

## **The Service Team**

**HEKUMA**



## High Availability and Operational Safety

### Fast and Flexible – the HEKUMA Service Team

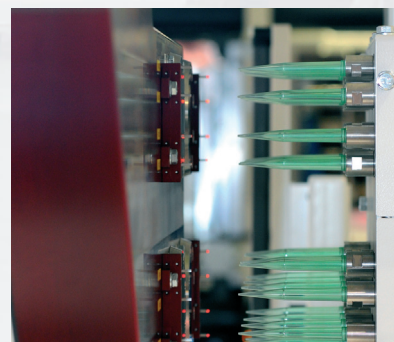
HEKUMA's automation solutions meet the highest standards in respect of quality and speed and so does our service. This ensures high availability and efficiency of our production lines for a long time.

Our comprehensive service ranges from initial training to maintenance and spare part service to relocation or modernization.

In cooperation with our clients we develop customized solutions and individual service packages which will safeguard reliable operating. Contact us, we will be pleased to present you with an individual solution for your needs.

**Our service numbers**  
Phone +49 (8165) 633 633  
Fax +49 (8165) 633 666  
[service@hekuma.com](mailto:service@hekuma.com)

[www.hekuma.com](http://www.hekuma.com)



## Online Service-Portal

Our service portal offers complete and up-to-date documentation of your facility as well as layouts, design drawings and spare part lists.

## Servicing Contract

A servicing contract ensures optimum machine availability, minimum downtimes and highest possible plant safety.

- Cleaning adjusting and optimization using special tools
- Eliminating smaller defects
- Testing and adjustments

## Hotline-Service

Our hotline service offers competent support even on weekends.

- Guaranteed reaction time within 60 minutes
- Support available 7 days per week
- Telephone support without any time restrictions

## Training

Skilled and trained staff makes less mistakes, causes less accidents and reaches higher productivity

- Operator training, maintenance training, software training
- Less maintenance and service required

## Spare Part Service

Professional replacement of original spare parts with warranty reduces overall running costs.

- 24h delivery
- 3D-spare parts catalogue
- Longer lifetime for old systems

## Relocation

Careful and qualified disassembly and reassembly ensures quick re-commissioning

- All services provided from a single source
- Disassembly and assembly including injection molding machines and additional systems
- Transport and re-commissioning

## Modification / Modernization

Modification and modernization helps to meet new requirements and assures long-term availability.

- Adaption of mechanics, electrics and software
- Safeguarding spare parts availability
- Improvement of system operation

## On-site Inspection

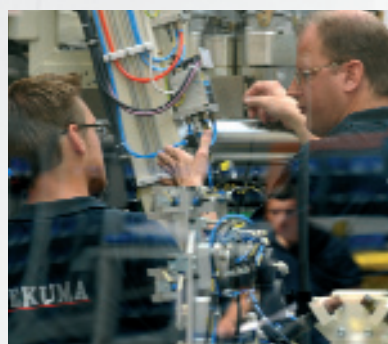
Professional, periodic inspection ensures early fault recognition and maximum production safety.

- Stocktaking and functional testing
- Status report with recommended maintenance work

## Service for Third-party Systems

We check third-party systems thoroughly and develop reliable operating plans

- Stocktaking
- Status report with recommended maintenance work
- Documentation



HEKUMA, member of the elexis group, is specialized in molding automation systems for the plastics industry. HEKUMA develops, designs, manufactures and assembles complete automation systems, including high-speed linear take-out robots, 6-axis robots, up- and downstream automation, quality testing and offers full system integration of injection molding machines, molds, and automation systems. The company was founded in 1974 and is located in Eching close to Munich, Germany.

## HEKUMA GmbH

Freisinger Strasse 3 B  
85386 Eching  
Germany  
Phone +49 (8165) 633 - 0  
Fax +49 (8165) 633 - 333  
sales@hekuma.com

**www.hekuma.com**

### Sales Offices

**France:** Lyon  
Phone +33 (6) 21 122 323  
france.sales@hekuma.com

**UK/Ireland:** Cheltenham  
Phone +44 (0) 7850 744942  
uk.sales@hekuma.com  
ireland.sales@hekuma.com

**USA:** Ann Arbor  
Phone +1 (734) 913 8666  
us.sales@hekuma.com

**India:** Ahmedabad  
Phone +91 (98) 25 040 231  
india.sales@hekuma.com