Press release
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The customer service of Sumitomo (SHI) Demag offers highly powerful tools for specific retrofitting of existing machines

# Intelligently retrofitting production efficiency in a straightforward procedure

**With Reinhold Ganzer at the helm, the Customer Service arm is being consistently steered towards the customers' central concern, namely greater production efficiency for existing machines. A separate area at the trade show stand concentrates on the specific changes in structure, and focuses on the new advantages for customers.**

Since Dipl.-Ing. (FH) Reinhold Ganzer took over management of the global Customer Service arm in November 2011, the focus of this function of the company has been concentrated on customers' requirements. As far as customers are concerned, a smooth customer service process is of significant importance in returning machines to production with the same high quality and performance as quickly as possible. Customer Service is responsible for providing the certainty that each and every machine from Sumitomo (SHI) Demag will function reliably year-in, year-out with the best possible capacity utilisation.

Its services are divided into four areas: providing and installing spare parts, service for commissioning and ongoing projects, retrofitting and on-site training.

**Reliable stocktaking**

With the ErgoCheck and EnergyCheck service modules, Customer Service is laying the foundations for getting optimum production performance from machines. In ErgoCheck, the machine undergoes a comprehensive examination which goes through all process-relevant parameters as well as all basic and safety functions with a fine-tooth comb. The ErgoCheck is carried out on the basis of VDA 6.4 and DIN EN ISO 9001, and is confirmed with a test certificate.

With EnergyCheck, the customers receive a precise snapshot of the energy consumption of their injection moulding machines, subdivided into areas such as the motor, heating or peripheral devices as well as during the individual cycle phases. This allows potential savings to be identified reliably so that production can be designed with energy efficiency; ultimately, it results in lower unit costs.

**Retrofitting for low energy consumption**

Making existing systems ready for new applications and expanding their production potential – these are the core aims of the Retrofit area of Customer Service. There are numerous optimisation possibilities available. smartDrive in hydraulic machines with NC4 control takes a great step towards more energy efficiency. The efficiency of a retrofit such as this can be derived from a preliminary EnergyCheck with magnificent results. In this case, the hydraulic system is retrofitted with the variable-speed smartDrive pump drive. Not only does this increase efficiency, it also permits energy savings of up to 40%. This effect is be achieved by intelligent evaluation of the pump signal. An additional converter

regulates the pump motor speed according to these values and the process requirements, thus achieving a significant reduction in energy consumption during phases of rest and part-load, as well as during setup and setting phases. smartDrive additionally helps to increase the service life of hydraulic oil and reduces the cooling power.

**CompactFlash module replaces floppy disk drive**

It is also possible to upgrade the existing machine fleet with CompactFlash. The CompactFlash card teams up with modern memory technology and offers a straightforward plug and play process as a replacement for floppy disk drives that are often still in use. The robust memory cards are designed for industrial applications, protected against dust and shock, and ensure better data security. In addition, it is easy to work on CompactFlash cards using a PC and save the data with only a few clicks. The mould data on existing floppy disks is converted and transferred to CompactFlash using a conversion program.

**Controller upgrade from NC5 to NC5 plus**

An upgrade package for existing NC5 machines is being presented as a new software product. As a result, these machines can be upgraded to the new NC5 plus controller version as an option. The additional software features in this upgrade package make it possible to achieve various process optimisations, and can also cut cycle times.

**Sumitomo (SHI) Demag Plastics Machinery GmbH**

Sumitomo (SHI) Demag has consistently shaped the plastics industry from its inception. As a specialist for injection moulding machines for polymer processing,

Sumitomo (SHI) Demag and its Japanese parent company are among the leading companies in this sector globally. The Japanese-German company was formed in the spring of 2008 by merging the injection moulding activities of Sumitomo Heavy Industries (SHI) and those of Demag Plastics Group.

The global development and production network of Sumitomo Heavy Industries and Sumitomo (SHI) Demag consists of four plants in Japan, Germany and China with more than 3,000 employees. The product portfolio encompasses all-electric, hydraulic and hybrid injection moulding machines with clamping forces of between 180 and 20,000 kN. With over 100,000 machines installed, Sumitomo (SHI) Demag is present in all important markets throughout the world.

With more than 5,000 machines sold each year, the Plastics Machinery Business of Sumitomo Heavy Industries counts as one of the largest Global manufacturer of injection moulding machines.

The main Sumitomo plant in Chiba produces machines with low and medium clamping forces. Around 95 % of all machines supplied by Japan have an all-electric drive.

The main Demag facility in Schwaig/Germany focuses on the hydraulic Systec and the hybrid high performance, high-speed El-Exis machines. Recognising the increasing importance of electric drive technology for injection moulding machines, Sumitomo (SHI) Demag has expanded the former Demag factory in Wiehe/Germany into an international centre of competence for electric machines. Thanks to the new

production capacities, Wiehe now supplies all electric injection moulding machines worldwide with its IntElect series with clamping forces up to 4,500 kN and also the hydraulic Systec series with clamping forces of up to 1,200 kN.

Sumitomo (SHI) Demag continues to operate the former Demag plant in Ningbo/China which has been active since 1998. Since 2007 the subsidiary located there, Demag Plastics Machinery (Ningbo) Co., Ltd, had its own, newly built plant and after reaching full capacity, moved to a larger factory with a production area of 11,000 sqm. Injection moulding machines from the Systec C product line with clamping forces of between 500 and 10,000 kN are produced here for Asian markets.

In addition to injection moulding machines, Sumitomo (SHI) Demag offers customised and standardised systems for the automated handling of moulded parts, technical solutions for special applications in process engineering, tailor-made service concepts and various forms of financing for investments in injection moulding machines.

With its seamless sales and service network of subsidiaries and representations, Sumitomo (SHI) Demag is present in all major industrial markets.

www.sumitomo-shi-demag.eu

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*Dipl.-Ing. (FH) Reinhold Ganzer, Head of Customer Service at Sumitomo (SHI) Demag since November 2011*

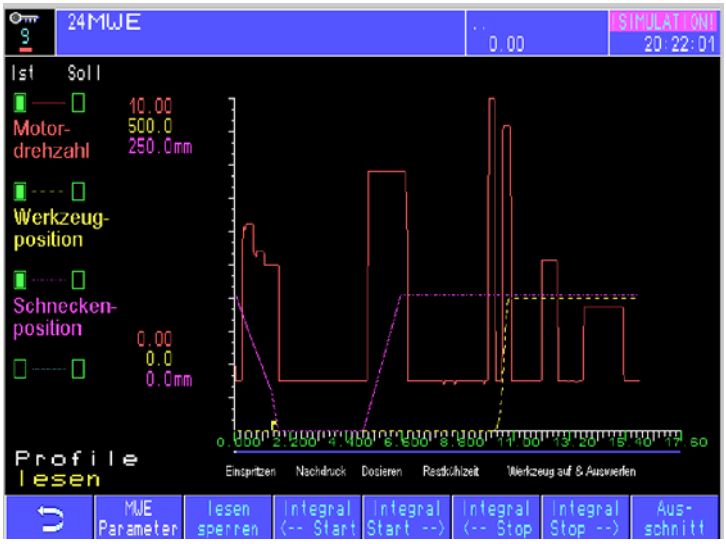
*Photos: Sumitomo (SHI) Demag*

*<Functional principle_smartDrive>*

Operating terminal Frequency converter Asynchronous motor

*The variable-speed smartDrive pump drive gives the user an economical solution, because it is sufficient to connect a frequency converter on the supply side of the asynchronous pump drive motor to allow the motor's speed to be controlled.*

*<Picture_24_all_axes>*




*According to the particular user settings, smartDrive adjusts the motor speed automatically to the requirements of the particular cycle, and only provides the power that the machine actually needs in each cycle sequence. When there are length rest phases in the cycle, this also reduces overall consumption because higher percentage savings are available during these phases.*

*<CompactFlash>*

*The CompactFlash retrofit kit replaces the floppy disk drive.*