

Press release

11 January 2012

Personal change at the top of our Service Team

Sumitomo (SHI) Demag worldwide customer service under new leadership

On 1st November 2011, Dipl.-Ing. (FH) Reinhold Ganzer takes over as worldwide customer service leader of Sumitomo (SHI) Demag, the injection moulding machine manufacturer based in Schwaig near Nuremberg. The 47 year old takes on overall responsibility for servicing, replacement parts, technical support and retrofit.

In Reinhold Ganzer we have an experienced leader, with a sound knowledge of After Sales, a key position within Sumitomo (SHI) Demag. Reinhold Ganzer has already worked for 20 years in Sumitomo (SHI) Demag Customer Services in Schwaig. After studying electro-technology at the Georg Simon Ohm technical university in Nuremberg, he started his career as a control technology engineer in the technical support team for hydraulic and hybrid machines with Sumitomo (SHI) Demag international customer services. After 10 years experience he took over the team which worked on the development of special technical applications for delivered machines and robots as well as new retrofit products. Reinhold Ganzer in his 20 years experience has supported customers locally and throughout the world. During this period he acquired the knowledge to thoroughly understand the requirements of international customers.

Reinhold Ganzer worked directly under the General Manager Business Unit Sales & After Sales Christian Renners. Christian Renners had previously led the customer service operation and with the handover to Reinhold Ganzer is confident that this move will strengthen this continuously expanding area. "We want to expand further in the area of customer service in order to be able to support our customers more effectively with the introduction of new technical innovations as well as with retrofitting energy saving technology.", explained Christian Renners.

Sumitomo (SHI) Demag Plastics Machinery GmbH

Sumitomo (SHI) Demag Plastics Machinery GmbH, Schwaig/Germany, is one of the world's largest manufacturers of injection moulding machines for the processing of plastics. 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 almost 100,000 machines installed, Sumitomo (SHI) Demag is present in all important markets throughout the world.

With more than 4,200 machines sold each year, Sumitomo Heavy Industries counts as Japan's largest 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 Sumitomo Heavy Industries have an all-electric drive.

The main Demag facility in Schwaig/Germany focuses on the hydraulic Systec and the hybrid high performance, high-speed EI-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 for the European and American market with its IntElect and SE series 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 1999. 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 Dragon and Systec C product lines with clamping forces of between 500 and 8,000 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.

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