

glass.Zmart®360° signals ZIPPE's new edge in maintenance efficiency

With efficiency and precision being both paramount in today's fast-paced flat glass sector, one company is setting new standards in service and maintenance by redefining how operations are managed. Having recently introduced its zmart®360° service tool, ZIPPE is now ensuring all such tasks are handled with utmost speed and accuracy.

At its core, Zippe's new zmart®360° service tool combines state-of-the-art electronic filing with a live tracking system for both completed and ongoing service activities. Detailed system documentation, comprehensive maintenance plans, and exhaustive spare parts inventories are all housed within a unified digital ecosystem. With online access available 24/7, operating personnel at flat glass facilities

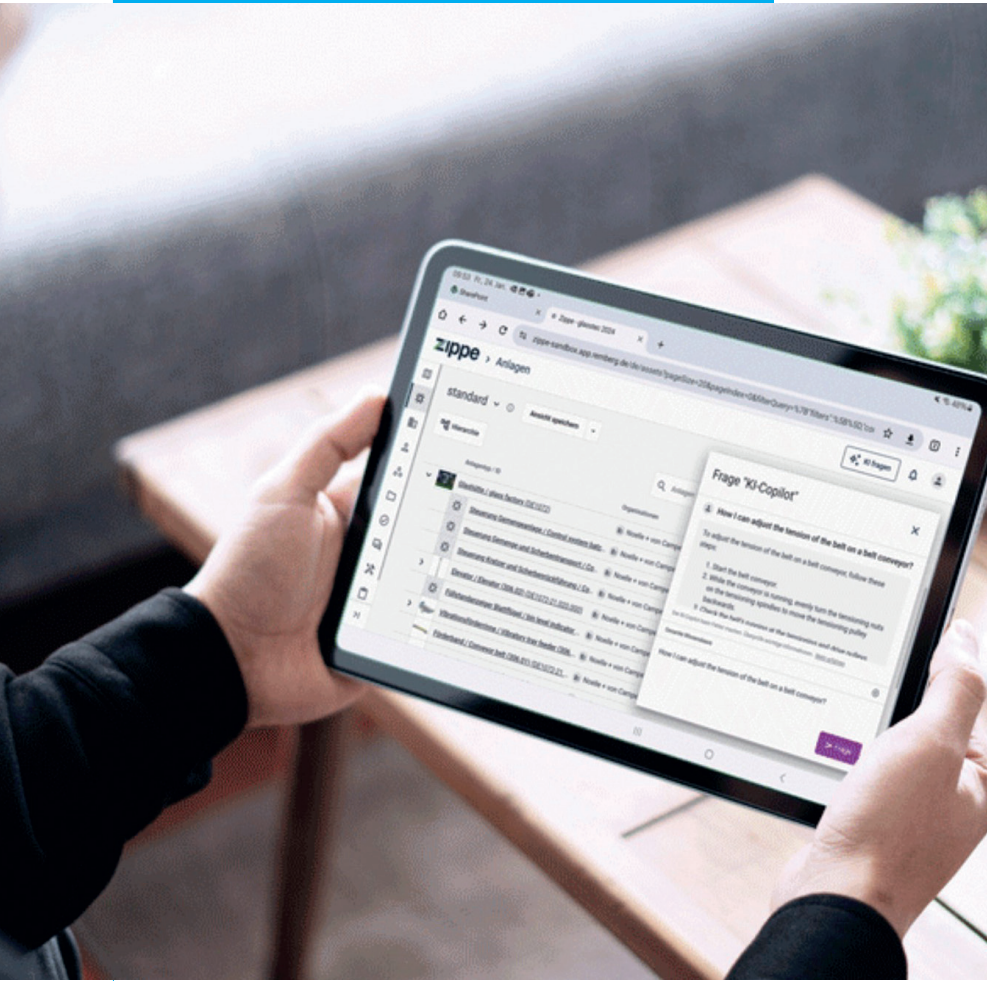
can retrieve critical information from anywhere using a smartphone, tablet, or PC. This instant accessibility eliminates the delays associated with traditional email inquiries and time-consuming phone calls, thereby streamlining daily operations and boosting productivity.

SEAMLESS OPERATIONS & IMMEDIATE SUPPORT

In an industry where downtime can be extraordinarily costly, the

advantages of such a tool are immediately evident. Operators no longer have to waste valuable time searching for maintenance documents or repair instructions. Instead, every detail -from routine service schedules to emergency repair protocols- is available at their fingertips, allowing for prompt and precise action when issues arise. Beyond its impressive digital capabilities, Zippe remains deeply committed to customer support. Even after a new system has been suc-

CUSTOMER CENTRICITY



headquarters in Wertheim, Zippe can swiftly detect potential issues, implement necessary adjustments, and carry out corrective measures - all designed to prevent operational disruptions.

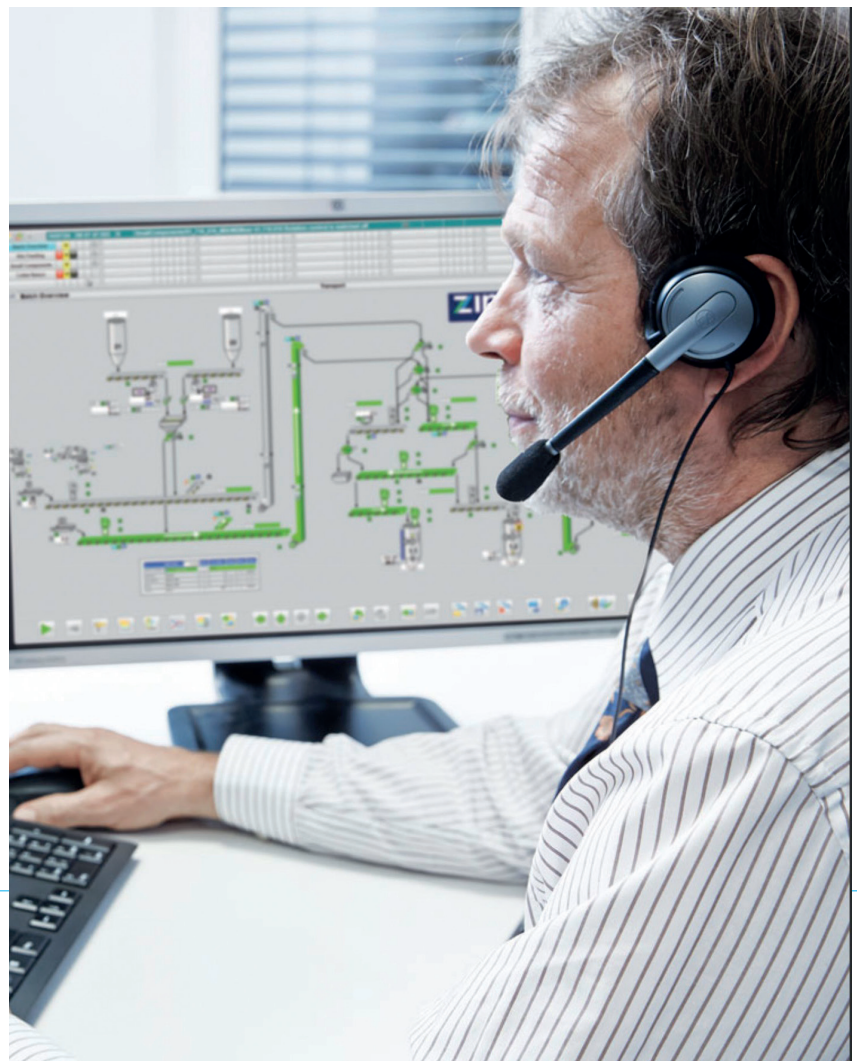
A hallmark of Zippe's commitment to uninterrupted service is its 24/7 hotline. Recognizing that faults can occur at any moment during the production process, the company has established a dedicated hotline and teleservice designed to deliver immediate support. Customers can access the Zippe 24-hour hotline and its integrated teleservice, ensuring that expert assistance is always just a phone call away, regardless of where in the world they are located.

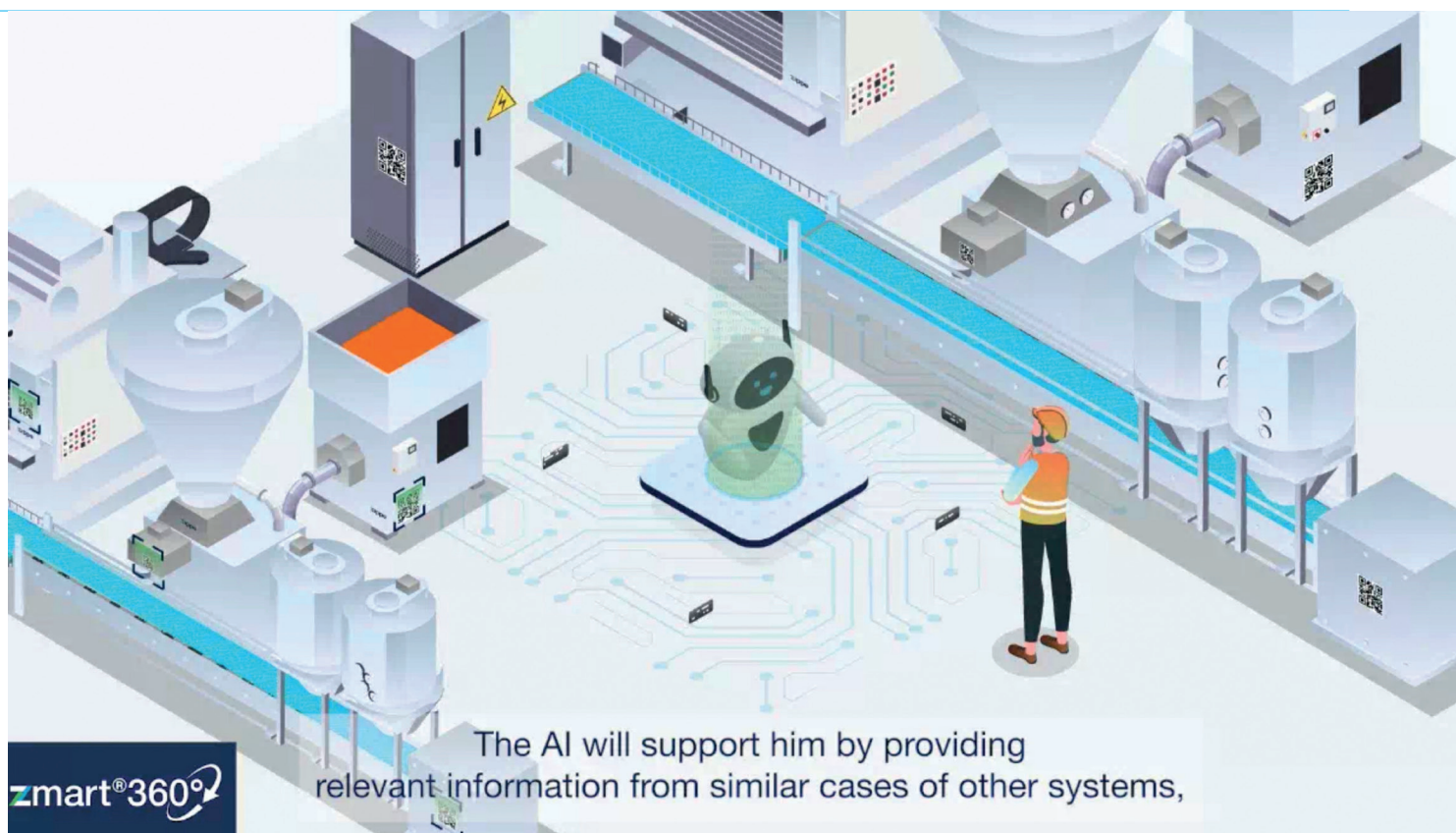
UNCOMPROMISING QUALITY & CONTINUOUS IMPROVEMENT

With quality being a non-negotiable priority for Zippe, the company adheres to a modern quality management system that complies with DIN EN ISO 9001



cessfully installed, the company stands ready to assist with ongoing service and maintenance challenges. Its team of seasoned specialists is accessible via email, telephone and, when necessary, through in-person visits. Moreover, by remotely accessing client systems from its





The AI will support him by providing relevant information from similar cases of other systems,

standards and holds TÜV SÜD certification. This rigorous quality assurance framework guarantees that every aspect of the service -from digital documentation to on-site repairs- meets the highest global standards. Indeed clients across the flat glass industry continue to choose Zippe for the reliability and excellence of the very service offerings, which underpin the robust performance of their operations.

Mindful that nothing can replace hands-on expertise, the company also provides intensive training sessions for client personnel. Such sessions give vital knowledge to operating new systems - so reducing operator errors while fostering a culture of self-suffi-

ciency and technical proficiency. That training is indispensable in an industry as exacting as flat glass manufacturing.

Zippe also offers comprehensive technical and operational audits. These meticulously assess current systems, identify areas for improvement and provide actionable recommendations to optimize such key parameters as replenishment times and production cycles. By channeling deep industry expertise into these evaluations, the company affords clients the opportunity to continuously enhance their operational efficiency.

In sum, the zmart®360° service tool by Zippe represents a rel-

evant advancement for the flat glass industry. By integrating digital precision with unparalleled customer support and rigorous quality standards, the company is able to ensure that every client's maintenance needs are met promptly and effectively. Here, as the industry evolves and competition intensifies, Zippe remains a steadfast beacon of innovation and reliability - empowering flat glass operators around the globe to achieve excellence in every facet of their operations. ■

zippe

**ZIPPE
INDUSTRIEANLAGEN
GMBH**

Alfred-Zippe-Str. 11
97877 Wertheim - GERMANY
Tel.: +49-93-42-80-40
zippe@zippe.de
www.zippe.de

