

Services for the dispersion and wet grinding technology.

Efficient, reliable and available worldwide.



Maximum economy through comprehensive and customer-oriented service.



Worldwide employee training.



On-site preventive maintenance.



Global handling of spare parts.

Choosing Buhler was an excellent decision. Buhler three-roll and agitated media mills are top performers in terms of both productivity and achievable product fineness. Thanks to customized service packages, your equipment will continue to perform optimally over its entire service life. Comprehensive service and training guarantee your machines will run smoothly, thus delivering peak quality and high throughput – even using older systems.

To keep costs manageable, Buhler offers both individualized and full service packages that are perfectly designed for the process technology industry.

Buhler's global service offering:

- Training
- Startup
- Process technology optimization
- Preventive maintenance/servicing
- Repair
- Handling of spare parts
- Roller reconditioning
- Machine optimization
- Machine retrofitting



Buhler is active in over 140 countries with 7,700 employees worldwide.



Buhler enables smooth operations through high-performance technologies and comprehensive service offerings.

Training, process optimization, startup.

Professional training ensures optimal operation

Trained personnel know how to get the most from a Buhler system. Our specialists provide your personnel with targeted and practical training at our technology and education center in Uzwil, Switzerland, or at one of our global test centers. We also offer on-site training for larger groups on request. Training options include an introduction to using the machine, refresher courses for personnel and practical seminars designed to specifically optimize your production process. Factory personnel can also take part in the training units.

Innovative processes for production

Buhler develops or optimizes your procedures and production processes, always putting you one step ahead of the competition. Buhler test centers with pilot facilities in Switzerland, Germany, the U.S., China and Japan offer customers state-of-the-art technologies and the highest standards. Experts from Buhler run performance tests to determine the correct machine size and operating parameters for your production, ensuring efficient processes, better raw-materials processing, and therefore lower costs. In order to achieve representative results, we run trials with your own raw materials intended for production.

System startup

Even before a machine or system is delivered and installed, you can rely on Buhler performance. Specialized experts organize on-time startup and integration of new machines into your operation. After setup, the desired operating parameters are set, personnel trained, and the first trial run performed. Particular attention is given to safety aspects, such as proper functioning of sensors and safety circuitry. All the relevant procedures are recorded and documented in a handover log.



Buhler's own labs and test centers all over the world support optimization of production processes.

Worldwide maintenance and repair service – competent and quick to respond.



Preventive maintenance helps detect and repair machine damage early on.



Experienced service technicians are ready with quick and reliable service around the globe.

Preventive maintenance and servicing

Agitated media mills and three-roll mills are robust machines and your operational demands on them high. Wear of exposed parts, such as rollers or process chambers, should not be underestimated. These parts require regular inspection and repair or replacement if needed. Other machine parts also become weak points over time if not properly maintained. Delayed maintenance or parts replacement can result in damage to the whole system, incurring high costs for repair and downtime. For this reason, Buhler offers customized maintenance and servicing packages.

After comprehensive consultation and analysis we specify the exact range of services required and develop an individualized service contract that fits your operational needs. You might select regular inspections and specific maintenance programs or complete packages with comprehensive services for your Buhler machines,

from checking their condition and replacing parts to reconditioning process components such as rolls or grinding chambers. We can recommend the right spare parts and on request, we can even store them all for you and ensure that they are delivered on time for scheduled maintenance.

Reliable repair service – around the world and around the clock

Buhler experts around the world stand ready to help in the event a machine breaks down because of damage or precision wanes. A closely-knit network of service stations ensures that a specialized technician rectifies your problem as quickly as possible. If you are unable to diagnose the problem yourself, we provide expert analysis. Spare parts for machines are ordered, delivered and installed with all due speed. With subsidiaries and service stations in over 140 countries, Buhler is there for you around the clock.



Buhler guarantees spare parts availability up to 10 years after purchase of a system – either directly ex stock or via special order.

Comprehensive spare parts service.

Spare parts handling – quick and reliable

When machines break down, costs go up. Production is affected, your customers are forced to wait, and in the worst case, you incur penalties for non-delivery. It is reassuring when you can rely on quick supply of spare parts. As a globally positioned producer, Buhler places great importance on maintaining high availability of as many spare parts as possible – in fact the company guarantees parts supply for up to 10 years after purchase. Many parts are even available for much longer.

In the central logistics center in Uzwil and at other Buhler locations around the globe, all the spare parts you need for repairs are on hand. If special components happen to be unavailable, we will even specially make what you need. Thanks to efficient transport partners, delivery anywhere in the world is fast and reliable. Of course, Buhler vouches for the excellent quality of its spare parts with an extensive warranty on each and every work piece.

You can also acquire spare parts in customized packages in advance and have us store them. This means standard repairs are well under control and your production

is running again in no time. Buhler has complete roller packages for three-roll mills that are extremely useful for reconditioning. The mill is back in operation quickly while the original rolls are reground or replaced. There are also spare parts packages for agitated media mills that you can either purchase when you buy the machine or order later. Regular maintenance by Buhler always keeps the packages up to date. Ask your Buhler service team about the scope and cost of these services so your spare parts are available when you really need them!



The central logistics center in Uzwil guarantees quick delivery of the required spare parts.

Professional mill and machine reconditioning ensures system productivity.



Only faultless rolls ensure cost-efficiency and product quality.



Buhler's own service centers guarantee expert roller reconditioning.

Mill reconditioning by specialists

Rolls for three-roll mills from Buhler are designed for high performance and throughput. Non-stop operation, however, does wear surfaces over time. If not addressed in time, wear can undermine product quality, reduce system productivity, and if ignored indefinitely, can cause damage to the rolls themselves.

Buhler therefore has a global network of service stations to professionally regrind and recondition the rolls. If they cannot be reconditioned, Buhler can immediately deliver new rolls. You can also opt for all around service with Buhler's special reconditioning package, which keeps replacement rolls on hand at all times and only interrupts production briefly when rolls need regrinding or replacing.

Original rolls from Buhler best guarantee the quality of your products and the high productivity you expect from

three-roll mills – this is the main reason why so many customers trust Buhler for both reconditioning and replacements.

Machine optimization and adjustment

If the market for your products changes, so do your production conditions. Higher target finenesses, new formulations or new product characteristics might be in demand. Or maybe you need to make your operations more flexible, with the ability to change batches frequently to respond to fluctuating demand on the world market. Buhler stands ready to assist in making any needed changes to your operations.



Older systems become state-of-the-art through partial or complete retrofitting.

New control packages and software updates make your systems more flexible, with a selection of multiple formulations at the press of a button and fast batch changes. If your customers require traceability of batches delivered, our special programs support you in tracking your products.

If you want to produce products with different target finenesses, Buhler specialists show you how to do so at reasonable cost. A SuperFlow™, for example, can be upgraded to a MicroMedia™, since both machines use the same drive platform. If you need to change key formulation components, for example, when switching from solvent- to water-based paints, the process chamber coating can be exchanged to meet the requirements of the new process technologies.

Machine retrofits that pay off

Even if your production processes remain unchanged, a partial or full retrofit of your existing machines can make sense. There are many ways to realize significant increases in throughput, product quality and safety. Buhler's expert know-how and sophisticated modular design system ensures your machinery is state-of-the-art.

If retrofitting no longer makes sense or you have ordered a newer system, Buhler can handle the removal and disposal of your old equipment. Disassembly, transport and disposal are carried out in a professional and reliable manner.



New control units create greater flexibility and functionality.



Exchanging process units opens up new production possibilities.



International standards guarantee the quality of the work performed.

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