

A photograph of two men in dark blue work shirts with the Kaltenbach logo, working on a large industrial machine. The man on the left is older, with glasses, and is pointing at a component. The man on the right is younger, with a beard and glasses, and is looking at the same component. The machine is dark blue and has the Kaltenbach logo and name on its side. A semi-transparent teal box is overlaid on the lower left of the image, containing the text.

Customer Care at Kaltenbach

Service Modules and Packages



KALTENBACH

 www.kaltenbach.com

Service Built Around You.

Introducing a Modular Approach to Customer Care

At Kaltenbach we know, that each customer, equipment and solution is individual. That is why we have developed a new, more flexible approach to service.

Our care packages combine dedicated service modules to address the areas that matter most to your operation, from helpdesk and maintenance to spare parts, training, digital transformation and machine optimization.

Choose the level of support that fits your business needs and focus on what matters most: improving uptime, reliability and production performance, today and for the long term.

Your needs. Your priorities. Your care package.



How It Works

> Explore the **Modules**

Discover the range of service modules available to support your machine, people and production.

> Choose Your **Care Package**

Select the care package that matches your priorities, with a tailored combination of service modules.

> Get the Right **Support**

Benefit from focused service and expertise designed around your operation and its needs.

Explore the Modules

Discover the Range of Service Modules Available



Helpdesk

Fast Support – Without Detours.

Direct access to the expertise of our helpdesk team for telephone, written, and remote support.



Maintenance & Inspection

Reliability That Pays Off.

Regular maintenance and inspection by our Kaltenbach service experts – tailored to your machine and usage.



Spare Parts & Tools

The Right Parts. At the Right Time.

We support you in the selection, planning, and delivery of tools, spare parts, wear parts, and consumables.



Training & Education

More Expertise for People and Machines.

Well-trained operators and maintenance staff are the key to maximum machine performance.



Digital Transformation

Data in Motion. Industry in Control.

Leverage data to improve performance, boost operational efficiency, and gain a competitive edge.



Optimization

Optimize Today. Perform Better Tomorrow.

From process optimization and parameter adjustments to modernization recommendations, our experts help you get the maximum value out of your machines and operators.



Retrofits

Second Life. First-Class Performance.

Comprehensive machine refurbishment by Kaltenbach, combining proven durability with the latest technology at a significantly reduced investment.

Choose Your Care Package

Select the Package That Matches Your Priorities

Discover the benefits
of each care package



	Helpdesk	Maintenance & Inspection	Spare Parts & Tools	Training & Education	Digital Transformation	Optimization	
<i>Customer Care Packages</i>							
1 <i>Reliability</i>	✓	✓	✓				
2 <i>Performance</i>		✓		✓		✓	
3 <i>Digital Excellence</i>	✓				✓	✓	
4 <i>Workforce</i>	✓			✓		✓	
5 <i>Turnkey</i>	✓	✓	✓	✓	✓	✓	

1

Reliability Package

Ensuring Equipment Availability

Designed to keep your equipment running reliably and your operations moving. The package combines responsive support, preventive maintenance, and reliable access to essential spare parts.

- > Minimized unplanned downtime
- > Faster response times
- > Predictable maintenance costs



3

Digital Excellence Package

Digitalization

Designed to turn operational data into greater transparency and smarter decisions. The package combines digital transformation, data-driven optimization, and digital support to build connected operations.

- > Transparency across processes
- > Predictive instead of reactive maintenance
- > Foundation for Industry 4.0



2

Performance Package

Increasing Productivity

Designed to improve equipment performance and maximize productivity across your operations. The package combines condition-based maintenance, optimization, and practical training to help your plant perform at its best.

- > Higher overall equipment efficiency (OEE)
- > Reduced scrap rates
- > Increased know-how within the plant



4

Workforce Package

People & Skills

Designed to strengthen skills and empower your workforce to perform with confidence. The package combines practical training, knowledge support, and best-practice workshops to build expertise across your operations.

- > Faster onboarding
- > Fewer operational errors
- > Retention of know-how within the company



5

Turnkey Care Package

All-In-One Solution

Designed as a complete care solution for customers looking to simplify service management and maximize equipment reliability. The Turnkey Care Package brings together support, maintenance, spare parts, optimization, digital transformation, retrofits, and training — providing one experienced partner throughout the equipment lifecycle.

From day-to-day support to long-term improvements, we cover the full range of service needs, reducing demands on your internal resources while ensuring consistent and reliable equipment care.

- > “One face to the customer”
- > Maximum planning reliability
- > Minimal internal resource requirements

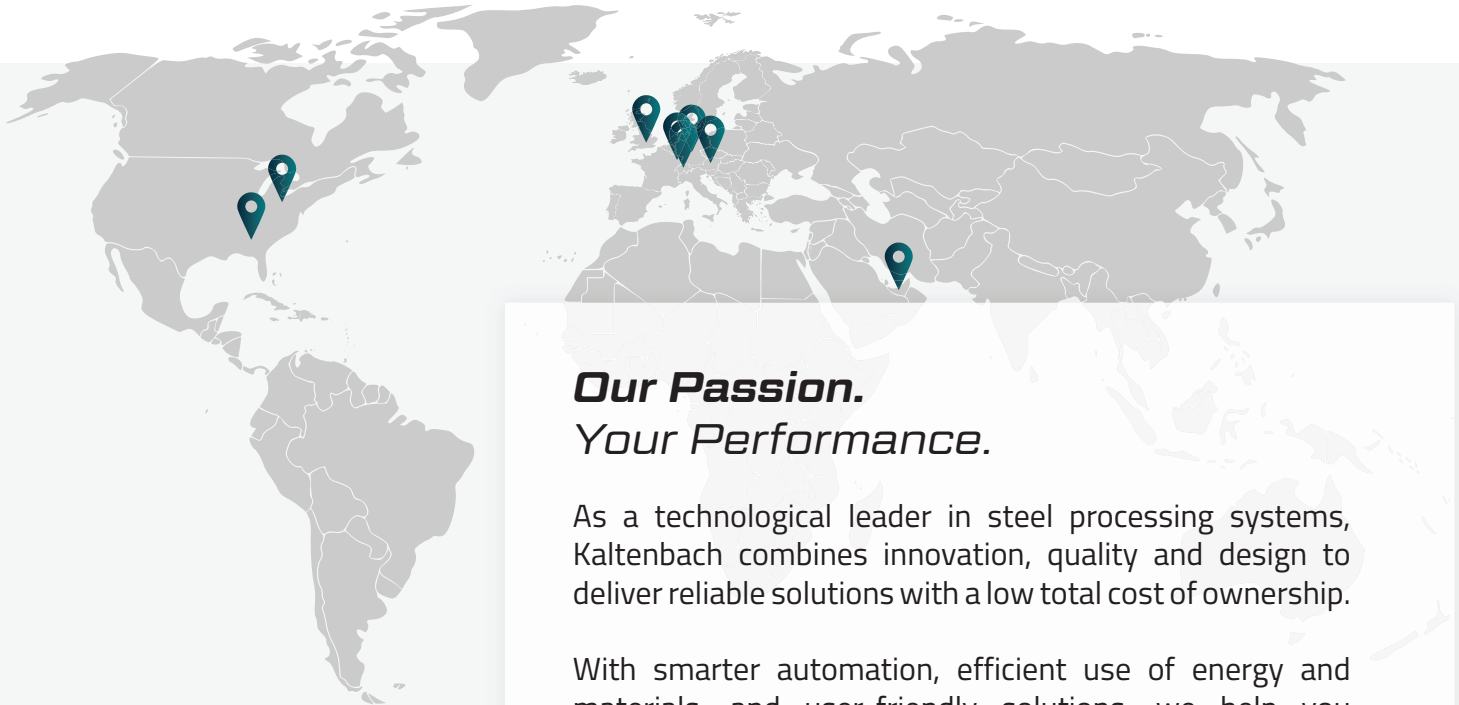


Your needs. Your priorities. Your care package.



Global Support

We Are There Wherever You Need Us



Our Passion.
Your Performance.

As a technological leader in steel processing systems, Kaltenbach combines innovation, quality and design to deliver reliable solutions with a low total cost of ownership.

With smarter automation, efficient use of energy and materials, and user-friendly solutions, we help you optimize your production with expert support, wherever you need us.

Get in touch with a service specialist

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