

SUPPORT IN EVERY REGARD

Service Excellence

Worldwide service and digital support solutions for maximum production performance and continuous process optimisation

The perfect mix of hardware, software and service

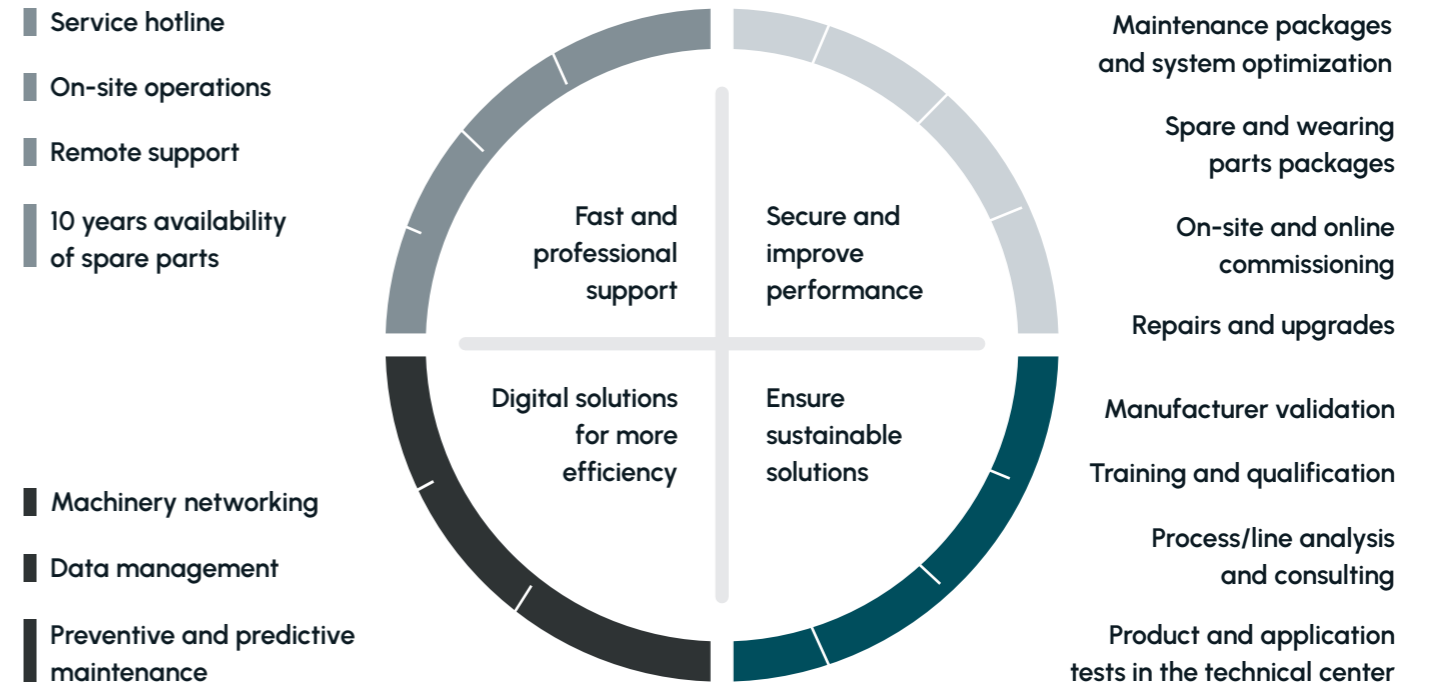
More than just a manufacturer of high-tech inspection and sorting systems: Sesotec customers get comprehensive service that extends from product tests and equipment loans to commissioning, training and measures for extending the service lives of their devices.

For us, partnership means that we support you in every phase of the production and production lifecycle. You get everything from a single source. Competent. Flexible. Based on our more than 40 years of experience in service and maintenance and thousands of customer-specific projects. Increase machine availability. Minimise downtimes. Optimise production processes.

Your Benefits at a glance

- Long-term maximum product quality
- Maximum service life and efficiency of your Sesotec machines and systems
- Minimum maintenance effort due to the comprehensive service and maintenance offering
- Secure auditing thanks to the maintenance and validation certificates issued by us
- Service reminders and proactive service planning by Sesotec
- Cost transparency over several years

Your partner for sustainable production optimisation



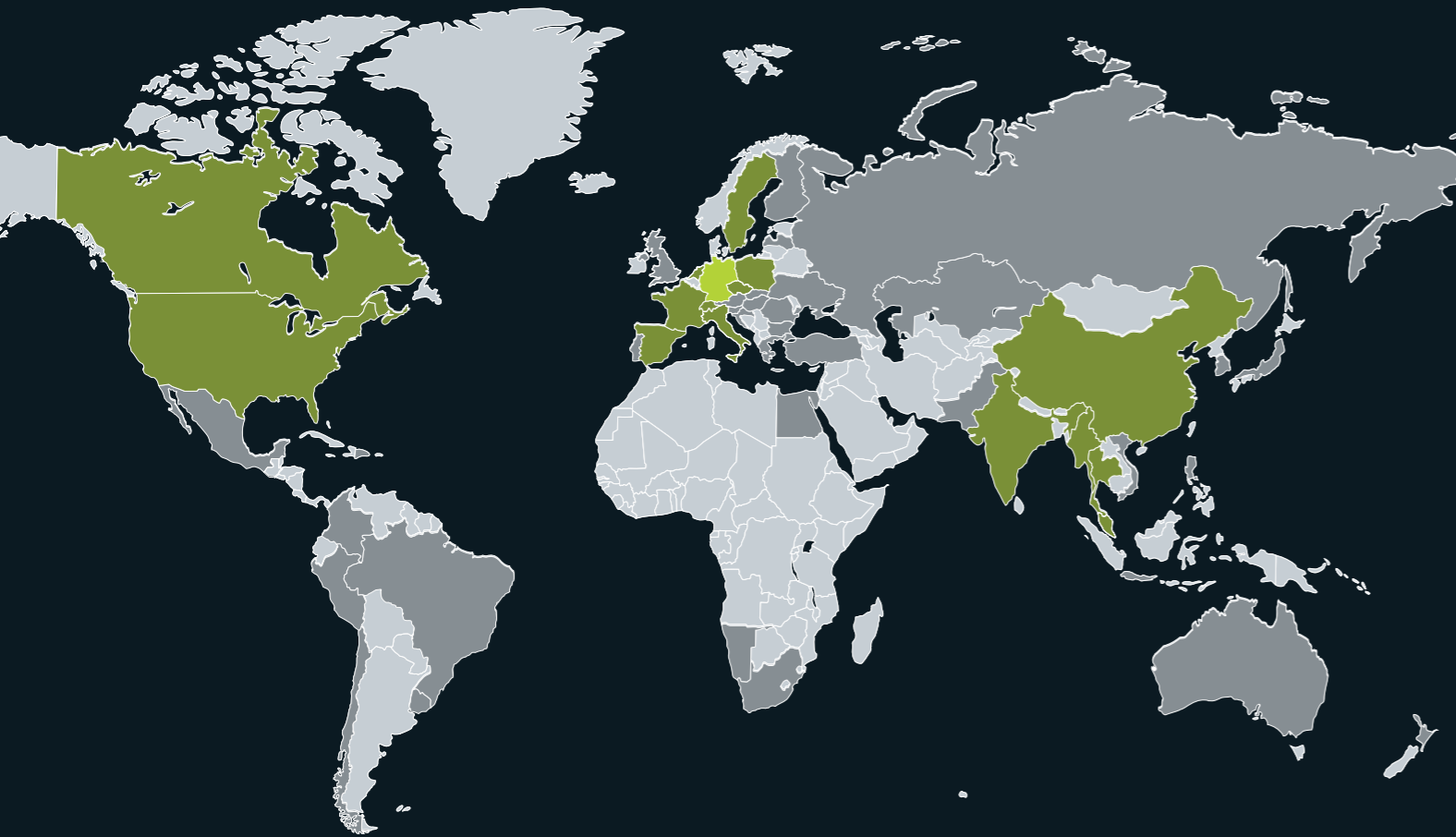
Right down the line – for life:

Regardless of the phase of its lifecycle that your Sesotec device is in: our experienced service technicians are there to assist you in word and deed. You can find out more about each stage on the following pages. Please don't hesitate to contact us if you require further information!



Global. Competent. With fast reactions.

Ensure high performance and improve your production continually:
With the fast and professional support of our worldwide and ever-expanding service network.



Headquarters

Locations

Partner

Production

Germany, USA

Partners

in over 60 countries

Headquarter

Schönberg, Germany

Branch offices

Spain, France, Italy, Belgium,
Netherlands, Luxembourg,
Singapore, China, USA, India,
Canada, Thailand

Service locations

EMEA, North America, APAC

Test centres

Spain, France, Italy, Netherlands,
Germany, Singapore, Thailand,
China, USA, India, Canada

Test our systems with your products

Stay on the safe side and put our systems to the test. In our technology centres with modern equipment on a floor area of 1,200 m², we carry out tests with your products under real production conditions. In this way we ensure that our machines meet your requirements.

Equipped with the latest Sesotec technology for metal detection, X-ray inspection and material sorting, our development engineers and service technicians in the technology centre work on the optimisation of the machine settings for your production line. The flexible design of the technology centre enables us to simulate the production process in your plant and to easily carry out product tests with small or large quantities of material samples. Our modern equipment and highly qualified employees make sure that your material is tested quickly and efficiently.

On request you can even have individual lots tested or examined by our detection and sorting systems. We carry out tests and checks and subsequently draw up a detailed report. Feasibility analyses take into account numbers of items, throughput and possible contaminants.

Available to you in the technology centre

- The latest Sesotec technology
- Test runs with small or large quantities of material samples
- Documentation and evaluation of the product test
- Simulation of complete production processes
- Customer-specific optimisation of sorting applications
- Advice from service technicians and development engineers

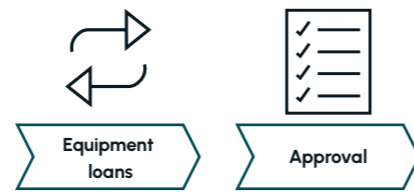


For metal detection,
X-ray inspection and
material sorting

Arrange a product test
now!



Equipment loans and approvals



When you benefit from equipment loans:

- **Delivery bridging:**
If you need the product inspection device that you ordered before the assured delivery date, we can help you out with device to bridge the gap, subject to availability.
- **Repair bridging:**
A device or component needs to be repaired? With a loan device, your line doesn't stand still while the repair is being carried out.
- **Pre-sales-Service:**
Feasibility tests and possible implementations in the future production environment are possible even before buying.

Special challenges with X-ray inspections

The protection of people and the environment is close to our hearts. That's why RAYCON X-ray inspection devices from Sesotec are designed to ensure particularly high safety for the operators and the environment. Nevertheless, X-ray devices are often subject to strict regulations regarding logistics, operation and maintenance – depending on the industry, country or region. We help you to get through this jungle: Different forms often have to be completed and submitted to the authorities. In addition, the company itself may be subject to requirements and regulations. In Germany, for example, it is mandatory to attend a radiation protection course



The operator of the X-ray device applies to the responsible authority for an approval.

The authority checks the complete submission of the documents and checks whether all required information has been given.

The authority carries out an onsite inspection in order to confirm that the regulations are being complied with.

If all requirements are met, the authority issues a permit for the use of the X-ray device.

The operating company is obliged to have the X-ray device checked regularly by an authorised body. The results of the check have to be submitted to the authority.

Practical example: the approval process according to the X-ray regulations (RöV) in Germany

The setting counts: from the very start



Commissioning

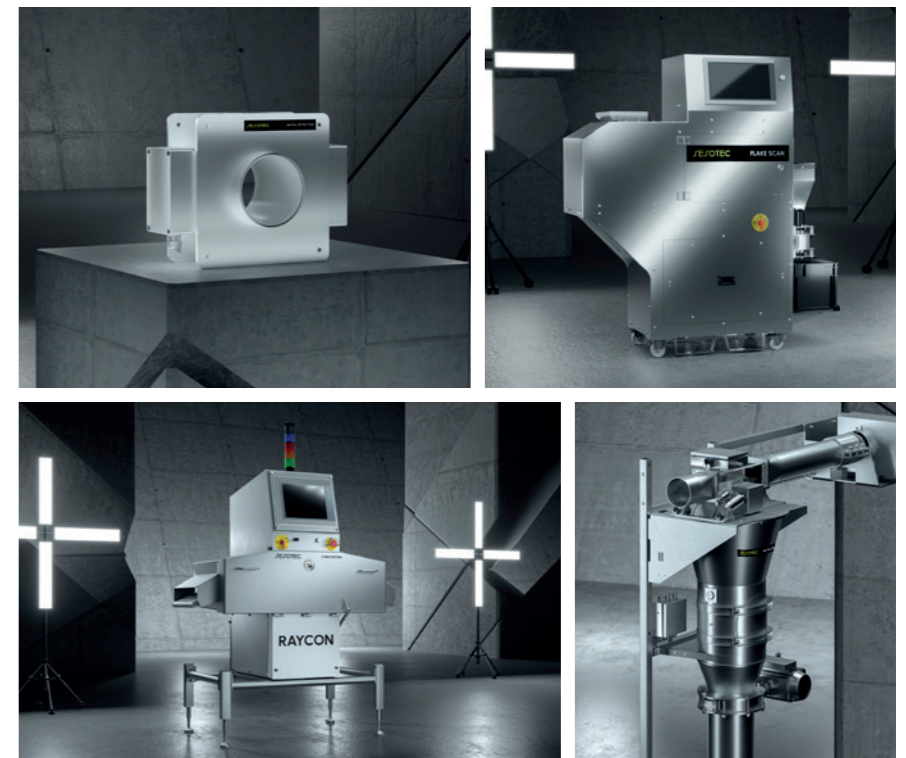
Physical commissioning

Especially where XC-ray devices or sorting machines are concerned, commissioning including operator instruction takes place onsite – naturally after prior agreement on the date. Of course, physical commissioning can take place all over the world.



Virtual commissioning

The virtual commissioning of machines presents itself on account of the requirements in particular in the case of metal detectors for the plastics industry. After downloading our augmented reality app to a suitable customer end device with video and headset components, fast commissioning is possible at short notice.



Your benefits:

- Fast commissioning by product-certified service technicians
- Assurance that the equipment operates within the intended criteria
- Reduce potential project delays

Software as a Service



How can you ensure that your production processes and machines work properly and around the clock? Quite simple: By having all relevant machine data at your disposal. With our browser-based visualization software Insight.WEB (product inspection) and VISUDESK (sorting), you are always on the safe side in terms of transparency, production optimization and control.



Transparency

The general overview shows the live status of the Sesotec devices. Additionally, different windows can remain open to also monitor the individual performance live. Thanks to the browser-based interface, all information is also available on the move.

Individualization

Assignment of suitable outline criteria in the Insight.WEB general overview, adaptation of product and device names according to internal specifications or management of user groups: Intuitive, simple and secure for uncomplicated operation.

Production optimization

In addition to live data, you have access to logbook and device histories to start root cause analyses for possible inefficiencies. Also important service data is displayed so that you can plan maintenance appointments in good time.

Documentation

Whether audit checks or material analysis, whether live events or history: Via logbook and device dashboards as well as possible interfaces to your ERP, you can directly document important events.

Remote Support



Plant availability is a linchpin of your production planning. Whether telephone support, ticket via Sesotec app, email or augmented reality: for every question and incident there are fast, simple and secure ways to communicate with our service technicians.

Augmented reality technology enables digital elements to be integrated into the real world and thus to create an "augmented" reality. The only requirements are an end device with a good Internet connection as well as a head-set and a camera at the customer end. Augmented reality makes service support simpler and more effective, as visual information can be collected and integrated quickly and intuitively.



Increase in productivity

With remote access, Sesotec service technicians can access your machine directly via the Ethernet connection and carry out error analyses as well as optimisations and parameter settings.



TeamViewer

The software solution for remote access and remote support that the world trusts: Team Viewer is ready for use with all Sesotec RAYCON and SORTING RECYCLING devices and offers a comprehensive solution for remote access, remote control and remote maintenance.

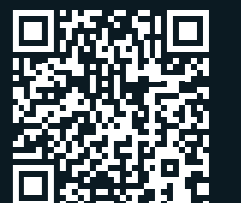
Increase in efficiency

The use of augmented reality enables technicians and engineers to react faster to questions and incidents and solve them. Your benefit: significantly higher machine availability.

Reduction in costs

Companies can reduce their expenditure for onsite visits and maintenance tasks through remote maintenance and augmented reality. This can lead to considerable savings on operating costs.

Demo
Remote
Support



Knowledge transfer, questions & answers

Your production line is unlike any other. That's why our service employees advise you comprehensively on the installation, adaptation and operation of your Sesotec Systems. Through various training courses, maintenance and production employees of all recycling, plastic and food lines obtain the knowledge required to avoid operating errors and extend the lifetimes of your plants.



Operation Training

Everything you need to know about Sesotec products – and how to use them optimally in production processes: Changing products, cleaning components, checking equipment with test bodies, carrying out troubleshooting.

Sesotec training room

Administrator / Quality Training

Issues addressed (excerpt): How can parameters for products and plants be checked, optimized, managed and changed? How does user management work? Which functions are available to ensure the quality of the products?

Maintenance Training

Questions dealt with (excerpt): how are PCBs replaced and E-boards updated? How are wearing parts replaced? What must be maintained on a system and how in order to guarantee high performance and a long service life of the device?

Optimum use of the devices

Training helps the operators to make optimum use of the Sesotec devices in order to obtain the best possible results. Through an understanding of the functional principle, operators can use the full potential of the devices and avoid errors.

Increased productivity, reduced downtimes

Training and the constant repetition of important device functions and the control elements reduce the risk of malfunctions or device failures.

Safety

Accidents and injuries can be avoided through an understanding of the correct operation and maintenance of the devices.

Improved quality

If the devices are operated and maintained correctly, they can detect and remove contaminants and defects and thus increase the product quality.

Checked and documented

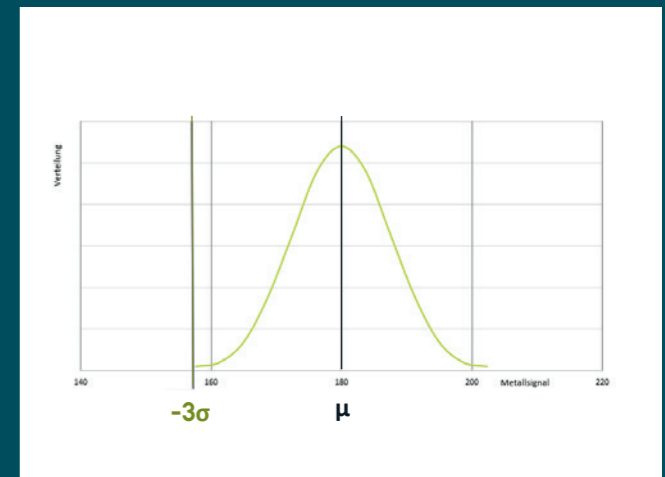


A manufacturer validation, also referred to as a process validation, is a systematic approach used by manufacturers to confirm that a production process consistently and reliably manufactures high quality products. This approach is particularly important in regulated industries such as pharmaceuticals, medical technology and food, in which compliance with standards and regulations is decisive.

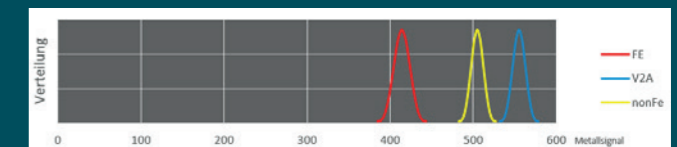
The manufacturer validation takes place after commissioning and/or maintenance. The sizes of the test specimens of the three most frequent metal materials – iron, stainless steel and non-ferrous – must be defined in advance. Particular attention is paid to the threshold values attained. The test specimen is always placed in the least favourable position.



If the distribution is composed of many small variation causes, of which none is dominant and of which none mutually influences any other, then the distribution form exists as a normal distribution (Gaussian distribution or Gaussian bell curve). The mean value μ describes the central position of the normal distribution curve. The sum total of all values divided by the number of conveyings is the mean value of a normal distribution.



With a normal distribution, 99.73 % of all values lie in the range ± 3 sigma (σ) around the mean value μ . -3σ is the lowest limit value for daily routine testing on site.



As part of the manufacturer validation, trigger signals for FE, V2A and nonFe are recorded and checked for the presence of a normal distribution. The diagram of the distribution can be seen in the certificate.

Service-Ticket via Sesotec App

Short downtimes, safe production plants and long-term investment and planning security are exactly what our international network of excellent service technicians is working for every day. To enable you to send us your request for maintenance appointments, service calls, repair messages or manufacturer validation as quickly as possible, it is best to use the ticket function of the Sesotec app. With just a few clicks, you can easily and quickly add all relevant information and document it for the entire handling process.

Follow the wrench!
Company profile data is automatically transferred to the service ticket.

Useful additional features:

- Direct scan of the device number:
A common reason for longer processing time: missing information. By scanning the barcode sticker with the camera, our Sesotec service technicians have the most important device information.
- Adding additional information:
Detailed description, photos, videos or ZIP files (e.g. backups of X-ray equipment).



Scan the QR-code
and download the
Sesotec app



Longer service life, maximum product quality



We want you to be able to rely on long-term maximum product quality. Benefit permanently from the maximum efficiency of your Sesotec machines and systems thanks to regular maintenance by trained Sesotec technicians. With our extensive range of maintenance services, your machine remains up to date.

Of course, we use only original spare parts in order to guarantee the maximum service life of your machines.

Our service technicians check all relevant components at regular intervals and replace wearing parts. That means maximum productivity and efficiency in the long run. Regular maintenance of your devices and systems is often an important prerequisite for successful audits. Our service technicians check your device and issue corresponding maintenance certificates.

Better planning and security with maintenance contracts

How can you ensure that

- wearing parts are regularly checked and replaced at planned intervals?
- the performance of your system remains constantly at the highest level – even outside formal guidelines?
- downtimes are minimised and both output and product quality are maximised?

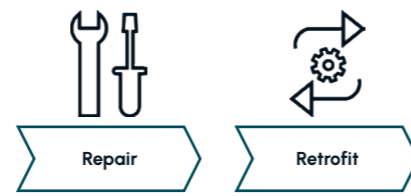
Attractive maintenance packages for new and existing devices. Further attractive benefits await you. Contact us – we'll be glad to advise you.

We ensure that maintenance intervals are planned in good time and adhered to by competent personnel. Unplanned downtimes are thus minimised, while productivity and efficiency are maximised. A further bonus for all upcoming audits!

Your benefits:

- Maximum utilisation, operating duration and efficiency of your machines and systems from Sesotec
- Reduction of your own expenditures on the machines thanks to preventive maintenance services
- Maintenance certificates and reports for secure auditing

Equipped for the future



Onsite service

- Ensuring the performance of your system by adjustment, repair and recommissioning
- Provision of an experienced service technician, who checks and repairs the system
- Checking and optimisation of the reference and product settings
- Execution of software updates
- Documentation of the checking of measurement accuracies in an associated service report
- Creation of the system backup

Contact us for more information on our retrofit and repair services.

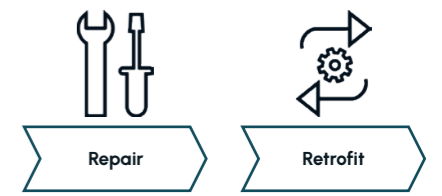
In-house repair department

- Highest quality standards for the repair of PCBs and other electronic components
- Cleaning and optimisation of the complete system
- Tuning and calibration of the complete system
- Enablement of upgrades and checking of the mechanical and electronic components

Refurbishment and repair

- Repair of the printed circuit boards
- In-house test bench
- Refurbishment and repair
- High cost benefit and preservation of resources through the reuse of repaired and tested PCBs

Supply routes entirely to suit your needs



Spare Parts

Benefit from our comprehensive service for the procurement of spare parts for your device.

The procedure is as follows:

- 1 The customer contacts us with the serial number of the device.
- 2 The customer receives a quotation with the required spare parts and the corresponding prices.
- 3 Following confirmation by the customer, the spare parts are dispatched (standard or express delivery is possible).
- 4 Installation of the spare parts, either by the customer or by a Sesotec service technician..

Advance replacement

Sesotec offers a fast and reliable service for the replacement of PCBs and computers - and merely for a flat-rate repair price. The procedure is also as simple as could be:

- 1 We send preadjusted PCBs and computers to our customers.
- 2 The customer exchanges the PCBs or the computers.
- 3 The customer sends the replaced PCBs or computers back to Sesotec.

Wearing part packages

- Securing the availability of the relevant wearing parts for the entire lifecycle of the machine
- Adapted services based on your production requirements in order to ensure that you always have all wearing parts in stock, thus guaranteeing production free from interruptions

Thanks to our fast and reliable services, you can be sure that your device is quickly ready to operate again. Contact us today and let us help you!



Service Hotline spare parts
+49 (0) 8554 308-2222
spareparts@sesotec.com

ARTIFICIAL INTELLIGENCE

Predictive Maintenance

AI methods are used to identify patterns and correlations in big data. Predictive maintenance – is the key to higher machine availability as well as process and performance improvements. To identify potential hazards before problems occur, predictive maintenance uses real-time data from interconnected. Actions are taken only when they are needed.



Discover the spare parts catalogue online now!

Fast, reliable service



Telephone support

Many questions and incidents can be resolved over the phone. Our free telephone support is available daily from 6 am to 8 pm and on weekends from 8 am to 5 pm.

Service Hotline Product Inspection

+49 (0) 8554 308-173

service.msg@sesotec.com

Service Hotline Sorting

+49 (0) 8554 308-129

service.sorting@sesotec.com



Remote Access

Many errors can be resolved via remote access. Sesotec service technicians can use an ethernet connection to directly access your machine and perform troubleshooting, optimizations, and parameter configurations.



Augmented Reality

In addition to phone support and remote servicing, Sesotec also offers video support using Augmented Reality. For this, we use the TeamViewer Pilot app.



Want to learn more about our technology for manufacturing?

Get in touch with us directly! We look forward to advising you.
You can reach us at:

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