



Parts Cleaning. Systems and Solutions.

Service
plus

Purely customer-oriented



Service plus

We get moving for you





The MAFAC service portfolio is based on three strong pillars:

Application Engineering – Parts cleaning with know-how

We keep a strong focus not only on the impeccable quality of our products but also on tailored customer advice. Experienced application engineers help you to optimise your individual cleaning processes from an economic and energy efficiency point of view. Our own technical centre is the perfect environment for trial cleaning runs to find the process-safe solution that meets your specific requirements.

After-Sales Service – Fast to respond and in line with your specific requirements

With our promise of quality we commit ourselves to a powerful service portfolio. Fast-responding and reliable, we ensure premium availability of your machine. Our planned and preventive maintenance, spare parts packages and retrofit kits are optimally tailored to your benefit. In this way, we continuously optimise the technology of our machines in line with your requirements, while always keeping an eye on the economic



efficiency and requirements of tomorrow.

Training – Compact cleaning know-how

With increasing demands in cleanliness, the aspects concerning aqueous parts cleaning are becoming more and more complex. This is why our Cleaner College courses offer an extensive portfolio of training events for our customers, sales partners, and employees. Experienced trainers and experts impart well-founded theoretical and practical know-how in chemicals, cleaning technology, and machinery to small groups of students.

HIGHLIGHTS:

- Individual customer consulting
- Trial cleaning runs at our technical centre
- Consulting on cleaning agents and filtration systems
- Efficient production design
- Commissioning
- Process accompanying training courses
- Conversions and retrofits
- Maintenance and repair
- Spare and wear parts ex warehouse
- Software updates
- 24h hotline

Application Engineering

Parts cleaning with know-how

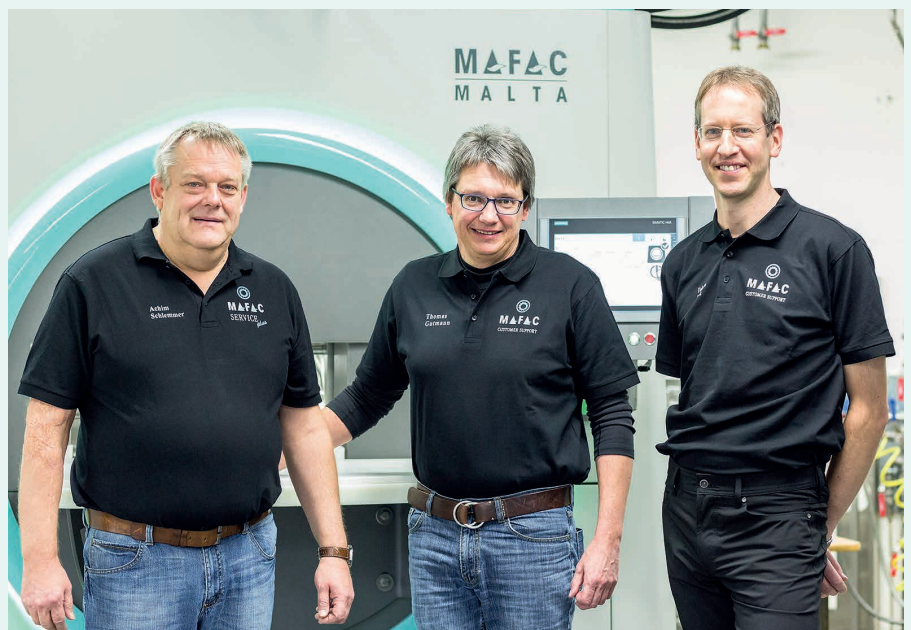




We not only attach importance to the flawless quality of our products, but also provide individual customer support with our competent application technology. Experienced employees help you to optimise your individual cleaning processes from an economic and energy efficiency point of view. Our own technical centre is the perfect environment for trial cleaning runs to find the process-safe solution that meets your specific requirements.

Individual customer consulting

We offer our customers the on-site opportunity to carry out a trial cleaning run on our systems with the components to be cleaned. Individual consulting by our application engineers will help you to select and apply the right cleaning agent, to use the appropriate



filtration systems and to select a reliable cleaning program. The cleanliness test and residual dirt analysis is carried out by an independent cleaning laboratory.

Together with our customers we also continuously work on new solutions and individual developments.



After-Sales-Service

Fast to respond and in line with your specific requirements





Cleaning processes which are stable in the long run are one of the keys to successful production. Therefore we offer our customers a comprehensive service package in addition to trend-setting process technologies. However, the delivery of our machines is not the end of the intensive relationship with our customers, but rather marks its beginning.



Not only our 24/7 service hotline and the fast provision of spare parts and accessories are important components of our customer support. Preventive maintenance and

inspection as well as the overhaul or retrofitting of machines round off our after-sales service.



👁 AT A GLANCE:

24h service hotline

Support in application engineering and in case of faults

Process accompanying on-site training courses

Individual maintenance concepts

Software updates

Spare and wear parts ex warehouse

Conversions and retrofits in the area of

- Handling and logistic systems

- Bath care systems

- Conversion to the latest generation of control systems

- Thermal insulation and thermal coupling with MAFAC HEAT.X

- Optimisation of process cycle time and energy efficiency

- Remote maintenance modules and process data archiving

The hotline

Your direct line to us





In the event of a malfunction of your cleaning system, assistance needs to be provided quickly in order to save time and money. You need the right expert to provide a correct diagnosis on the phone or on site. Error localisation and subsequent correction must take place immediately. The required original spare part must be identified and shipped without delay. All this and much more is offered by our free service hotline with all downstream MAFAC services.

The majority of cases can be solved immediately over the telephone in a direct conversation and makes an on-site service visit superfluous. Your contact person on the hotline will coordinate all necessary



activities, from the rapid shipment of spare parts to the deployment of a service technician. Remote maintenance can also be used in the event of faults in the MAFAC cleaning system.

AT A GLANCE:

24 hours availability free of charge 365 days a year

Spare and wear parts are available ex warehouse and will be shipped the same day if ordered before 2 pm.

Parcel shipping within Europe free domicile including packaging

YOUR DIRECT LINE TO THE MAFAC SERVICE

Service hotline

Phone: +49 7444 9509-23

Fax: +49 7444 9509-969

E-mail: service@mafac.de

Please have your machine number ready when ordering spare parts or if you have any service queries.



Purely energy-efficient

Efficient design of your production





Conversion and retrofitting can achieve an ergonomic and efficient design of your production.

This results in the following advantages for your production:

- Optimised energy efficiency
- Increased flexibility in production
- Realisation of cost reduction potentials

- Increase in process and product quality
- Increase in production capacities
- Reduced throughput times

Together with you, we will find a suitable solution for optimising your production processes.

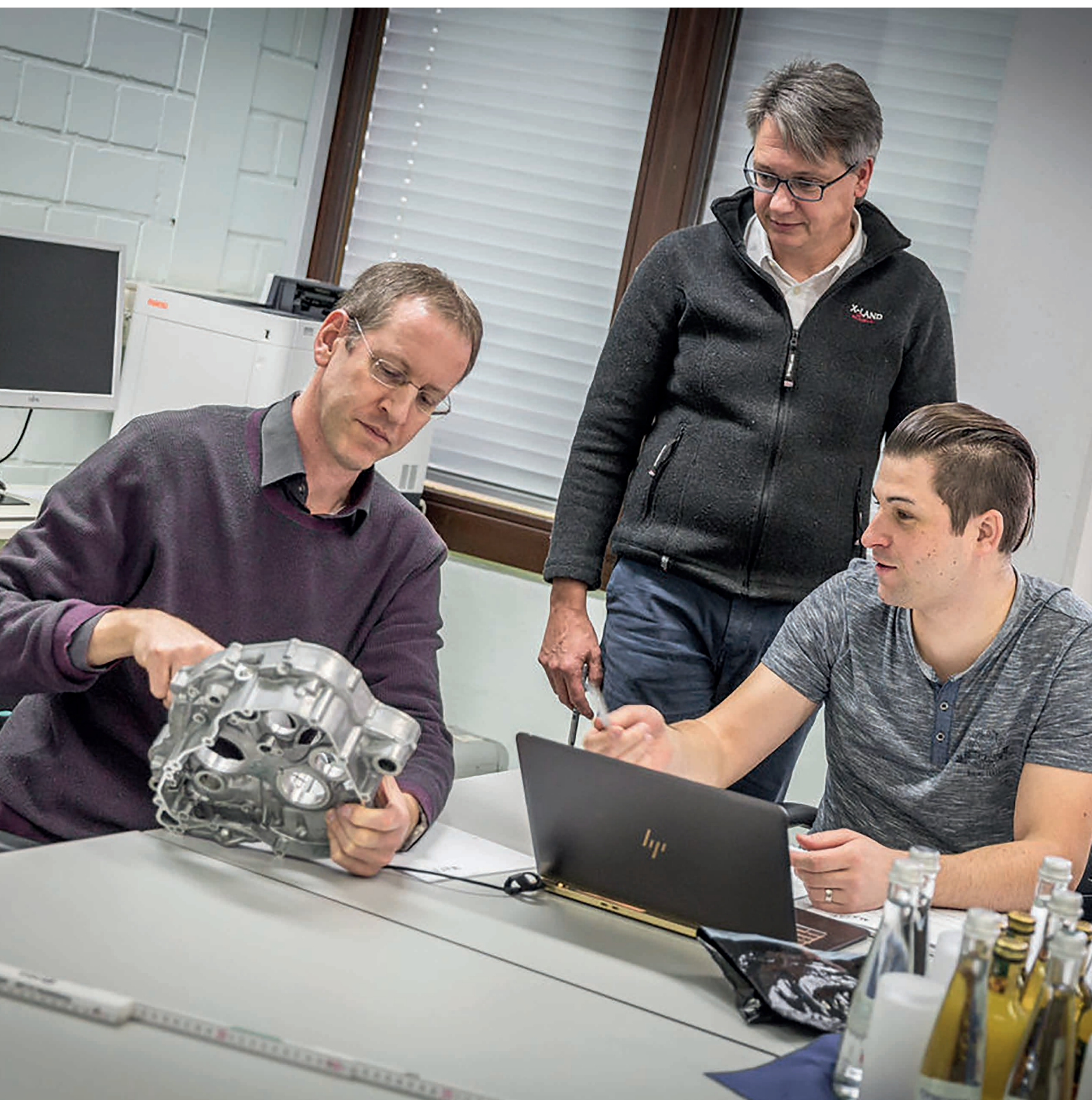
We offer the following conversions and retrofits:

- Full machine insulation
- Automation of MAFAC machines/transfer-systems
- Optimisation of the existing oil separator
- Heat exchange modules
- Bath care modules
- Loading trolley
- Draining pumps



Training

Compact expert know-how

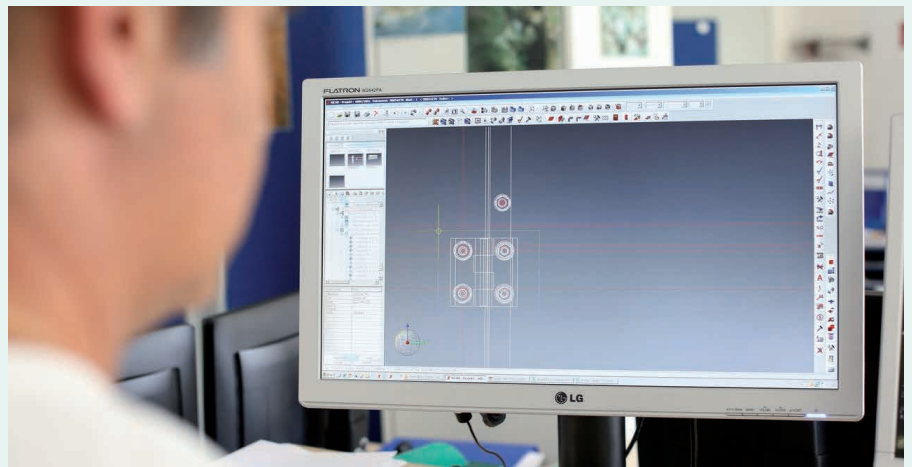




With increasing demands in cleanliness, the aspects concerning aqueous parts cleaning are becoming more and more complex. This is why our Cleaner College courses offer an extensive portfolio of training events for our customers, sales partners, and employees. We also offer training courses for process optimisation. Experienced trainers and experts impart well-founded theoretical and practical know-how in chemicals, cleaning technology, and machinery.

Training and process optimisation

The training takes place at the customer's site and lasts 1 – 3 days according to agreement. The basic module consists of a training package with document templates.



It imparts basic knowledge on:

- General process engineering of aqueous cleaning and drying
- Filtration
- Oil separation
- Rinse water treatment
- Drying
- Bath care
- Corrosion protection
- Technical cleanliness
- Filter change and bath change intervals
- Bath management

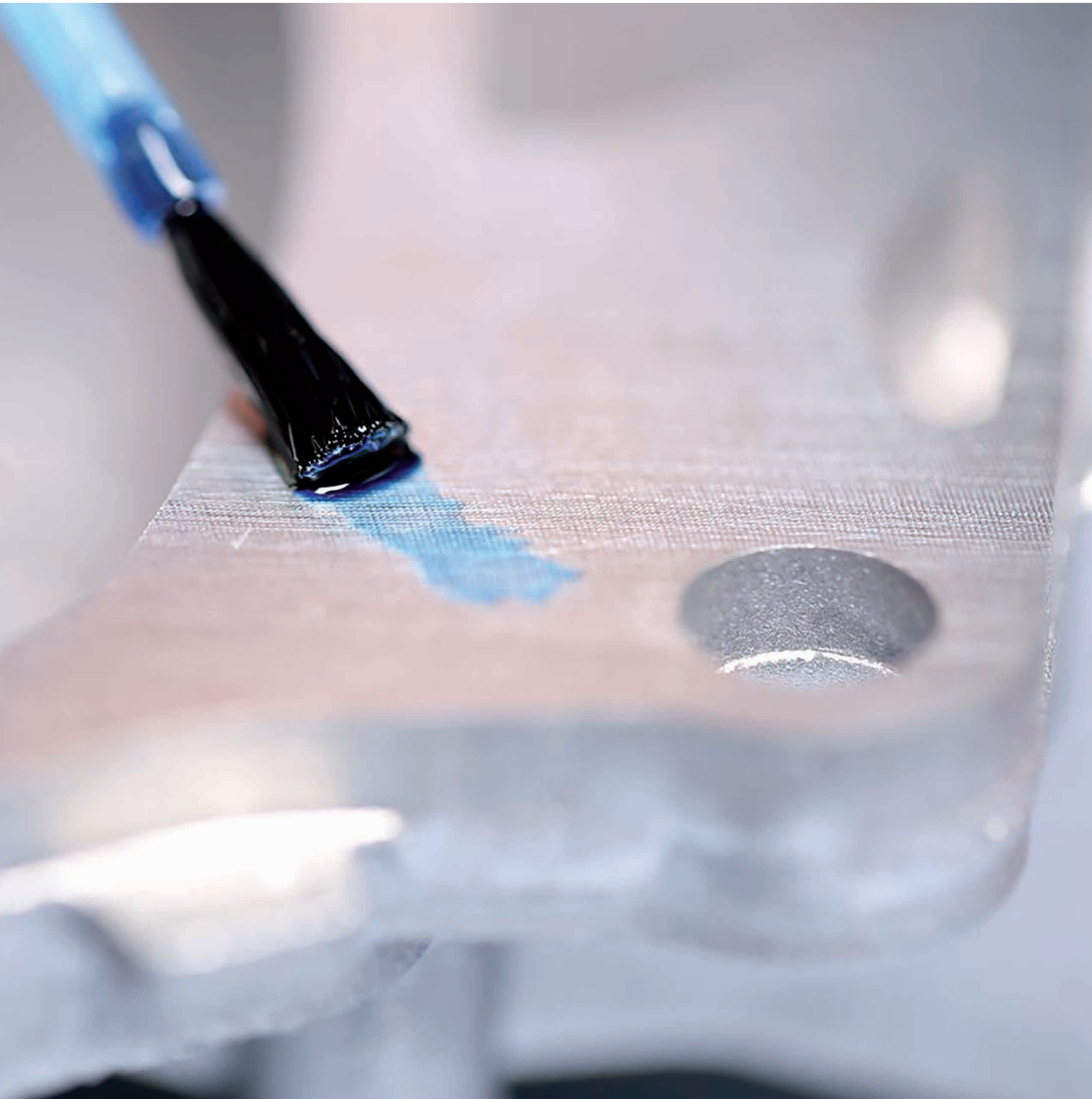
Together, we will optimise the cleaning and drying process and optimise the filtration and oil separation processes.

The chemicals as well as the additives for a single filling of the machine are provided. Together we check the process medium and the water quality in the fresh water inlet, assess the chemicals used and take bath samples for analysis. The bath service life is estimated by our training personnel.



Cleaner College

Flexible and demand-oriented





Industrial parts cleaning has become increasingly more important as an independent process step in the manufacturing process. In order for you to achieve the best results with your cleaning system, we would like to present the two subject areas of machine technology and cleaning chemicals in detail within the framework of the Cleaner College and demonstrate ways in which these can be optimally coordinated with each other.

The Cleaner College supports you in

- Re-dosing chemicals in compliance with the requirements for a significant reduction of the cleaning agent consumption



- Reacting in a flexible manner to changes in the cleaning process and thus improving process reliability
- Cleaning workpieces to a continuously high quality standard
- Reducing standstill times and the respective operating and disposal costs in a lasting manner

The following questions are discussed in depth and answered in a practical manner:

- Why does a cleaning process work and which interfering factors influence it?
- How are steel parts protected against corrosion, which influencing factors

compromise corrosion protection?

- How can oil separation be optimised?
- What is the composition of an aqueous cleaning agent?
- Which parameters of the cleaning machine can be set and adapted to the type of cleaning agent?

By means of training on MAFAC cleaning machines and practical exercises regarding bath care, our experienced experts and trainers impart sound and compact knowledge in theory and practice. For more information about the Cleaner College and the registration form, please visit our website at www.mafac.de



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Pure with a global presence.

Application support and service –
customer-oriented and fast to respond.

At MAFAC, customers receive far more than just parts washers at the highest technological level: what is needed are sustainable, stable process solutions for complex cleaning tasks. MAFAC guarantees clean solutions on all continents through the optimal combination of patented process technologies, customer-specific application support and fast response service.

Users benefit from our comprehensive packages of measures for process analysis, monitoring and optimisation. Using various test series with different cleaning additives, cleaning cycles and temperatures, the process parameters are optimally adapted to your individual conditions on site. Our experienced application engineers will also be happy to advise you in the event of increased cleaning requirements, for example with regard to targeted machine retrofitting using options and accessories. Our service offer is completed by a reliable after-sales service: Thanks to our global network of technical sales agencies and our own branch establishment in France, our service technicians are available round the clock.

Presented by

