



**SERVICE &  
SPARE PARTS**



# SOLUTIONS THAT MAKE A DIFFERENCE

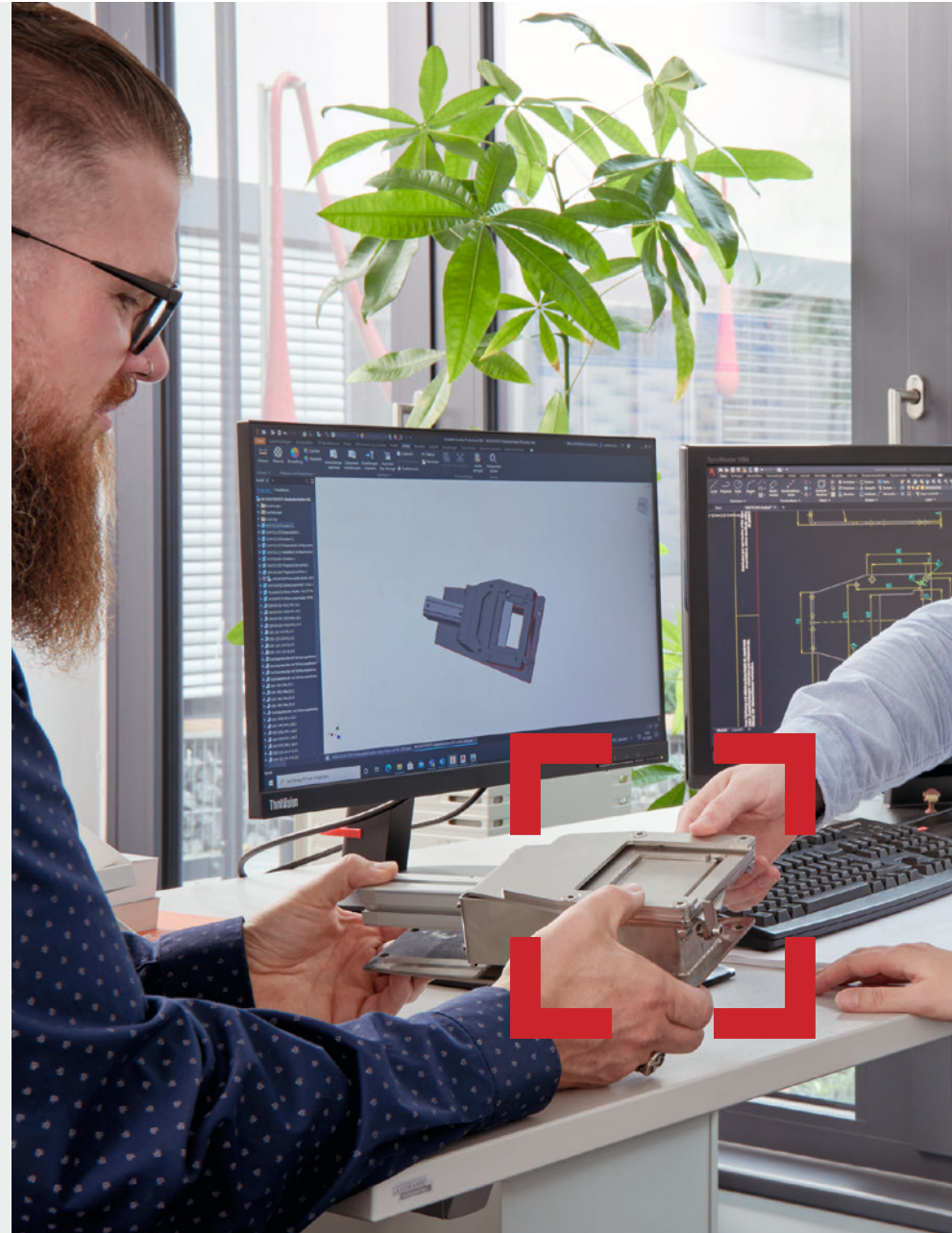
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This guiding principle is reflected in our passion for excellence. Whoever chooses iNOEX gets not only outstanding products but also individual service solutions. We offer service at the highest level and competent support throughout the entire product life cycle. We are always there for you - worldwide and at any time.

Benefit from our manufacturing know-how and experience, based on many thousands of installations. We identify potential, determine the most suitable technology, and optimize your processes. With comprehensive services to improve your efficiency and production performance, your success is our goal.

## YOUR PERFECT PARTNER

We always think and act in a customer-oriented way. We attach great importance to open and constant communication as well as a long-term and personal customer relationship. Our expert service supports you quickly, reliably, and competently. We are there for you personally - via service hotline or directly on site.







Our claim is to be always there for you, offering fast response times, competent support, and customized services. We have a highly networked global service team that is available to you around the clock, even for unexpected challenges - all it takes is a phone call.

For us, service is more than just commissioning and repair. Every day, our experienced and friendly service staff work hard to prove our reliability, performance, and service expertise to ensure and maximize your efficiency.

### **IT'S ALL ABOUT YOUR PRODUCT.**

We grasp your challenges quickly and act directly. Because we see ourselves as your partner in making the future happen. We want you to be satisfied with our products at all times, which is why we offer a broad service portfolio. The wide range of service solutions can be adapted and customized to any type of operation.

**Patrick Tschersich**

Head of Customer Relations  
*iNOEX GmbH*

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# INSTALLATION

The mechanical installation of the products is usually carried out by our customers. They know the conditions on site best and can flexibly choose the most suitable time for installation. Most systems are plug-and-play solutions and can be installed quickly and easily. Optionally, the installation can also be accompanied on site.

- Plug-and-play solutions for fast and uncomplicated commissioning
- Support by our global service team
- Optional On-Site installation support





# COMMISSIONING

After successful installation, commissioning takes place so that the systems are quickly available. Precise values, more efficient production and cost savings are your advantages. Commissioning can be carried out both on site and via a remote control.

On-site commissioning involves checking that all installation work, cabling and connections have been carried out correctly and that the system is ready for operation. After parameterization, the technician ensures that the measuring function provides adequate measured values. The ordered control loops and functions are tested and optimized for the respective line.

Remote commissioning is carried out by the customer's own electrician, who is in remote communication with our experienced service staff or engineers. The relevant steps are carried out along a line-specific documentation. Additionally, an internet connection to the product is required. Corresponding communication modules with pre-installed software are available as a purchased part or as a rental item. The software license can be flexibly extended.

- Fast availability of the systems
- Process safety
- Optimization of control parameters to the line
- No travel expenses with Remote-IB

***The planning and subsequent commissioning of our system were exemplary. The commissioning took place quickly and smoothly, so that we only had to disrupt our production for a short time. We are very satisfied with the performance of the AUREX ERS + Quality Check.***

**Michael Rocholz** | Production Manager at Enetec Plastics GmbH





## SYSTEM BRIEFING

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Benefit from the comprehensive know-how of our specialists to ensure and optimize the efficiency and quality of your production. After complete commissioning, a system briefing of the plant operators and the operating personnel takes place. Within 2-3 hours of system instruction, your employees will be prepared for the correct handling of the system and will learn the functions that are required when working with the system.

The result: safe handling, efficient operation, reliable long-term operation, extended product life cycle and the avoidance of downtime due to operating errors. Perfect setting of all parameters achieves precise measurement results and improves line performance.

- Safe handling and efficient operation
- Extended product life cycle
- Avoidance of downtime
- Fast knowledge transfer
- Improved line performance

# TRAINING

Our training programs give you full control of all systems and equipment. Operators are trained on how to configure equipment for maximum performance, this ensures the best production output. Dedicated and competent employees are the most valuable asset to a company's success. Routine use of the systems builds internal expertise, reduces the risk of accidents, and qualifies employees to take responsibility for production improvements.

Flexible training packages from iNOEX - at your site, at iNOEX or online: The one-day **BASIC training** covers a wider range of topics than the system briefing and is the preferred training to book when employees change or for basic handling of the system. The **EXPERT training** (duration: 1-2 days) offers advanced knowledge. In addition to getting to know all system functions, complex topics such as the configuration of trends or special features of recipe creation can also be included.

Get the most out of your measurement and control technology and benefit from standardized or customized and adapted training by our qualified trainers.

- Maintenance and product knowledge of your staff is up to date
- Internal expertise is built up
- Teaching of basic functions up to expert training - incl. certificate of attendance
- Reduces damage, downtime, and costs as well as the risk of accidents



Further  
information on  
**BASIC training**



Further  
information on  
**EXPERT training**



# MAINTENANCE CONTRACT

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Better controlling of costs and scheduling of service operations thanks to interesting maintenance packages. Scheduled maintenance maximizes uptime and optimizes system performance. At maintenance intervals of 12 months, the system is checked using system-specific checklists. If necessary, system components that are no longer functioning properly are replaced to ensure the best possible performance.

In addition, the systems are adjusted, checked, and optimized if necessary. This minimizes the risk of machine downtime and plant or process failures and ensures investment protection and longevity.

Flexible runtimes, attractive spare parts packages, a quota of prioritized hotline support or software updates are components of our maintenance concept. Regular software updates mean that all new or extended functions are always available. Your advantages: Optimum performance and fast availability.

- Ensuring maximum performance and availability of systems and equipment
- Extension of the product life cycle
- Plannable costs of service calls
- Regular software updates





# CALIBRATION SERVICE

For selected systems we offer a calibration service, which can be performed either by a service technician on site or by your personnel under the instruction of an iNOEX technician. Since each sensor can change its characteristics slightly over time, it is recommended to calibrate the systems at regular intervals (once a year).

During calibration, the measuring accuracy of the devices is checked and documented. The calibration standards required for this are referenced to national samples and are certified. We offer corresponding calibration equipment as a purchase or rental item.

- Certified verification of the measurement accuracy of the equipment
- Calibration equipment available for purchase or rental

***We very much appreciate the long-standing cooperation and the always competent customer service of iNOEX. Especially the fast response times. Due to the reliable and solution-oriented way of working, we feel that we are in good hands at all times.***



**Hans van Drunen**  
Chief Mechanic Electrical  
Measurement & Control  
Pipelife Nederland B.V.

# HOTLINE

If a system fails, action must be taken as quickly as possible. To minimize downtime, you need short, defined response times and fast, expert service. Our customer service is always there for you - around the clock and around the world.

Our telephone support for initial diagnosis and problem solving is your direct line to us. With first-level support, the fault can often be solved directly over the phone by providing the serial number and a description of the problem. Thanks to the extensive product and process knowledge of our experienced service specialists, the systems are usually ready for immediate use again.

For remote maintenance, the systems must be equipped with the optional TeamViewer access. Once the system has been released, our service experts dial directly into the system to execute integrated diagnostic routines. The result: rapid determination of the cause of error and problem resolution.

After the problem has been solved, you receive a detailed report with the cause, the solution, and the service time. If problem resolution via telephone or remote support is not possible, a field service technician can be dispatched, or the system can be sent to the iNOEX factory for repair. Furthermore, we offer attractive credit packages for the highest priority level.

- Problem solving directly on the phone (first-level support by experts with practical experience)
- Remote support directly on machine or system level
- Short, specified response times
- Attractive credit packages for highest priority level

# MAINTENANCE/ REPAIR

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If remote maintenance or repair is not possible, the following services are available to ensure that the equipment is ready for use as quickly as possible, and that the production process runs smoothly and perfectly:

- Deployment of an iNOEX technician on site
- Sending the device for repair to the iNOEX factory

The repair is carried out according to a cost estimate and the component is returned after a system test. For many systems, a replacement unit is available for this period if required.

- Avoidance of system failures thanks to replacement equipment
- Fastest possible turnaround times
- Repair of components according to highest iNOEX quality standards at low costs
- Lower operating costs

# SPARE PARTS SERVICE

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Service is our trademark, this is also lived every day by our support and spare parts department, which thanks to special know-how will help you to quickly obtain the right spare part. The competent support enables a quick identification and shipment of the required parts. Usually, express shipping within Europe is possible with 1-2 days transit time. Assistance with necessary formalities for import or customs clearance is also part of the service.

To keep downtimes to a minimum, ready configured cable sets, suitably configured replacement electronics etc. can be provided.

We are happy to offer recommended spare parts packages. All spare parts are delivered as original parts, which means that the quality of the parts and the electronics correspond to that of the original equipment manufacturer (OEM).

- Fast identification as well as shipment of the required parts
- All spare parts in OEM quality
- Downtime and production losses are reduced
- Better planning of spare parts costs





# SERVICE

## Products at a glance

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|  | Commissioning/<br>System Briefing | Training |        | Maintenance<br>contract | Calibration<br>Service | Repair/<br>Spare Parts Service | Retrofit<br>Software features                    |
|--|-----------------------------------|----------|--------|-------------------------|------------------------|--------------------------------|--|
|  |                                   | Basic    | Expert |                         |                        |                                |  |
| <b>SAVEOMAT</b><br>Gravimetric systems         | Optional Remote<br>via TeamViewer | ●        | ●      | ●                       | ●                      | ●                              | ●  |
| <b>WARP</b><br>Radar measurement systems       | Optional Remote<br>via TeamViewer | ●        | ●      | ●                       | ●                      | ●                              | ●  |
| <b>AUREX</b><br>Ultrasonic measurement systems | ●                                 | ●        | ●      | ●                       |                        | ●                              | e. g. Quality Check,<br>Fast Specification Check |
| <b>IXRAY</b><br>X-ray measurement systems      | ●                                 | ●        | ●      | ●                       | ●                      | ●                              | ●  |

Our service hotline is available to answer any questions you may have about our products and to assist you with the installation of the systems and equipment. In case of a malfunction, a system failure or a system defect, our service team offers you fast and professional help and support.

- iNOEX experts are always at your side (even in critical moments)
- Fast response times and professional help
- Smooth and worry-free operation

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