



After Sales & Service

IST METZ GmbH & Co. KG

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- Highly-qualified staff
 - Factory-trained
 - Regular training courses to the highest standards
- World-wide service network
 - Nine offices in France, England, Italy, the USA, the Netherlands, Spain, Sweden, China and Thailand
 - Germany: team of service engineers at the headquarters in Nürtingen, three more engineers at strategic locations
- On-site customer care world-wide as required



- Benefits:
 - ✓ short reaction times
 - ✓ professional assistance if required
 - ✓ always a high level of system availability



- If a fault occurs, IST service staff determine the cause on site and get the system up and running again
- In addition to fixing the fault, all operating parameters are checked to enable further faults or defects to be ruled out reliably (“Quick Check”)

Benefits:

- ✓ rapid on-site assistance
- ✓ your system only briefly out of action
- ✓ spare parts requirement determined specifically



- If a system has not been serviced for a long time or if it breaks down unexpectedly, we render it safe on site so that it can run again

Benefits:

- ✓ repair in accordance with specification, complying with all certificates, regulations and standards
- ✓ system operates safely

Units repaired at the headquarters of IST METZ GmbH & Co. KG

- if they are heavily soiled, for example, or if
- major repairs are due, or if
- it is not clear which parts are required

Register for repair online at

www.ist-uv.com/en/services/services/repair-request-units-uv/led-units

Benefits:

- ✓ no travel costs for engineers
- ✓ no need for several trips due to missing parts

System overhaul



If a system is re-sited and relatively extensive modifications are required, it can be completely converted at IST METZ before it goes to the end-customer.

Benefits:

- ✓ no complex conversions at the customer's
- ✓ test run and function test included
- ✓ the special tools required are available at the factory



All the operating parameters and safety functions of your system will be tested to allow errors or defects to be ruled out reliably.

Benefits:

- ✓ all “vital” functions checked
- ✓ repair requirement determined - in cases where servicing has not been performed for an extended period, for example
- ✓ spare parts requirement determined
- ✓ machine is not out of action for an extended period
- ✓ special price



- Current state of the system checked
- All safety features tested
- Operating parameters set
- Spare parts requirement determined

Benefits:

- ✓ safe and reliable operation of the UV system
- ✓ longer service life for lamps and components
- ✓ record of system history
- ✓ better drying performance



- Preventive replacement of wear parts (see PLUS: maintenance)

Benefits:

- ✓ system operates safely
- ✓ machine downtimes prevented by the replacement of parts

- Dirt leads to poorer cooling of the UV unit and of the UV lamps, reducing service lives.
- This is frequently caused by paint and substrate residues which are hard to remove. A lack of air cooling is the result.
- IST METZ offers a complete cleaning service in which the units are dismantled so that all the components can be cleaned.
- Limescale and dirt in the water reduce cooling or can block parts carrying water.
- We can undertake all kinds of cleaning operation up to and including chemical cleaning.

Benefits:

- ✓ cooling water is properly treated to protect the system and prevent sludge re-forming
- ✓ component service life is extended
- ✓ machine downtimes are avoided
- ✓ heat entrained by substrate and machine is reduced
- ✓ expensive damage due to “aggressive” water is prevented

Replacement service



If you order parts which are complex to fit, IST METZ offers replacement of the parts by a qualified engineer.

Benefits:

- ✓ parts are fitted professionally
- ✓ subsequent Quick Check
- ✓ special price if engineer is booked at same time as spare parts are ordered



Cooperation with customers and partners from the chemical industry is also an elementary component of the UV Technology Campus. The task is to develop individual customer solutions and integrate them into the production process. We develop entire process sequences together with and for customers before the start of production. With the help of our simulation tools, the processes can be successfully scaled up to customer-specific production conditions.

Benefits:

- ✓ Individual trials
- ✓ All common lamp types and different LED wavelengths with and without optics are available
- ✓ Suitable UV measuring equipment in-house



- All system components are fitted in the system professionally
- Ambient parameters are tested and adjusted to suit specifications

Benefits:

- ✓ installation faults prevented, resulting in reliable operation
- ✓ short installation time, as fitting is carried out by specialists
- ✓ start of production can be planned
- ✓ all safety specifications are observed
- ✓ specialist IST Metz staff can also accommodate last-minute customer requests for changes



- Correct installation and all functions are checked
- Operating parameters are modified so that the system copes perfectly with local conditions
- Staff are trained in how to handle the UV system correctly

Benefits:

- ✓ the system operates safely
- ✓ all components, i.e. lamps, reflectors ... enjoy a longer service life
- ✓ lamp output is guaranteed, so drying is reliable
- ✓ full system warranty

- Technical Support: support from experts with all technical issues by telephone or e-mail, for example
 - troubleshooting
 - spare parts requirement determined
 - support with replacing parts
 - general questions about UV technology
- Remote Support:
 - more effective support with problems at a distance
- Application Support:
 - support from experts with process technology issues or questions

Benefits:

- ✓ rapid, straightforward assistance
- ✓ free support via telephone or e-mail
- ✓ direct coordination of service visits or dispatch of spare parts
- ✓ all engineers world-wide are networked



- System condition and local conditions to which the system is to be exposed are checked to determine actual parts requirement
- Advice on installing the system and on services to be provided by the customer

Benefits:

- ✓ the condition of the system is checked
- ✓ professional installation is ensured
- ✓ parts are recorded on a customized basis

Used equipment – spare parts packs



- Standard packs for parts which are required due to a new installation location
- Conversion kits for different operating voltages or frequencies

Installation and commissioning

- All system components are fitted in the system professionally
- Ambient parameters are tested and adjusted to suit specifications
- Correct installation and all functions are checked
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- Correct installation and all functions are checked
- Operating parameters are modified so that the system copes perfectly with local conditions
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Benefits:

- ✓ system operates safely
- ✓ all components (lamps, reflectors ...) enjoy a longer service life
- ✓ lamp output is guaranteed, so drying is reliable
- ✓ full system warranty

Used equipment – machine re-siting



- Problems frequently arise if systems are not professionally dismantled. This means more complicated spare parts, creates delays and involves extra costs.
- On request, IST Metz will dismantle the used system and prepare it for reassembly (no packaging/transport)
- The spare parts requirement can be determined as the system is dismantled
- On request, the system can be reassembled at the new customer's premises

Benefits:

- ✓ system installed correctly by experienced IST service engineers
- ✓ no damage to components from inappropriate handling
- ✓ dismantling and reassembly are easy to schedule

Hardware update:

- IST systems are frequently run for over 20 years. The availability of spare parts for control electronics is not guaranteed for such a long period.
- If required, IST Metz will equip your system with the latest-generation components and carry out and record all the necessary modifications.

Benefits:

- ✓ the system will function safely and reliably for many more years
- ✓ it will be possible to supply spare parts again

Software update:

- IST Metz performs regular software updates to keep your system state-of-the-art. Your system benefits from improvements in the software.

Hardware and software upgrades



- Have the requirements on your UV system changed and are other functions required for production?
- IST Metz will adapt your UV system to suit the new requirements and if necessary, will make the corresponding conversions if these are technically feasible.

Benefits:

- ✓ the UV system can be used on a flexible basis
- ✓ the machine is made fit for new market requirements
- ✓ both the function and the parts are guaranteed for the conversion
- ✓ customized solutions without the need for compromises

Original spare parts from IST Metz



- All spare parts are designed to suit IST Metz systems
- Key components such as lamps, reflectors, power supply devices, measuring equipment and control technology are manufactured within the IST Metz group and designed specifically for the systems
- Unlimited availability of mechanical components (one-off manufacture)

→ There's no such thing as "impossible"!

If components are not available, we will offer an alternative solution. The age of the system is irrelevant here.

Benefits:

- ✓ the UV system is operated properly
- ✓ function is guaranteed
- ✓ good drying results
- ✓ the service life of the system is increased
- ✓ long warranty period

IST Shop – spare parts on site:

the range - matched to suit your individual requirements

- Basic equipment generally consists of:
 - UV and IR lamps
 - reflectors / selective mirrors
 - pneumatic components
 - position switches
 - filter mats
 - temperature control components
 - actuating drives
 - high-voltage monitoring units
 - control units
 - a cleaning set for lamps and reflectors



Disposal/recycling of UV lamps



- IST METZ provides proper disposal of UV lamps incl. the mercury they contain - at no charge!

Benefits:

- ✓ 100 % no-worry solution
- ✓ UV lamps are properly directed into the recycling process