

protect

comprehensive protection at a fixed price



ENGEL
be the first

New machine, smart protection: **ENGEL protect and protect+** allow you to keep an eye on your spare parts and service costs right from the start. This comprehensive service package covers the majority of costs incurred **for the first 5 years after delivery, at a fixed price**.

What to expect ...

- fast and immediate response, 24/7
- defined costs certainty for spare parts and service
- knowledgeable remote maintenance
- minimised downtimes
- optimum machine availability
- improved productivity



ENGEL protect offers you ...

- around the clock service and spare parts delivery
- fixed maintenance costs
- qualified ENGEL e-connect.24 support
- problem recognition at an early stage and fast troubleshooting
- global online support
- value-protected machines
- secured defect costs

Your ENGEL protect and protect+ service package ...

- for all new ENGEL machines
- valid for 5 years from the date of delivery
- covers spare parts and service costs (delivery and travel costs within Europe included)

Precondition:

- annually serviced by ENGEL
- 5 years of ENGEL e-connect.24

ENGEL protect

price fixed at 6% of machine gross price

guaranteed services: spare parts*, packaging, delivery, assembly

ENGEL protect+

price fixed at 6.8% of machine gross price

guaranteed services: spare parts including wear parts*, packaging, delivery and assembly

* plasticising parts excluded

Your **ENGEL protect** and **protect+** advantages

- simple service and support processes
- optimum value-protection of your machine
- fixed costs:

only € 0.35 per operating hour*

for ENGEL victory 60 tech with ENGEL protect option
including costs for maintenance and ENGEL e-connect.24

only € 2.30 per operating hour*

for ENGEL duo 2000 with ENGEL protect option
including costs for maintenance and ENGEL e-connect.24

* assumed service life of 5 years x 5,000 hours of operation

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Haceb/Colombia, a manufacturer of household appliances for the South American market relies on optimum machine availability and minimum down times to produce their high-quality products. "We are delighted that - thanks to ENGEL protect - we are always able to fulfil our delivery obligations," says Mr. Nino Andrés López, Head of Production, Haceb/Columbia.

Nino Andrés López, Head of Production at Haceb.



ENGEL services

Always there where you need us



560 of the best equipped service technicians

55 support hotline technicians

9 production plants

29 sales subsidiaries

60 representatives

Your concern is **our challenge**

It is important to always keep your injection moulding equipment in top shape and constantly available. The wide range of services offered by ENGEL ensures that you can produce competitively at any time. It doesn't matter whether your production cell is a single machine or a complex integrated system solution. ENGEL makes it possible for you to utilise all options for optimisation at any time, and therefore consistently get the most out of your machine over the long term. In addition, we offer professional training for machine operators as well as the fastest delivery worldwide, and experienced installation of spare parts. Diverse maintenance contracts also guarantee top-level machine availability. Because our goal is the best possible performance of your ENGEL machinery.

Support – we assist you on-site

- save costs incurred by downtime
- immediate support around the clock, worldwide
- knowledgeable help from the ENGEL service team
- for ENGEL injection moulding machines of any generation
- for all ENGEL technologies and any control unit version

Upgrade – install reliable added value

- for all ENGEL injection moulding machines
- professional upgrade solutions
- to supplement and optimise
- equip machines for use with completely new applications
- utilise machines with greater cost-effectiveness

Know-How – increase your competence

- thorough training with a comprehensive transfer of know-how
- make optimal use of machine potential
- individual seminars and training programs for you and your staff
- informative events on industry-specific topics
- take advantage of efficient, targeted and practical information, instruction and training
- either at your own facility or at one of the worldwide ENGEL training centres

