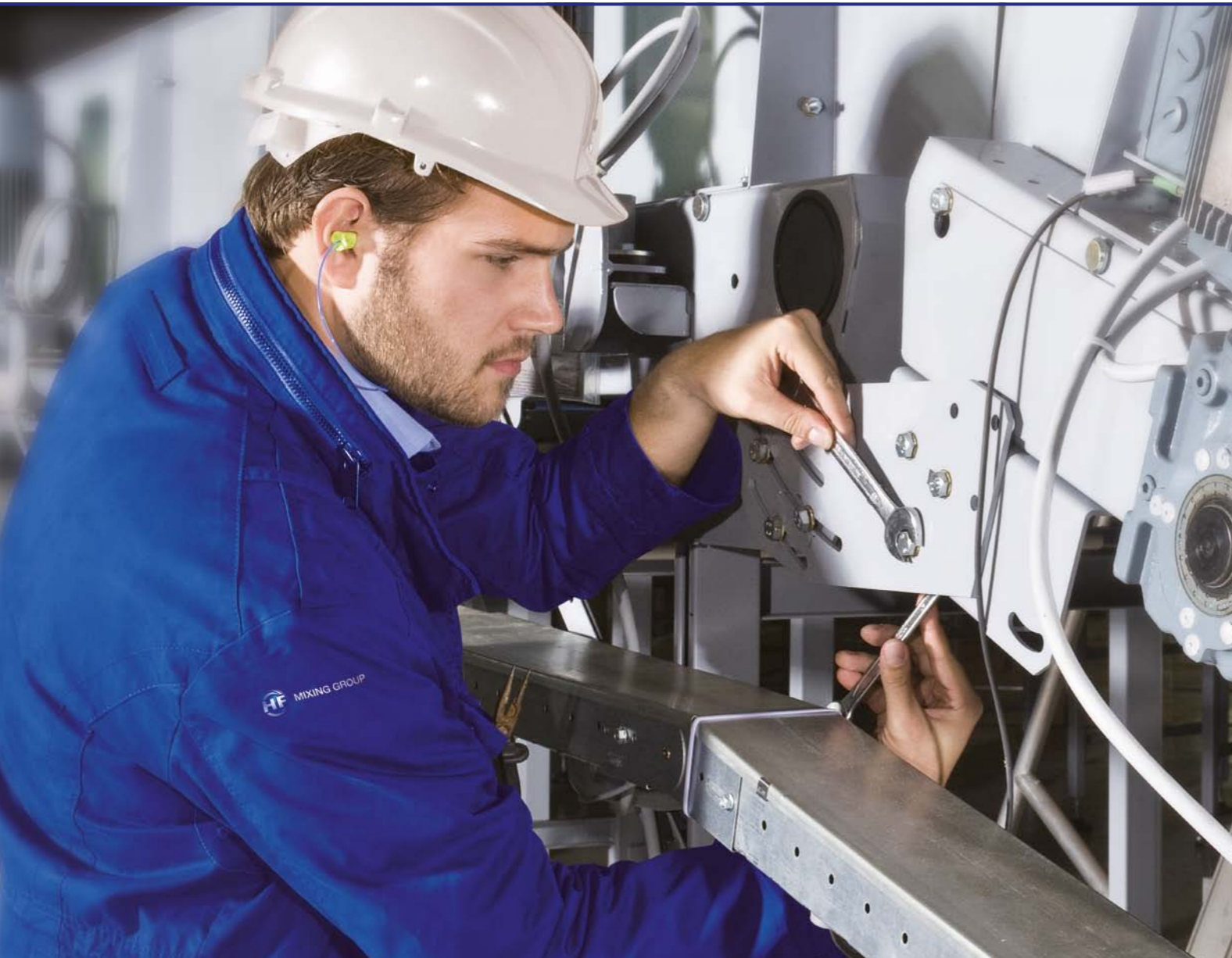


Commissioning and briefing

We want your machinery to be up and running as quickly as possible. To guarantee this happens, we test our machinery before shipping. Our specialists support their partners locally so that machinery is set up without any problems. We also train your maintenance staff and operators on site, so that production can be started up fast.

Servicing

Of course maximum availability of our machines has top priority. This is why we compile detailed information during servicing that exactly documents the condition of each machine and piece of equipment. Servicing reports include information on likely malfunctions and their causes that are often the result of normal wear and tear. The problems can then be eradicated immediately, or spare parts ordered in time.



REPAIR AND SPARE PARTS SERVICE

We stock standard spare parts and key unmachined parts in order to give you the best possible service. Thanks to our machine data base, we can identify the spare part you require reliably and quickly should the need arise and then send it to you. Keeping unmachined parts in stock means very short lead times for specific spare parts. Service-centre support provides accurate, fast and reliable advice on and delivery of spare parts. Of course we can also repair faulty components, if this proves the better option.

HF MIXING GROUP has developed the E.L.C.I. (Equipment Lifecycle Indicator) system in order to enhance the availability of your machinery and to allow you to plan better for machine downtimes. With the aid of performance indicators from the industry, abrasion can be calculated in advance so that the necessary repairs are easier to schedule. With the aid of servicing, models can be tailor made for you.

UPGRADING AND MODERNISING



Of course not every mixing room is state of the art. In order to enable cost-effective modernisation, we offer mixing-room analyses. We can then develop enhancement strategies with you. As a result, if required you can enhance potential with regard to productivity, user-friendliness, or energy consumption. Modern rotors, improvements to the feeder system, as well as drive- and automation replacements are just some examples.



A COMPREHENSIVE PACKAGE

Servicing and maintenance, modernisation, original-spare-parts service, process-engineering support, mixing-room analyses and turnkey installations are examples of the in-depth service HF MIXING GROUP delivers.

Depending on your needs, we would also be happy to provide customised service contracts from our portfolio. Therefore, you can ensure your mixing room is first class at all times and maximise the service life of all components. Questions about automation can often even be solved online.

TRAINING



The demands on product quality also step up the requirements made on production technology. HF MIXING GROUP constantly meets these challenges by carrying out comprehensive research and development projects and incorporating the results in our machinery.

To keep you up-to-date at all times, we offer practical and theoretical training in our technical lab and training centre. The range we offer spans training in individual components like the hydraulics, or enhancements in process engineering terms. We also publish our findings during regular conferences.



Pure Passion – HF MIXING GROUP.

www.hf-mixinggroup.com

Passionate professionals who fully dedicate themselves to projects will always come out top. Because passion is a powerful force. It releases undreamt-of opportunities and potentials. Consequently, passion is our key to sustainable customer satisfaction and generating added business value.

Please find all service hotline numbers here:
www.hf-mixinggroup.com/service/24-hours-hotline

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