

WE KEEP YOUR OPERATION RUNNING

IWK Service



THE IWK SERVICE PORTFOLIO

Target-oriented service exactly where it is needed

More than 15% of our employees work in technical customer consulting, classic service and machine maintenance to ensure optimal service for more than 10000 running machines.

Our main target is to keep your operation running. To achieve this goal, our employees develop technical solutions every day to support you both proactively and reactively. Our service portfolio ranges from fast emergency assistance via phone, the possibilities for professional technical modifications to complete modernization solutions for your IWK equipment.

SPARE PARTS

Many of our spare parts are already available from stock, which enables us to supply you with the required parts within shortest time. In addition, our experts will be happy to advise you individually which spare and wear parts we recommend for stocking. Our multicultural team assists you in your local language and our fast lane option guarantees shortest processing times and 24-hour availability. Due to a high safety stock level of critical parts and close cooperation with our suppliers, we clearly exceed the usual availability period of spare parts in the industry – we look forward to your inquiry.



FORMAT PARTS CENTER (FPC)

The market is constantly changing, so are the products in demand. The experts in our FPC ensure that your IWK machine can be flexibly adapted to your product lineup and used in a highly versatile manner throughout its entire service life. In our Format Parts Center all format parts for new and existing machines are developed, manufactured, optimized and tested. This enables us to offer you appropriate solutions even for your IWK systems that are more than 20 years old and guarantees short delivery times and highest product quality.

CONVERSIONS AND UPGRADES

Are you planning to expand your product range or want to change the functionality of your IWK machine? – We have the right solutions for you. From consulting, planning and implementation to production support - flexible solutions that adapt to your production plan. Benefit from our longstanding experience and know-how.



THE IWK SERVICE PORTFOLIO

Target-oriented service exactly where it is needed

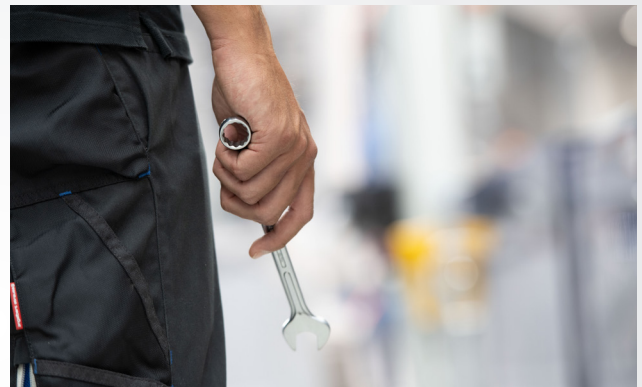


OBSOLESCENCE MANAGEMENT

Our Obsolescence Management ensures that your IWK machines remain state-of-the-art. Our portfolio ranges from selective replacement of individual, obsolete components to complete control system upgrades. These conversions maximize the service life of your machine, minimize its risk of failure and at the same time guarantee the availability of spare parts for the next years. We offer you a solution for your machine that is individually tailored to your application – we will be pleased to consult you.

INSPECTION AND MAINTENANCE

In addition to classic maintenance, we also offer individual service packages to keep the service life and reliability of your equipment at a maximum level. With our inspection and maintenance services, unplanned production interruptions are a problem of the past.



AUDITING, TRAINING AND QUALIFICATION

In order to increase the efficiency of your production, we offer you the possibility of process and performance auditing. Our experts will support you by examining your production equipment, internal processes and the professional skills of your employees. Based on this, we develop an optimization concept individually designed for your production. We offer you hands-on training and qualification opportunities individually matched to the level of knowledge of your employees. Qualified and motivated personnel is the key to success.

THE RIGHT SOLUTION FOR YOU

IWK SERVICE



DIRECT

Your personal contact partners will provide you with competent answers to your questions and concerns right from the start.



RELIABLE

Fast and reliable support in the event of a machine breakdown. We support you by telephone and personally on site with our worldwide service network.



INDIVIDUAL

No production is like the other. As individual as our machines are, so is our service. We offer you tailor-made solutions for your demands.



COMPETENT

Take advantage from our powerful customer service team and the longstanding experience of our designers and service technicians.



FIRST-CLASS

No matter if spare part, conversion or on-site service - benefit from our high quality standards and qualified personnel.



FUTURE-ORIENTED

To keep your business running, we work every day and are constantly improving - so that we can support you even faster and more effectively in the future.

IWK Verpackungstechnik GmbH

Lorenzstrasse 6
76297 Stutensee, Germany

Phone +49 7244 968 0
service@iwk.de

You can find further
information under
www.iwk.de/en/service

