

FULLY INFORMED.

ALL ABOUT UHLMANN
CUSTOMER SERVICES.

YOUR SPECIALIST FOR PHARMA PACKAGING AND TRUST.

Uhlmann is a leading global company and a family-owned business. This is a key factor for our success. For generations, we have been the trendsetter for pharmaceutical packaging, thus making our know-how unique and sought after worldwide.

This enables us to combine global performance with the trustworthy business practices of a family-run enterprise. Our relations with our customers, in particular, are based on genuine partnership. You can always count on us – on the excellent quality of our products, and on every commitment we make. It is important to us to offer you precisely the machines you need, and to shape everything to facilitate your everyday production. When our products are up and running on site, our partnership is far from over. We continue to serve you over the entire service life: as a strong, open-minded, and reliable partner.

OUR STRENGTHS IN NUMBERS

Corporate structure:	mid-sized, family-owned company with 16 Uhlmann Group members
Established:	1948
Group turnover 2016/17:	EUR 374 million
Export quota:	> 80 percent
Employees:	> 2,000

SUPPORT SERVICES

- ServicePlus
- Telephone hotline
- Remote service
- On-site service
- Spare parts
- Spare parts management
- PartsManager
- E-Shop
- Validation support
- Production support
- Relocation service

MAINTENANCE SERVICES

- MaintenancePlus
- Inspection
- Maintenance and repair
- FMECA
- Calibration services

PRODUCTIVITY SERVICES

- ProductivityPlus
- Mechanical upgrades
- Electrical upgrades

TRAINING SERVICES

- TrainingPlus
- Operating training
- Format changeover training
- Maintenance training
- Electrics/Electronics training
- Administration training

TOOLS AND FORMAT PARTS

- TopTools
- ToolManagement System

SUPPORT SERVICES

MAINTENANCE SERVICES

PRODUCTIVITY SERVICES

TRAINING SERVICES

TOOLS AND FORMAT PARTS

WELCOME TO UHLMANN CUSTOMER SERVICES!

You know from your daily operations that pharmaceutical packaging is a complex process critical to the efficiency and success of a pharmaceutical company. It demands uncompromisingly good, perfectly coordinated human-machine interaction. Our Uhlmann Customer Services division exists for this reason.

After purchasing our equipment, we have 15 locations around the world ready to assist you in all service matters related to the packaging process, wherever you may be. The options range from advice, to suitable components, to any kind of support you may need to run your Uhlmann machines as efficiently as possible. All-around support you can rely on:

- SUPPORT SERVICES FOR YOUR OPERATIONS
- MAINTENANCE SERVICES FOR YOUR MACHINES
- PRODUCTIVITY SERVICES FOR YOUR COMPANY
- TRAINING SERVICES FOR YOUR EMPLOYEES
- FORMAT PARTS FOR YOUR PRODUCTION PROCESS

Our range of services is structured solely to make your work easier and ensure fast response. Our team of over 400 employees is at your disposal to help boost your productivity and your company success. We are here to answer all your questions!

PERSON TO PERSON AT ALL TIMES.

OUR SERVICES FOR YOU.

No matter whether a machine part needs replacing, the software needs a performance upgrade, or your team has to contend with an outbreak of flu: our services are your solutions.

Flexible support at a fixed price:

+ SERVICEPLUS.

ServicePlus is a modular, need-based package that gives you exactly the right amount of support. It covers all relevant areas vital to keeping your machine up and running: mechanics, electrics, and software, as well as a direct contact for all your queries.

The principle is very simple. You first decide which services you need: telephone hotline, remote service, on-site service, or spare parts management (see next

page for more details). Secondly, you select the extent of each module you require: the versions Basic, Comfort, and Premium are available, each with fixed availability and response times. The outcome is a range of services tailored to your needs on the basis of maximum availability, minimum response time, and optimum machine uptime. Each package also gives you full cost control thanks to fixed prices per annum.

SERVICE HAS MANY FACES.

AND EVERYONE SMILES.

Straight to the point:

TELEPHONE HOTLINE.

If you have a question, simply call us! Our specialists are right here to help you. This allows errors to be promptly rectified and helps avoid downtime.

Assistance at the touch of a button:

REMOTE SERVICE.

You want the fastest possible support? Then why not use our remote service. This allows you to submit your service inquiry at the machine via the Excellence United Service Portal. Our experts respond immediately and carry out a multimedia-based, remote diagnosis.

Here and now:

ON-SITE SERVICE.

You require professional assistance? Over 100 Uhlmann technicians are available worldwide to inspect and maintain your machines – and, of course, solve acute problems. No matter where your company may be.

Quality is indispensable:

SPARE PARTS.

Are you looking for top quality down to the last detail and as fast as possible? Then you are on the safe side with our spare parts. All wearing parts are generally in store. Our stocks make sure that your operations run smoothly. In the case of modified design or obsolete parts, we provide you with equivalent, compatible spare parts or assemblies.

Optimized inventory:

SPARE PARTS MANAGEMENT.

Would you like to make your inventory more cost-effective? Our spare parts management optimizes your stocks according to your machines, production, and maintenance strategy. For instance, you can remove readily available parts from your inventory. Moreover, you receive modular spare parts packages that suit the uptimes when you purchase a new machine.

Your individual parts catalog:

PARTSMANAGER.

You would like a complete overview of your parts? In the PartsManager, an electronic spare parts catalog, your individual machines are graphically visualized in the system 1:1. You can locate each part fitted in the machine and directly click on it. If desired, we will gladly link up your PartsManager with our E-Shop.

Click, click, done:

E-SHOP.

You wish to inquire about or order spare parts via the Internet? The Uhlmann E-Shop is open seven days a week, 24 hours a day. You can see immediately which part is available, how quickly it can be sent, and how much it costs. You can also track its delivery. On request, we can integrate the online shop into your own internal procurement system.

Qualification made easy:

VALIDATION SUPPORT.

You wish to qualify your systems without affecting production? We provide you with all the data and documents required for validation. For machines and subsequently supplied components, in accordance with your specifications and established standards, such as the GMP guidelines.

We lend a hand:

PRODUCTION SUPPORT.

You are understaffed? Our service technicians gladly pitch in to support your team in an emergency, such as during vacation or peak periods, or when commissioning a new machine. When new forming materials and format parts are run in, this amounts to on-the-job training for your staff.

Relocate with ease:

RELOCATION SERVICE.

Relocating your production? Leave it to us! We plan, organize, and supervise the move when you have to relocate your packaging equipment. We dismantle it, organize transportation, perform any modifications, re-install, and recommission it, so that you can resume production without a hitch.

Our services – your benefits:

- **Maximum machine uptime** with ServicePlus
- **Cost-effective inventory** using spare parts management
- **Minimum downtime for qualification** using validation support
- **Smooth move** with our relocation service
- **Time- and cost-savings** with our professional support

GOOD MAIN- TENANCE BRINGS UNIVERSAL BENEFITS.

ALSO IN THE FUTURE.

Your individual demands on your equipment call for equally tailored maintenance. Our maintenance services keep your technology, electrics, and software in perfect condition, and the know-how of your machine personnel is always up to date. Your machine remains perfectly maintained and operational over the long term.

When everything runs optimally and interacts:

+ MAINTENANCEPLUS.

MaintenancePlus is a comprehensive package which enables you to maintain stable production and maximum machine uptime. We offer a suitable maintenance package for all our products taking all relevant factors into account. Among others, the following modules are included:

- Classic machine maintenance
- Calibration measures
- Security and program updates
- Practice-oriented technical training

You can combine our modules graded to suit your needs. As with ServicePlus, we offer you Basic, Comfort, and Premium options individually tailored to your production process.

In consultation with our team of experts, you choose the optimum maintenance measures for your production process and decide how extensive the maintenance or the training measures for your technicians should be. This allows you to select the ideal cost-benefit balance for your company.

As broad as our MaintenancePlus options may be, they all have one thing in common: they maintain the value of your machines and prolong their service life.



An effective recommendation:

INSPECTION.

You wish to know the status of your machine with minimum effort? Just ask us! We tell you what needs to be done after every inspection. We recommend suitable maintenance for each machine so that your equipment continues to run smoothly.



Perfectly maintained:

MAINTENANCE AND REPAIR.

You wish to enjoy the benefits of your machine for a long time? Our maintenance experts are at your disposal. Our experienced specialists eliminate wear and tear before it can affect your production. And you profit from the exchange of professional know-how – free of charge. Perfectly maintained, your Uhlmann machines remain efficient, retain their value, and operate for years to come.

Act before something happens:

FMECA.

Do you want to eliminate future weaknesses today? The failure mode effects and criticality analysis (FMECA) examines all the components in your machine, and assesses the probability of their failure. It also provides you with a suitable spare parts inventory and maintenance strategy. So you remain that vital step ahead of a machine standstill.

Precision without compromises:

CALIBRATION SERVICES.

You also expect consistent top quality in highly sensitive areas? Our certified calibration services are made for that. Regularly performed, they ensure that VisioScan systems constantly and reliably detect invisible tears and pinholes in the forming material. They also maintain the precision of key components, such as the pressure nuts: for perfect blister molding and sealing.

Our services – your benefits:

- **10 percent lower technician costs** with MaintenancePlus
- **Prolonged life cycle and value retention** through professional maintenance
- **High level of reliability** with calibration services
- **Low risk of failure** as the result of FMECA
- **Stress-free maintenance** with smart, comprehensive packages

EFFICIENCY IS NOT TO BE REPLACED,

UNLESS WITH EVEN GREATER EFFICIENCY.

The pharma industry is a highly dynamic sector. The demands on productivity and flexibility are constantly rising, while new standards and legislation call for continuous adaptations and targeted measures. Rest assured that our productivity services can help. Our set of measures makes your production more efficient and keeps you updated at all times.

Analysis and solution in one.

+ PRODUCTIVITYPLUS.

ProductivityPlus leads you step by step to up to 20 percent added output.

On-site assessment

We analyze all five areas crucial to the efficiency of your lines: machines, production material, organizational structure, employee know-how, as well as the working methods, such as format or batch changeovers.

Data evaluation

We document your current situation and create a comprehensive production analysis.

Concept development

You receive individual, cost-benefit proposals aimed at attaining added-value operation. How much time can be saved when changing batches? Can the qualifications of your team be improved? Our experts are glad to answer these and many other questions, and help you to implement solutions.

ProductivityPlus is as comprehensive as you wish: the versions Basic, BasicPlus, Comfort, and Premium give you support of varying intensity and reveal where added-value potential lies dormant.

State-of-the-art technology:

MECHANICAL UPGRADES.

You need to adapt your packaging production to new standards and legislation? Our upgrades keep your machines up to date. We carry out adjustments or replace the relevant mechanical components. Naturally, we also take care of the components unaffected by regulations and plan the work measures to best suit your production schedule. So that you can always rely on maximum productivity and reliability.

In top form with controls, etc.

ELECTRICAL UPGRADES.

You have to upgrade your control system or software to meet new specifications? We can also help here. No matter whether you need to comply with new legislation or, for example, your operating system has been discontinued: we install new, compatible parts and bring your existing systems up to the latest standards.



Our services – your benefits:

- **Maximized efficiency** through competent OPEX specialist support
- **Up to 20 percent improved productivity** through ProductivityPlus
- **Lower operating costs** through state-of-the-art technology
- **Production reliability** with optimum upgrades
- **Ensured spare parts availability** by fitting new components

EVERY TEAM IS DIFFERENT.

JUST LIKE OUR RANGE OF TRAINING.

A motivated and competent team is crucial to every company's success. We offer effective training and qualification options covering all areas of work whether in the form of open training courses, or as part of our TrainingPlus program. So that not only your machines, but also your employees are always up to date.

Clever training, clever employees:
+ **TRAININGPLUS.**

Our TrainingPlus option builds high-level machine expertise, while naturally taking into account legal specifications such as GMP guidelines.

TrainingPlus is based on various modules, always beginning basic training related to the machine you have in operation or is due to be commissioned. This is followed by courses specifically structured to cover issues such as machine operation, format changeovers, and maintenance. All modules can be freely combined.

The training plans are individually tailored to your needs, depending on which employees require training, and whether you choose to use our training center or your own facilities. Our instructors fit the bill perfectly. You profit from over 20 years of experience with over 25,000 satisfied participants.

Bring the best out of the machine

OPERATING TRAINING.

You want to improve your machine output? Perfect machine operation makes this possible. Our training courses cover and help optimize every point of contact with the machine, be it at the control panel, inspection camera, or printer – practice-oriented and with hands-on sessions.



Everything flows:

ELECTRICS/ELECTRONICS TRAINING.

You would like expand your electrics/electronics know-how and quickly rectify faults yourself? We offer suitable training courses. Whether circuit diagrams, sensors, or electrics troubleshooting – our trainers are proficient in all these fields and pass on their knowledge in understandable terms. So that your production flows when the current is on.

Understand machines:

ADMINISTRATION TRAINING.

You would like to use your machine data more effectively? Our trainers can help your team do just that. Your employees learn how to manage passwords, users and access rights securely, and, for example, how to analyze and optimally use production reports. So you can recognize dormant potential and wake it.

No friction loss:

FORMAT CHANGEOVER TRAINING.

Your changeovers take too long? Our format changeover training helps. To ensure that the entire process runs smoothly, we take one step at a time: from preparation, retooling and setup, to the trial run. This reveals any time-wasters, which can be promptly optimized.

In-house maintenance skills:

MAINTENANCE TRAINING.

Professional in-house maintenance? You can manage that hands down. Our training courses teach your team everything it needs to know about efficient maintenance. Time schedules, to-do lists, safety training, and know-how on wear and tear give your staff the professional skills they need to perform key routines themselves.

Our services – your benefits:

- **Improved machine uptime** through fewer operator errors
- **Proven efficiency gains** through improved machine utilization
- **Qualified employees** due to experienced trainers
- **Practice-oriented know-how** from the OEM
- **Added confidence** for machine handling based on practical experience

OEM SUPPORT:

TOOLS AND FORMAT PARTS.

As a leading manufacturer of pharmaceutical packaging machines we know that a machine is only as excellent as the quality of its individual parts. You can always be sure that every single Uhlmann format part and tool is of best-of-class quality.

Productivity is more than the sum of parts:

TOPTOOLS.

TopTools is the collective term we use for Uhlmann tools and format parts. This term is more than fitting as you can rely on top quality down to the finest detail. After all, TopTools are much more than just technical components. They are part of your production process and developed by us on the basis of our extensive knowledge.

- **Format expertise:** We have the right parts and feeding systems for even the most complex shaped products.
- **Forming materials expertise:** TopTools are ideally suited to your forming materials and hence also their sealing and shrinking behavior, for example.
- **Machine expertise:** Our format parts are developed on and for Uhlmann machines so that they function perfectly.
- **Process competence:** TopTools are tailored to your packaging process and your individual operations.

Our original Uhlmann TopTools can be seamlessly integrated into your processes because we test them under simulated production conditions before they are delivered. Once our parts are in operation, our experts are naturally at hand to ensure that your machine always runs productively. The bottom line: our superior TopTools save you time and money.

More than you expect:

ORIGINAL PARTS FROM UHLMANN.

You do not wish to spend too much money on formats and tools? We develop our parts to save you time and money. TopTools are not just top-quality products, but also a ready-to-use, all-inclusive package.

144/0099

Five joint steps: the way to your TopTool. We support and advise you through to commissioning of your perfect part.

1. CONSULTATION

Our specialists clarify your requirements and advise you individually.

2. DESIGN

We design and manufacture your tool so that it ideally suits your product and the required packaging material.

3. QUALITY CONTROL

Your format part is tested under simulated production conditions on Uhlmann blister machines – an unmatched service second to none.

4. FINAL APPROVAL

A final inspection, documented in detail, which you are welcome to attend.

5. COMMISSIONING

Ready for operation. You enjoy the benefits of plug and play – and our continued support, if you so wish.



Brand-independent tool inventory overview:

OUR TOOLMANAGEMENT SYSTEM.

You would like to professionally manage the tools and format parts of your entire production unit? The ToolManagement System (TMS) gives you a clear overview of all your components, quickly, and independently of the make. This simplifies your tool logistics and improves production planning efficiency.

Our services – your benefits:

- **Maximum machine availability** through efficient machine handling
- **Time- and cost-savings** with tailored parts and an unmatched, all-inclusive package
- **Smooth processes** due to the broad experience of our parts production
- **Investment security** on account of long service life and maximum efficiency
- **Efficient tool logistics** with our ToolManagement System

To find your personal contact partner and our locations worldwide please visit www.uhlmann.de/services



THE **HEARTBEAT** OF PHARMA PACKAGING

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