

ROVEMA Life Cycle Services

The success of our customers is our motivation

Our packaging solutions are future-proof and a secure investment.



360° life cycle services



 **ROVEMA**

Passion for packaging



ROVEMA Life Cycle Services

The success of our customers is our motivation



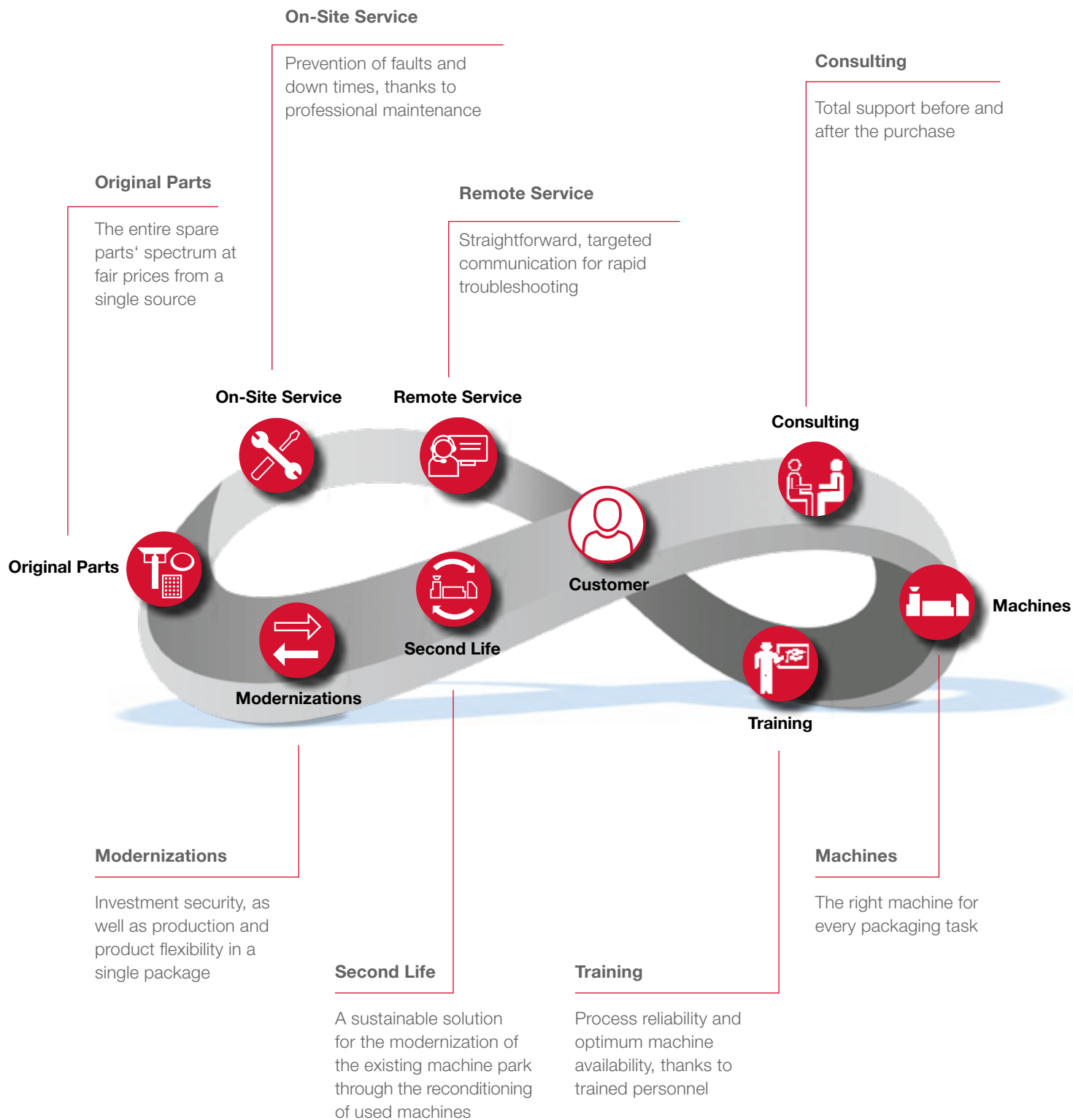
Support during the entire machine life cycle through ROVEMA.

With their decision for a ROVEMA packaging machine, our customers have the certainty of being supported comprehensively by ROVEMA during the entire machine lifecycle. In so doing, a machine life can run through multiple cycles. From wear-dependent support with matching original parts, through fault elimination via Remote Service and on-site maintenance and inspection, up to comprehensive modernization measures, which extend the first life cycle of the machine or allow a Second Life.

During inspection and orientation phases, we can provide support through professional consultation, implement contemporary machine adaptations with wellthought-out upgrades and also allow existing machines to enjoy a second life through a complete general overhaul. Tailor-made training modules, seminars, and workshops are intended to allow both decision-makers and machine setters and operators to produce more safely and efficiently.

For us, the aims and needs of our customers for reliable, total and sustainable packaging solutions are always in focus. At the end of the process chain, your product should be presented in perfect, modern packaging at the point of sale, so that it reaches the consumer in the best possible quality and convinces them.

ROVEMA Life Cycle Services will accompany you in every phase of the machine life cycle – your success is our daily motivation!



ROVEMA Training

Sustainably successful



Offer your employees more than just instruction!

Get long term profit from a trained team and use your machines to the maximum. The ROVEMA training offer has a modular structure, allowing flexible adaption to your requirements. Theory and practice are optimally intertwined, simplifying operation and routine maintenance work on your machine.

Induction course at your machine as part of commissioning

With the commissioning of your machine, you will receive an induction course at your machine for your operators. This contains a brief introductory course on the operation of the machine and is always included in the purchase of a ROVEMA machine.

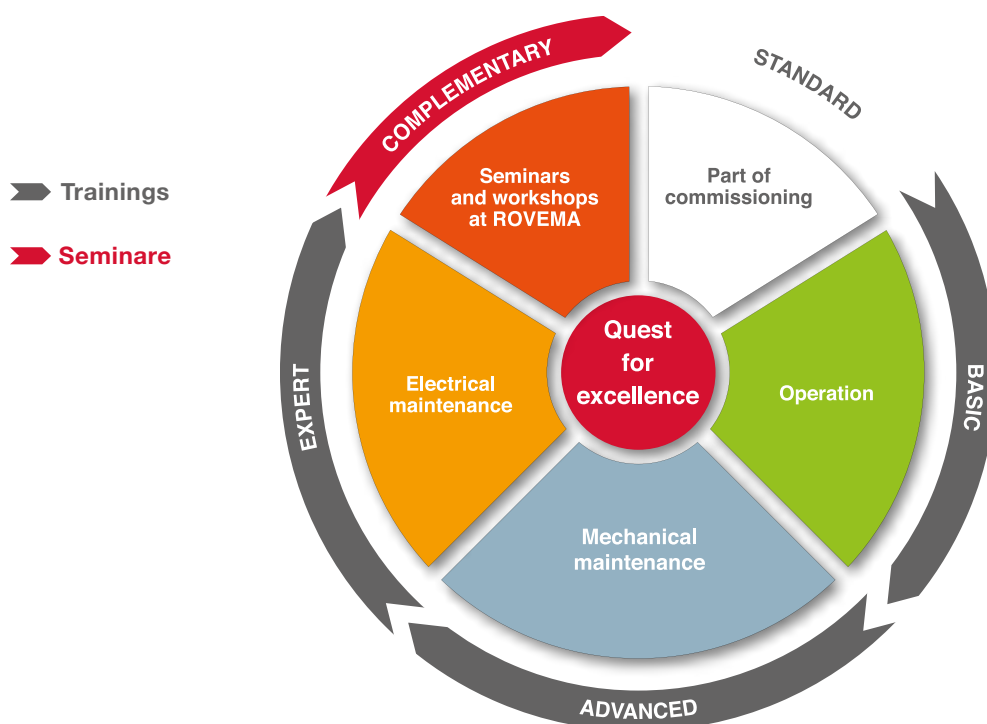
Content of an induction course:

- ▶ Get to know safety instructions
- ▶ Be introduced to product/format change
- ▶ Get familiar with the operating manual
- ▶ Understand standard daily routine



Learn more about our web seminars and on-site seminars

www.rovema.com/en/customer-service/training



Professional training modules

The innovative, multimedia training course content is tailored to the prior knowledge of the user and offers practical and interdisciplinary special knowledge in the fields of operation as well as mechanical and electrical maintenance.

➤ BASIC

Operation

- Understand the ROVEMA machine concept
- Learn standard operation procedure
- Gain confidence in machine operation
- Ensure process quality

➤ ADVANCED

Mechanical maintenance

- Benefit from preventive maintenance concepts
- Ensure machine sustainability
- Get familiar with the ROVEMA parts portfolio
- Gain experience in fault identification and repair

➤ EXPERT

Electrical maintenance

- Explore the impact of electrical components in operation
- Expand understanding of machine control system
- Get program knowledge for quick trouble solution (P@ckControl or Allen-Bradley)
- Discover opportunities with ROVEMA diagnostics concept

Seminars and workshops

Benefit from the complementary ROVEMA training program. Our seminars and workshops impart special knowledge on key topics such as packaging materials, general form-, fill and seal technology, maintenance and auger dosing. The complementary ROVEMA training program has general validity and is not only designed for the machine personnel, but for anyone interested in these topics!

➤ COMPLEMENTARY

Seminars and workshops

- NEW: Web seminars around packaging machines
- Consolidate understanding of maintenance principles
- Improve knowledge of Form Fill and Seal technology
- Discover dosing auger systems
- Ensure packaging material quality



TRAINING –

We will be happy to advise you

training@rovema.de

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ROVEMA Remote Service

Problem detected – problem banned

We can help you to minimize this time and cost: With the experts of the ROVEMA Remote Service, you always have a competent contact at your side, who can eliminate faults rapidly from a different location.



Rapid problem solution through remote diagnostics

Your production never stops, delivery obligations are of immense significance – suddenly your machine displays an error message, or the packaging is faulty, which possibly suggests improper settings in the recipe. The search for the error begins – production must stop, the on-site technical personnel cannot continue without help, and a service technician must be engaged – valuable time passes until they arrive. We can help you to minimize this time and cost: With the experts of the ROVEMA Remote Service, you always have a competent contact at your side, who can eliminate faults rapidly from a different location.

Easy Connect
With ROVEMA Remote Service in 4 steps

Modern teleservice

ROVEMA Remote Service works by telephone via the support hotline, mobile communications, or using a VPN connection on the Internet. This means that our service experts, in conjunction with your technical management or the operating personnel, can communicate in an effective and targeted manner, thus eliminating many obstacles to streamline troubleshooting procedures for all parties involved. When using the VPN connection, necessary software updates can also be transmitted and installed in an equally straightforward manner over large geographical distances.

Today, digital development over recent years has allowed a completely new kind of support using smartphones and data glasses. The sharing of videos and even live video transmission using these tools allow a sense of “look over the shoulder” support remotely. Thanks to image transmission, the ROVEMA service technician can see what problem the operator has, diagnose possible causes of error, and provide the first instructions for eliminating the problem. This concept of “helping you to help yourself” allows the operating personnel to eliminate problems quickly under professional instruction, increasing machine availability.

The ROVEMA Remote Service can connect via the digital assistant Easy Connect, or set up on customized remote tools.

Easy Connect with ROVEMA Remote Service in 4 Steps:

► STEP 1

Accept invitation

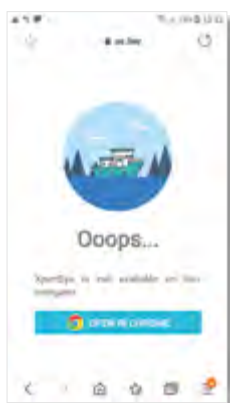
Click/tap on the link in the XpertEye invitation, which you have received either by SMS or email. Please note that you need Google Chrome or Safari (iOS devices) to use the link. Make sure you have the latest version installed on your device. (You can download Google Chrome from the following link: www.google.com/chrome)



► STEP 2

Display mode

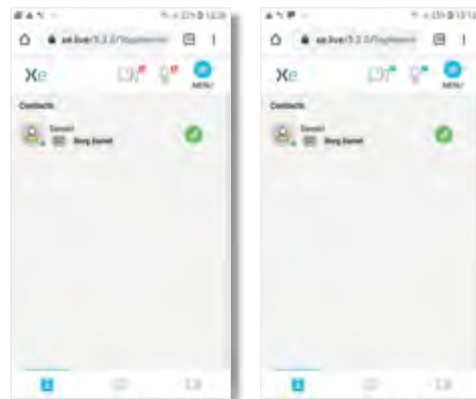
You will be asked to open Google Chrome/Safari, if this is not your standard browser. XpertEye will then display correctly on your device.



► STEP 3

Access rights

Access is required to establish an audio-visual communication via Google Chrome/Safari. Click on the video and microphone buttons to allow access.



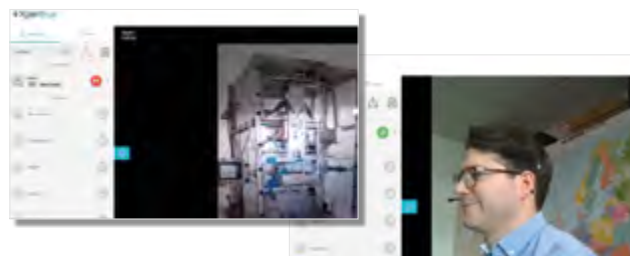
► STEP 4

You are logged in

You are now automatically logged in and can start a video communication and/or answer a call.

Making a call

To start a call, click on the green handset icon to the right of the name of the contact you want to call.



Chat

You can also chat with the other participant. To do this, click on the desired user in the contact list. You will then find a text entry at the bottom of the screen.

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ROVEMA Spare Parts

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ROVEMA On-Site Service

Comprehensive on-site service for the maintenance of your investment



The procurement of a packaging machine represents a significant investment.

Optimum use is just as important as the long-term maintenance of the machine value. Our service technicians and installation engineers will support you from the start during the installation and initial start-up of your new ROVEMA machine, during the conversion of your existing machines, or during upgrading of applications. Your personnel must be able to operate the new or converted machine safely and understand important basic functions regarding product and format changes. Our service technicians ensure flawless production through initial instruction of your operating personnel.

Professional maintenance

Maintenance and service costs should remain foreseeable from the very start, downtimes and unplanned production failures should not occur at all – with a ROVEMA Service Agreement, you are on the safe side. During regular inspection periods, qualified ROVEMA service technicians check all the key system elements for wear, functionality, and safety. In addition, to prevent downtimes, an error analysis takes place with the prompt elimination of faults. Our technicians identify optimization potential and improve the expertise of your operating personnel through compact function-related instructions, and helpful tips directly on your ROVEMA machine.

Production accompaniment

If the ROVEMA equipment is going to be moved to a new production facility, we are happy to support you in the implementation of your assets by sending you experienced ROVEMA service technicians. Through an on-site inspection and efficiency analysis, our experts can offer an assessment regarding the state of the machines. When the decision is made to transfer the ROVEMA equipment, we will assist you with professional guidance and support with dismantling, repositioning, and commissioning at the new location – we can offer you the right solution in every phase of the machine's life!

Our service technicians and installation engineers will support you from the start during the installation and initial start-up of your new ROVEMA machine, during the conversion of your existing machines, or during upgrading of applications.

ROVEMA Original Parts



The best decision – guaranteed

Highest quality spare parts at a fair price.

ROVEMA packaging machines are advanced technical systems, developed to master challenging, wear-intensive tasks. With over 30,000 delivered machines and an active machine stock of over 6,000 systems in daily production work, we are represented in around 130 countries around the world. We keep over 15,000 Original Parts ready at short notice for a flawless deployment service. Maintenance cycles must function reliably and unplanned production stops must always be avoided. This is why we place the greatest emphasis on the highest spare part quality at a fair price.



Maintenance workers

succumb to stress when wear parts fail before the planned maintenance date, spare parts do not function fully, were machined imprecisely, or ordered incorrectly. In the worst case, production stops altogether – that is when things become very expensive.

With ROVEMA original spare parts, you are on the safe side!

- ▶ High-quality materials, quality control and perfect fit ensure a long lifespan of the spare parts and thus the highest machine availability!

Technical purchasers

are buried by many comparison requests, various suppliers hold them up on the telephone when following up on their offers. Ideally, they would procure all the relevant parts for ROVEMA machines in an uncomplicated manner from a single source.

ROVEMA offers a „one-stop shop“ at fair prices!

- ▶ With our experienced colleagues, we have reclassified approx. 15,000 active spare parts, compared market prices for countless standard purchase parts, and optimized procurement conditions. The result: We can now supply you with the complete parts' range at a more attractive price, in the normal ROVEMA quality and from a single source. Save

money by reducing the number of different spare parts' suppliers and thus the administrative costs! Save time by choosing ROVEMA: Our experienced customer consultants and a comprehensive machine history permit rapid, accurate part identification!

Warehouse logistics officers

always find themselves in the gray area between high system availability and productivity on the one hand, and the binding of capital into spare parts on the other. Considerable optimization potential can be found here and needs to be activated.

ROVEMA can offer a reliable, global supply of spare parts!

- ▶ The immediate availability of approx. 15,000 different spare parts and high depth of production at the Fernwald production location allow a quick, flexible delivery. Add to this a dense global service network with 11 branch offices and 30 commercial and service locations. Reliable global logistics partners complete our range of possible actions.

ROVEMA Modernizations

Fit for Future?



ROVEMA offers suitable solution concepts for modernizations of any kind. Energy saving, resource-saving processes and the use of sustainable packaging materials are our top priority.



Even small steps will help you reach your goal.

Due to the global focus on sustainability and responsible resource use, the packaging industry has experienced equivalent pressure to match these initiatives through technical innovations and new packaging ideas. Companies are currently trying to align themselves to be more sustainable and reimagine their product strategy for rapidly changing markets as a circular economy. A modernization of the machine park with energy-saving, resource-aware processes and the use of sustainable packaging materials present a burden to many of our customers. Together, we are tackling these challenges and can offer you a customized sustainability game plan. Start today – even small steps will help you reach your goal!

Upgrade in a sustainable manner – save energy and raw materials in daily operation

Our sustainable upgrade kits make your machine more flexible and efficient. “Sealing jaws with inserts”, “Servo-driven unwind device”, “Drag seal bar”, “Draw-down belts exchangeable without tools” and “Adjustment unit for film edge control” are all technical developments that can be integrated in many ROVEMA machines with little effort. These small upgrades have major impacts:

Raw material savings, reduced wear, reduced energy consumption, optimized packaging material use and process simplification in machine operation are all achievable. In the ROVEMA Newsletter, we will provide you with regular updates on new products at great prices. Reach out to our experienced customer consultants for project planning and implementation.

Extend functions – implement modern, sustainable packaging

Whether you are developing new products, new bag shape or new packaging material. ROVEMA machines have always been known for their flexibility. From a simple software expansion to the retrofitting of additional applications – we are there to help and advise you and can provide you with competent guidance through all available options, in order to find the optimum solution for your individual application. Clearly structured checklists simplify communication by clearly determining the key parameters at the start of your project. Technical knowledge, documented machine history and deep technical experience form the foundation of your perfect function upgrade!

Modernization – at eye level with technical progress

The rapid technical progress that we have experienced in recent years, with digitalization and Industry 4.0, has led to long-lasting technology also being overhauled. Smaller adaptations are no longer sufficient to keep pace with changing technical circumstances, new safety standards and economic conditions.

Reconstruction of the machine drives and a complete modernization of the machine control are required.

- A conversion to ROVEMA P@ck-Control extends the lifespan of your machine by maintaining the existing production process and creating the basis for the integration of future technical trends.
- ROVEMA follows a total consultation approach: The decision to modernize your machine is a step towards sustainability! However, the costs for modernization must always be in relation to the purchase of a new machine or a used machine with a general overhaul. We can offer you all three options, and at the end of your consultation, you will have the optimum solution for your individual situation!

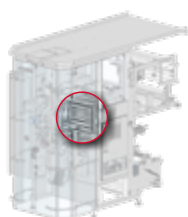
“ROVEMA machines are often faster fit for new packaging tasks than expected.”

*Uwe Maier,
Senior Vice President
Business Unit
Lifecycle Services*

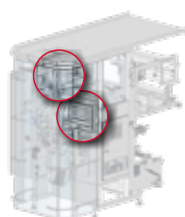


Maximum investment security through holistic approach

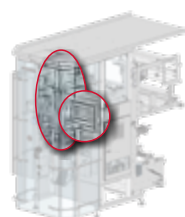
Tailor-made adaptation of existing machines, also to alternative sustainable packaging materials (ASPM*)



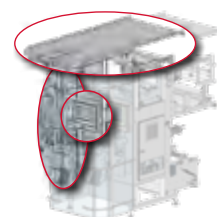
Option A



Option B



Option C



Option D

New demands

Use of slightly different packaging material on an existing machine.

Use of ASPM* on an existing machine.

New bag size and use of ASPM*.

New bag size and use of ASPM*.

Action
(building on each other)

+ New recipe
+ Easy adjusting

+ Maybe new forming shoulder

Machine frame suitability:
+ New forming set
+ New sealing tools

Machine frame not suitable:
+ Adaptation of format support
+ Adaptation of product infeed

Assessment of machine frame

* ASPM: Alternative Sustainable Packaging Materials

ROVEMA Modernizations

Examples of Original Upgrade Kits

Drag seal bar

Looking for a flexible and low-wear vertical sealing system for Form, Fill and Seal machines?

For packaging formats with a centred folded or overlapping vertical seal, we now offer drag seal bars as an optimized vertical sealing tool. Drag seal bars can be used for all continuous motion ROVEMA Form, Fill and Seal machines.

Less wear and tear: Drag seal bars replace the existing brass sealing insert with a sealing band, therefore the usual exchange of sealing bands is not necessary anymore. You can increase your machine availability with the low-wear and low-maintenance drag seal bars.

Flexibility for all formats: After changing to this longitudinal sealing system, existing format sets can still be used.

ROVEMA recommends a conversion to drag seal bars particularly for the processing of paper packaging materials.

Now you are able to combine flexible cross sealing jaws with exchangeable inserts.

An upgrade kit contains:

- vertical closing system with one drag seal bar
- support with pneumatic drive
- cooling for vertical seal with device for seal fold down
- adapter parts for installation on the existing supports of the vertical sealing system
- adjustment of software and menu adjustment (according to machine execution)

We recommend a test with your original film at our factory prior to the realization of the upgrade. For installation and commissioning of the drag seal bar, a maximum of one day plus travel time is required. We will gladly prepare an individual offer for you.



Cross sealing jaws with inserts

Looking for more flexibility for your production and faster reaction to new trends or packaging regulations? Focusing on cost and resource efficiency?

ROVEMA offers you sealing jaws with inserts, so you can get the optimum out of your machine. No more time-consuming adjustment works for changing the complete jaw body.

Easy change

Move on quickly with the change to another toothing profile or seal width. The sealing jaws, consisting of body and inserts, enable the exchange of the cooled down sealing faces within a few minutes.

Cost efficiency

You benefit from a higher machine availability and a cost-reduced spare parts procurement. Once converted, if worn in future you will have to change the inserts only.



Resource efficiency

Less consumption while optimal use of resources – this is only one aspect of ROVEMA Sustainability!

An upgrade kit contains:

- jaw bodies front and rear
- 4 inserts
- set of heating cartridges and temperature probes
- electric supply with terminal housing
- cable and plug
- set of insulating plates

Learn more about our upgrade kits

www.rovema.com/en/customer-service/modernizations/upgrade-kits



Gassing with proportional valves

Optimize your gas consumption and save time and costs through simple, reproducible processes!

Many products are treated with protective gas during packaging. When changing over to other packaging forms or pack sizes, the setting of the gas flushing quantity was previously an additional manual change-over point. For packaging machines with ROVEMA P@ck-Control or Rockwell control we therefore offer an integrated and time-saving solution by which the gas quantity can be set and stored according to the recipe. A recipe change automatically includes the precise gas flushing quantity required for the new packaging task. Furthermore, the gas flow rate is recorded, displayed and compared against a limit value. An obstructed or bent line can thus be detected and leads to an alarm. By using interfaces such as OPC-UA, the gas flow rate can also be recorded via the machine control system and forwarded to higher-level systems.

The gassing with proportional valves offers you

- savings potential in gas consumption
- simple parameter setting via operating display
- time savings when changing recipes through automatic loading of gas values
- lower risk of incorrect settings
- overview of gas consumption at any time
- recipe-dependent adjustable values for pre- and post-gassing duration at machine stop



A retrofit kit includes:

- housing for the gassing device
- three, four or five proportional valves
- pressure reducer for the gas supply line
- new gas pipes from the device to the product supply
- installation material
- software adaptation

Servo-driven unwind device

Your production requires a high standard of hygiene? You want to minimize safety risks and enhance ergonomics of your staff?

ROVEMA offers you a servo-driven unwind device for a substantial optimization of production processes.

Precision

The unit of motor and belt, usually lying on the film roll, is replaced by a servo drive placed laterally beside the film roll, ensuring an optimal and precise film infeed.

Cost efficiency & hygiene

You will benefit from a long-term cost reduction as classic wearing parts as the drawing belts are no longer required. A contamination of the film through abrasion of the belt is impossible, so you can correspond optimally to high hygiene standards.

Enhanced ergonomics

The lateral position of the servo drive is an essential improvement of workplace ergonomics as employees have better access during film changes. You will create more working comfort, optimize your processes and reduce downtimes.



An upgrade kit contains:

- support for unwind device with detection units
- unwind device with drive unit
- servo converter, cables and accessories
- ultrasonic reflex sensor for measuring of residual film quantity
- one pneumatic film reel shaft

ROVEMA Second Life

Used machines, also for new packaging tasks

"With competence and creativity we give packaging machines a second life."

Roman Raising, Manager Retrofit Department and expert for the ROVEMA Second Life concept



Ready for a new lease of life.

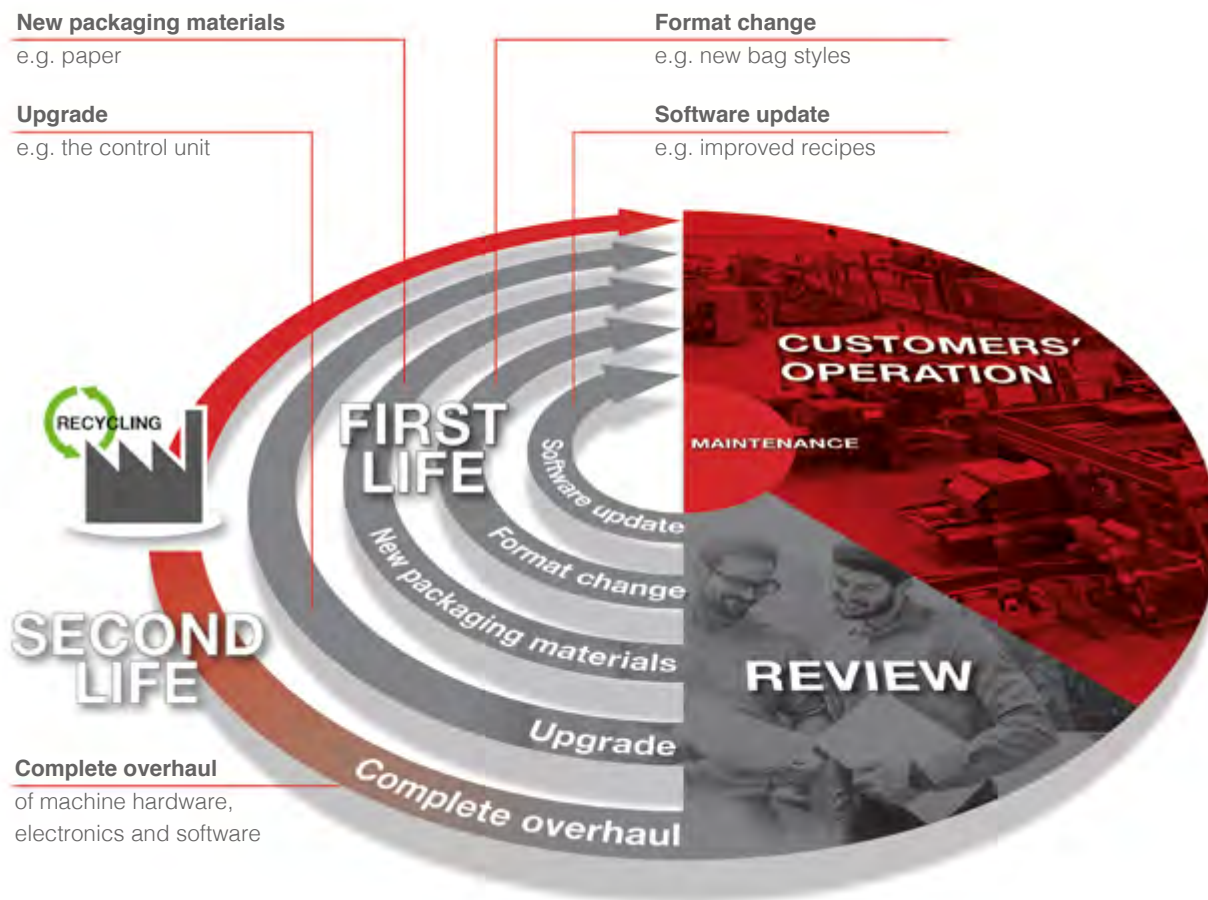
After decades of production, existing machines often cannot offer their former availability levels and consume more energy. An extension of the First Life through pure software updates, format changes or upgrades of individual components is no longer economically viable. Therefore, eventually, these machines are replaced with new ones. However, depending on the individual situation, the ROVEMA Second Life offer makes it possible to refit existing machines with new state-of-the-art technologies and engineering – thus maintaining them in the production cycle.

Networking with the future.

In the general overhaul of an old ROVEMA machine, the replacement of drive components, renewal of worn parts and the modernization of the control to ROVEMA P@ck-Control sets the course for enabling the digital networking of production processes. Tried and trusted mechanics are supplemented with modern sensor technology, making used machines fit for the future in the age of Industry 4.0 with regard to the recording, analysis and evaluation of the relevant machine data. After a general overhaul, a ROVEMA machine is ready for the future and for a second machine life!

Unifying functionality and efficiency.

The installation of the latest components in a ROVEMA machine after a general overhaul means that its performance and energy balance can stand up well when compared to an identical new machine. Our machines have short delivery times and can be integrated quickly into existing production processes by your operating personnel, as the familiar, user-friendly functionality remains intact. Individual machine requirements, such as formats for new bag shapes, the use of sustainable packaging materials or additional applications, such as valves or zip strips, are already taken into account during the offer and project design phase. You will receive tailor-made solutions. In addition, original spare parts and services will be available to you in the normal quality in the second life cycle of the machine as well.



Looking after resources in a sustainable manner – maintaining values

Through the part exchange and renewal of older ROVEMA machines, we as a company can make a decisive contribution to the protection of resources by recycling a large part of the components and adding all raw materials to the recycling chain – thus reusing them. Do you have a limited budget but still want to set up a new production facility in the shortest possible time or expand your current machine park?

We can support you in maintaining your investment value and running your business sustainably. We can offer a wide range of options with the ROVEMA Second Life offer. Since January 2020, the Dutch company DL Packaging has been a part of the ROVEMA Group and supplements our portfolio of products and services with used machines of various levels of overhaul in the middle price segment.



Our 100% subsidiary DL PACK delivers used ROVEMA machines and modifies them to your requirements.



ROVEMA worldwide



Passion for packaging

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