

**Contact:**

Kathrin Steimle  
Marketing & Communication  
Coperion Holding GmbH  
Theodorstrasse 10  
70469 Stuttgart / Germany

Phone +49 (0)711 897 25 07  
Fax +49 (0)711 897 39 81  
kathrin.steimle@coperion.com  
www.coperion.com

***Coperion Press Conference at K 2007***

**Tailor-made Service – the basis of customer satisfaction**

*Stuttgart, 25<sup>th</sup> October 2007.* – With effect from 1<sup>st</sup> January 2008, all activities of the Coperion Group's Global Service will be brought together in the Competence Center Service. This underlines the growing importance of the business unit customer service.

As fast response times are one of the decisive factors for the quality of customer service, Coperion has systematically expanded its network of service branches. Having this year alone opened new service centers in Asia (Thailand; third service center for China in Guangzhou) and in Europe (Turkey and Poland) and extended its existing service center in Wesseling with a repair workshop, Coperion's service network now comprises a total of 27 centers (Photo 1). A further service center will be opening in eastern Germany before the end of this year, and the total number of service centers will increase to 35 within the next 24 months. The service network currently employs as many as 250 specially trained after-sales service personnel (more than 10% of Coperion's employees), including about 140 service engineers. By employing local personnel in its service centers, Coperion avoids linguistic and cultural barriers from the very outset.

Coperion's after-sales service is available via a hotline around the clock. The service centers have online access to Coperion's most important data bases, enabling them, for example, to check the availability of spare parts and to initiate their despatch, even at weekends or on public holidays. Coperion operates several service centers jointly with its equipment suppliers, thus ensuring equally fast and efficient delivery of spare parts for peripheral units.

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After-sales service is of vital importance to the success of the Coperion Group on two accounts: firstly, a highly qualified service network is a valuable and at times decisive aid to the other two Competence Centers when it comes to developing new potential markets; secondly, a wide international service network ensures the high availability of Coperion machines and systems. Customers in the traditional markets of Western Europe and the USA not only appreciate but also demand expert on-the-spot after-sales service. In the upcoming markets, too, such as Russia, China, the Middle East and India, the availability of an on-the-spot customer service is becoming a decisive sales advantage for the entire Group to an ever-increasing extent.

### **From spare part to full-service contract**

The activities of the Competence Center Service are broadly based: over 10,000 Coperion compounding systems and around 7,000 Coperion bulk materials handling systems are in service worldwide. In order to serve its customers quickly and reliably, Coperion stocks around 60,000 spare and wear parts, the largest service warehouse in the plastic industry (Photo 2). Additional, local warehouses in the Far East and North America guarantee fast response and delivery times.

Coperion offers more than just spare parts services. For several years, now, the company has been offering emergency assistance and troubleshooting by modem. And in order that customers can avail themselves of Coperion's after-sales service within a desired scope, the company offers a choice of different service modules that can be put together to suit the customer's actual requirements:

- Regular **inspection** serves to ascertain the actual state of the system. The inspection report contains recommendations for the stocking of spare parts and the elimination of faults. By implementing these recommendations, the customer can ensure full utilization of available capacity and plan his servicing and maintenance measures over a long term.
- **Extended inspection** also includes wear measurement (Photo 3) and an operator training module. This enables the customer to react immediately to first signs of wear and to operate his system more efficiently with better trained personnel.
- The **Service Contract** covers maintenance and the preventive replacement of parts during a scheduled shut-down period and also any repairs that may be necessary. In this way, the customer is able to minimize downtimes, obtain a clearer overview of costs and avoid additional costs in consequence of belated repair measures.

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- The **Extended Service Contract** may cover error diagnostics, training, spare part packages or pre-agreed response times. The reduction in unscheduled downtimes made possible through such measures enables the customer to plan his production more reliably and ensures extremely efficient operation of the system.
- With the **Full Service Contract**, the customer receives all inspection and maintenance work, including continuity planning, from one single source. This ensures process optimization, minimizes total costs of ownership and prolongs the service life of the system.

The actual service arrangement will depend on the customer's own perceptions and wishes and on the demands made on his machines and systems. For the greatest possible efficiency, Coperion has optimized procedures at its headquarters and service centers so as to meet all customer and market requirements.

### **Modernization improves system performance and product quality**

Another important function of the Competence Center Service is the modernization of existing systems, especially the bulk materials handling systems and the ZSK compounding systems. This involves upgrading the mechanical and electrical parts of the systems to state-of-the-art standard. Whilst the reliability of investment in a Coperion compounding system or bulk materials handling system is already very high, it is even higher when the system has been modernized.

Every modernizing measure is preceded by a precise analysis of the actual state of the system. Both from the results of this analysis and from the customer's requirements, an engineering team specialized in such tasks derives the necessary and appropriate measures, taking into account the impact of these measures on the system as a whole. In order to increase the performance of a compounding system, or to reduce bottlenecks, appropriate solutions, for example, are the replacement by a more powerful drive, the subsequent integration of a gear pump or the retrofit of the barrel cooling system with water injectors. The quality of the product can be improved by converting the heating-cooling system of the pelletizer from steam to oil. In these and all other modernization improvements, the user also benefits from Coperion's experience and highly developed technological know-how.

In order to guarantee future availability, it is often advisable – especially in the case of relatively old compounding lines – to replace motors and/or drives with units for which there will be a

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guaranteed supply of spare parts in the future. Most modern drive units are more efficient, which will also mean a reduction in power consumption. Operation and control of a compounding line can be facilitated by replacing the several different controls of the existing compounding line with a single control system for all component units. In addition, the compounding lines can be integrated into various customer IT systems or equipped with measuring systems for remote diagnostics. Every modernizing measure is documented and accompanied by a corresponding update of the warranty.

At Coperion, modernizing projects enjoy the same priority as new machine projects. Over the past several months, Coperion has extended and upgraded its production of screw elements at all its production facilities, enabling a faster delivery of standard and special screw elements. This is of particular advantage in cases where extruders are to be modernized, as the necessary conversion work can now be better planned and carried out more quickly and efficiently.

The new Competence Center Service is in all its functions a strategic part and parcel of Coperion's objective of maintaining its market and technology leadership in compounding systems and bulk materials handling systems. Proximity to the customer is in this context particularly advantageous, for it is often the case that only after-sales service personnel are in a position to feed essential information on practical application back to the plant and process development engineers.

The Coperion Group ([www.coperion.com](http://www.coperion.com)), together with the companies Coperion Werner & Pfeleiderer, Coperion Waeschle, Coperion Keya, Coperion Hartmann and 20 sales and service companies, is an international market and technology leader for compounding systems and bulk-material systems. Coperion designs, supplies and maintains systems, machines and components for the plastics, chemicals, pharmaceuticals and food industries. In the 2006 financial year, Coperion achieved sales to the tune of 450 million euros, and employs around 2,100 staff as at 31.12.2006.

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Dear Colleagues,  
the English and German text of this press release, as well as a printable-grade copy of the colour images, are available for download on the Internet at <http://www.coperion.com/technicalpress>

Editorial contact and voucher copies:

Dr. Diether Burkhardt, KONSENS Public Relations GmbH & Co. KG,  
Hans-Kudlich-Straße 25, D-64823 Groß-Umstadt  
Phone: +49 (0)60 78/93 63-0, Fax: +49 (0)60 78/93 63-20  
E-Mail: [mail@konsens.de](mailto:mail@konsens.de), Internet: [www.konsens.de](http://www.konsens.de)



*Photo 1. With as many as 27 service centers worldwide, Coperion can serve all its customers quickly and without the disadvantages posed by linguistic and/or cultural barriers*

*Photo: Coperion, Stuttgart/Germany*

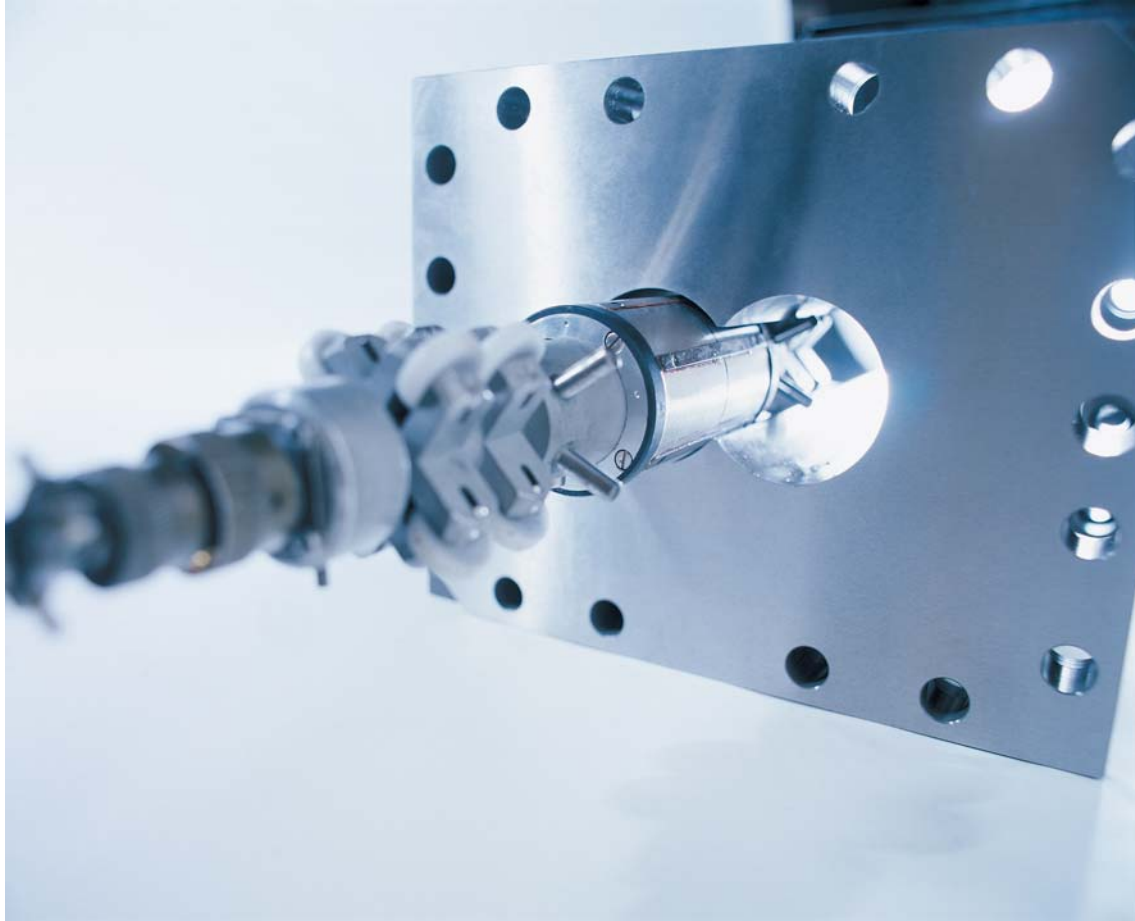
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*Photo 2. Fast delivery from warehouse to customer: Coperion stocks around 60,000 spare and wear parts in its warehouses in Germany, Europe, Asia, North America and South America.*

*Photo: Coperion, Stuttgart/Germany*

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*Photo 3. The measurement of wear in ZSK barrels and on screw flights enables the replacement of parts well before consequential damage or even a complete breakdown can occur*

*Photo: Coperion, Stuttgart/Germany*