



# After Sales & Service

IST METZ GmbH



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- **Highly-qualified staff**
  - **Factory-trained**
  - **Regular training courses to the highest standards**
  
- **World-wide service network**
  - **Ten offices in France, England, Italy, the USA, the Netherlands, Spain, Sweden, China, Thailand and Japan**
  - **Germany: team of service engineers at the headquarters in Nürtingen, three more engineers at strategic locations**
  
- **On-site customer care world-wide as required**



## ■ Benefits:

- ✓ short reaction times
- ✓ professional assistance if required
- ✓ always a high level of system availability



- **If a fault occurs, IST service staff determine the cause on site and get the system up and running again**
- **In addition to fixing the fault, all operating parameters are checked to enable further faults or defects to be ruled out reliably (“Quick Check”)**
  
- **Benefits:**
  - ✓ **rapid on-site assistance**
  - ✓ **your system only briefly out of action**
  - ✓ **spare parts requirement determined specifically**



- **If a system has not been serviced for a long time or if it breaks down unexpectedly, we render it safe on site so that it can run again**
  
- **Benefits:**
  - ✓ **repair in accordance with specification, complying with all certificates, regulations and standards**
  - ✓ **system operates safely**

## Units repaired at the headquarters of IST METZ GmbH

- if they are heavily soiled, for example, or if
- major repairs are due, or if
- it is not clear which parts are required

Register for repair online at [www.ist-uv.com/service/repair-request/](http://www.ist-uv.com/service/repair-request/)

## Benefits:

- ✓ no travel costs for engineers
- ✓ no need for several trips due to missing parts

**If a system is re-sited and relatively extensive modifications are required, it can be completely converted at IST METZ before it goes to the end-customer.**

## **Benefits:**

- ✓ **no complex conversions at the customer's**
- ✓ **test run and function test included**
- ✓ **the special tools required are available at the factory**



**All the operating parameters and safety functions of your system will be tested to allow errors or defects to be ruled out reliably.**

## **Benefits:**

- ✓ **all “vital” functions checked**
- ✓ **repair requirement determined - in cases where servicing has not been performed for an extended period, for example**
- ✓ **spare parts requirement determined**
- ✓ **machine is not out of action for an extended period**
- ✓ **special price**



- **Current state of the system checked**
- **All safety features tested**
- **Operating parameters set**
- **Spare parts requirement determined**

## **Benefits:**

- ✓ **safe and reliable operation of the UV system**
- ✓ **longer service life for lamps and components**
- ✓ **record of system history**
- ✓ **better drying performance**



- Preventive replacement of wear parts (see PLUS: maintenance)
- Benefits:
  - ✓ system operates safely
  - ✓ machine downtimes prevented by the replacement of parts

- **Dirt leads to poorer cooling of the UV unit and of the UV lamps, reducing service lives.**
- **This is frequently caused by paint and substrate residues which are hard to remove. A lack of air cooling is the result.**
- **IST METZ offers a complete cleaning service in which the units are dismantled so that all the components can be cleaned.**
  
- **Limescale and dirt in the water reduce cooling or can block parts carrying water.**
- **We can undertake all kinds of cleaning operation up to and including chemical cleaning.**

## Benefits:

- ✓ **cooling water is properly treated to protect the system and prevent sludge re-forming**
- ✓ **component service life is extended**
- ✓ **machine downtimes are avoided**
- ✓ **heat entrained by substrate and machine is reduced**
- ✓ **expensive damage due to “aggressive” water is prevented**

# Replacement service

**If you order parts which are complex to fit, IST METZ offers replacement of the parts by a qualified engineer.**

## **Benefits:**

- ✓ **parts are fitted professionally**
- ✓ **subsequent Quick Check**
- ✓ **special price if engineer is booked at same time as spare parts are ordered**



**It is important to learn how to deal with the UV system and its maintenance properly. IST METZ provides comprehensive training courses for printers and in-house electricians to teach how the UV system works and potential ways of eliminating small-scale problems.**

## **Benefits:**

- ✓ **operating costs are reduced**
- ✓ **system functions reliably**
- ✓ **faults can be fixed rapidly by in-house staff**



- All system components are fitted in the system professionally
- Ambient parameters are tested and adjusted to suit specifications

## Benefits:

- ✓ installation faults prevented, resulting in reliable operation
- ✓ short installation time, as fitting is carried out by specialists
- ✓ start of production can be planned
- ✓ all safety specifications are observed
- ✓ specialist IST METZ staff can also accommodate last-minute customer requests for changes



- **Correct installation and all functions are checked**
- **Operating parameters are modified so that the system copes perfectly with local conditions**
- **Staff are trained in how to handle the UV system correctly**

## **Benefits:**

- ✓ **the system operates safely**
- ✓ **all components, i.e. lamps, reflectors ... enjoy a longer service life**
- ✓ **lamp output is guaranteed, so drying is reliable**
- ✓ **full system warranty**

- **Technical Support:** support from experts with all technical issues by telephone or e-mail, for example
  - troubleshooting
  - spare parts requirement determined
  - support with replacing parts
  - general questions about UV technology
  
- **Remote Support:**
  - more effective support with problems at a distance
  
- **Application Support:**
  - support from experts with process technology issues or questions



# Expert support

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## Benefits:

- ✓ **rapid, straightforward assistance**
- ✓ **free support via telephone or e-mail**
- ✓ **direct coordination of service visits or dispatch of spare parts**
- ✓ **all engineers world-wide are networked**



- **System condition and local conditions to which the system is to be exposed are checked to determine actual parts requirement**
- **Advice on installing the system and on services to be provided by the customer**

## **Benefits:**

- ✓ **the condition of the system is checked**
- ✓ **professional installation is ensured**
- ✓ **parts are recorded on a customized basis**

# Used equipment – spare parts packs

- **Standard packs for parts which are required due to a new installation location**
- **Conversion kits for different operating voltages or frequencies**

## **Installation and commissioning**

- **All system components are fitted in the system professionally**
- **Ambient parameters are tested and adjusted to suit specifications**
- **Correct installation and all functions are checked**
- **Operating parameters are modified so that the system copes perfectly with local conditions**
- **Staff are trained in how to handle the UV system correctly**



- **Correct installation and all functions are checked**
- **Operating parameters are modified so that the system copes perfectly with local conditions**
- **Staff are trained in how to handle the UV system correctly**

## **Benefits:**

- ✓ **system operates safely**
- ✓ **all components (lamps, reflectors ...) enjoy a longer service life**
- ✓ **lamp output is guaranteed, so drying is reliable**
- ✓ **full system warranty**

- **Problems frequently arise if systems are not professionally dismantled. This means more complicated spare parts, creates delays and involves extra costs.**
- **On request, IST METZ will dismantle the used system and prepare it for reassembly (no packaging/transport)**
- **The spare parts requirement can be determined as the system is dismantled**
- **On request, the system can be reassembled at the new customer's premises**

## **Benefits:**

- ✓ **system installed correctly by experienced IST service engineers**
- ✓ **no damage to components from inappropriate handling**
- ✓ **dismantling and reassembly are easy to schedule**

## Hardware update:

- **IST systems are frequently run for over 20 years. The availability of spare parts for control electronics is not guaranteed for such a long period.**
- **If required, IST METZ will equip your system with the latest-generation components and carry out and record all the necessary modifications.**

## Benefits:

- ✓ **the system will function safely and reliably for many more years**
- ✓ **it will be possible to supply spare parts again**

## Software update:

- **IST METZ performs regular software updates to keep your system state-of-the-art. Your system benefits from improvements in the software.**

- **Have the requirements on your UV system changed and are other functions required for production?**
- **IST METZ will adapt your UV system to suit the new requirements and if necessary, will make the corresponding conversions if these are technically feasible.**

## **Benefits:**

- ✓ **the UV system can be used on a flexible basis**
- ✓ **the machine is made fit for new market requirements**
- ✓ **both the function and the parts are guaranteed for the conversion**
- ✓ **customized solutions without the need for compromises**

- All spare parts are designed to suit IST METZ systems
  - Key components such as lamps, reflectors, power supply devices, measuring equipment and control technology are manufactured within the IST METZ group and designed specifically for the systems
  - Unlimited availability of mechanical components (one-off manufacture)
- There's no such thing as "impossible"!  
If components are not available, we will offer an alternative solution. The age of the system is irrelevant here.

## Benefits:

- ✓ the UV system is operated properly
- ✓ function is guaranteed
- ✓ good drying results
- ✓ the service life of the system is increased
- ✓ long warranty period

**IST Shop – spare parts on site:  
the range - matched to suit your individual requirements**

- **Basic equipment generally consists of:**
  - **UV and IR lamps**
  - **reflectors / selective mirrors**
  - **pneumatic components**
  - **position switches**
  - **filter mats**
  - **temperature control components**
  - **actuating drives**
  - **high-voltage monitoring units**
  - **control units**
  - **a cleaning set for lamps and reflectors**



# Disposal/recycling of UV lamps



- **IST METZ provides proper disposal of UV lamps incl. the mercury they contain - at no charge!**

## **Benefits:**

- ✓ **100 % no-worry solution**
- ✓ **UV lamps are properly directed into the recycling process**