

SERVICE EXCELLENCE

Support service spotlights **BUCHER EMHART GLASS** for customer-centricity



BUCHER EMHART GLASS, leading provider of equipment for the glass container industry, has launched a new specialist support channel dedicated to automation equipment.

As an increasing number of measurement systems are integrated into glass forming machines, the task of monitoring every readout and optimising each setting becomes progressively challenging for human operators. Moreover, when finer adjustments, greater cavity numbers per forming machine and frequent job changes are taken into account, it's no surprise that operators sometimes struggle to stay on top of everything. Consequently, when operator attention is spread too thin, product quality inevitably suffers.

LEADING IN AUTOMATION

It's here that automation comes into play. Automated systems enable the forming process to be adjusted and optimised automatically, eliminating the need for operator intervention. Not only does this enhance quality - it also liberates operator time, allowing for a greater focus on higher-level monitoring, troubleshooting and quality control. It's no wonder, therefore, that automation is assuming an increasingly pivotal role in the operation of numerous glass plants worldwide.

Here, for its esteemed clientele, Bucher Emhart Glass has been at the forefront of developing automation solutions. The company's closed-loop technical solutions employ sophisticated sensors to automatically optimise crucial processes, including gob control, plunger movement and cooling, blank cooling, and bottle spacing on the conveyor. Additionally, FlexRobot diligently swabs blank moulds and neck-rings, thus augmenting both consistency and safety.



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RAISING THE BAR WITH SERVICE

Together with these technical advancements, Bucher Emhart Glass has also strived to improve and expand its customer support, transforming its offering from mere machinery to a comprehensive “product plus service” solution. Rather than only construct and install equipment, the company aspires to be a genuine production partner for its customers, assisting them in making ongoing enhancements in terms of both efficiency and quality. To this end, Bucher Emhart Glass production specialists collaborate closely with a customer’s personnel, providing guidance, testing, training, as well as hands-on support - right from installation onward.

Pursuing this mission, the company recently introduced a dedicated specialist support channel exclusively for automa-

tion equipment. Here customers can benefit from expert support via email, phone or remote access as desired. Bucher Emhart Glass’ team of automation specialists is available during European office hours from Monday to Friday with the aim of responding to every inquiry within a 24-hour timeframe. In the event that in-house experts are unable to resolve a situation, the matter can be escalated to specialised expertise.

GOING THE EXTRA MILE

Specific company technologies cover FlexIS, plunger process control (PPC), temperature control system (TCS), GobRadar, BlankRadar, FlexRadar, SMARTFEEDER, FlexRobot and ID Mark/ID Read - along with all closed-loop systems and the Control Centre.

“We’re not just interested in merely selling our customers a machine. Instead we strive to

assist each one in arriving at the very best value,” affirms Bucher Emhart Glass President Matthias Kümmerle. “Having developed some of the most robust automation solutions out there, we acknowledge the significance of ensuring their uninterrupted operation - all the while maximising uptime in the industry. Through this new service offering, we can provide customers with the support they require - exactly when they need it.” ■

BUCHER
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