

Aftersales Services

- Replacement parts
- Field service
- Customer-focused support
- Technical training
- Processing assistance
- Technical support
- Retrofits
- Rebuilding
- Trade-ins
- Financing
- Productivity solutions

Protecting & building the value of your
Sumitomo, Demag and Van Dorn machines



Efficient, profitable molding solutions



You've made a major investment in injection molding machinery. But how do you protect that value over time?

John F. Martich III
VP & Chief Operating Officer

Sumitomo (SHI) Demag Aftersales Services is your OEM source for Sumitomo, Demag, Van Dorn and Newbury injection molding machine parts, retrofit solutions, service, training and support. We protect and build value by offering products and services focused on improving machine reliability and maintainability, minimizing unplanned downtime and operational waste, optimizing precision and machine performance, improving energy efficiency, and extending the effective service life of your equipment.

Working with Aftersales Services, you can count on:

- Exceptional availability and fast shipment of competitively priced replacement parts that are available on-line 24/7 or over the phone
- Factory-trained service engineers, knowledgeable and helpful technical support staff, expert processing engineers and effective training instructors who are focused on treating customer challenges and problems as our own
- OEM retrofit and modification solutions, tailored to your needs, that expand machine capabilities and support new business opportunities

Our organizational culture is a combination of our proud history and a results-focused, customer-centered team. Our true measure of success is the attainment of unparalleled customer value, satisfaction and delight.

Replacement parts *that keep you up and running to protect the full functionality of your machinery*

Field service *that helps to maintain the longevity of your machinery investment*

Technical support *that's just a phone call away*

Technical training *that invests in your plant personnel to ensure efficient operation and maintenance of your machinery*

Tech centers, mold tests and processing assistance *that turn your specific application challenges into working solutions*

Retrofit solutions *that add value with improved and/or expanded functionality and processing capabilities*

Rebuilding options *that meet your specific fleet management requirements*

Trade-ins and financing solutions *to support upgrades and additions*

Productivity solutions *that support and ensure the profitable operation of your new and legacy Sumitomo, Demag and Van Dorn machines*

Replacement parts



Unscheduled downtime hurts your bottom line. To ensure that your parts needs are precisely and promptly met, we offer an extensive inventory in North America, customer-focused support and programs to increase machine performance.

Extensive Inventory

- Extensive inventory and continuous monitoring of parts use
- 95% on-time shipment for priority deliveries

Customer-focused Support

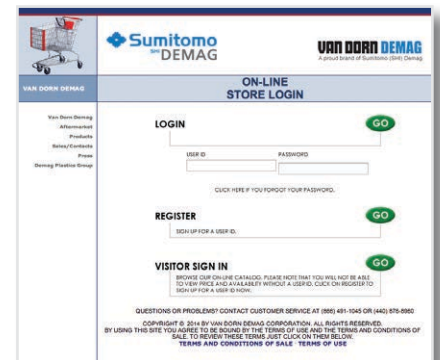
- 24/7 shopping that's easy and cost effective via our Online Store and its automatic 2% discount
- Parts Sales Staff
 - Parts specialists with technical knowledge and expertise to assist in part identification, selection of part alternatives to best meet customers' requirements and timely fulfillment of delivery needs
 - Call center staff for assistance with quick quote and order processing

> Toll-free: 866-491-1045

- Core repair program
- Order and delivery confirmations
- Sales volume discount and promotional programs

Increased Machine Performance/Uptime

- Standard and customized preventive maintenance kits
- Extensive selection of front-end parts to extend machine capabilities
- Recommended spare parts programs



The Aftersales website (top) provides a wide range of helpful information plus year-round specials. Our Online Store offers 24/7 convenience for ordering replacement parts.

Service and technical support

Protecting the value of your machinery begins with proper installation and start-up, but it goes far beyond that. We help ensure the long-term efficiency of your machines with:

Exceptional Service

- Factory-trained and certified Field Service Engineers
- A strategically located network of personnel, within 4 hours drive time of 87% of our customers, that provides 95% down-machine response within 24 hours
- Standard or customized technical service offerings
 - Preventive maintenance services to reduce unplanned downtime
 - Oil maintenance and analysis to protect and ensure the reliability of hydraulic components
 - Ball screw and grease evaluation and analysis
 - CPU, heaters and contactors upgrade
 - Sys-check, a comprehensive verification, inspection, testing and documentation process
 - Leveling and loading to ensure nozzle alignment, prevent bushing wear and protect against mold damage
 - Calibration services to support ISO certification

Technical Support

- Extended-hours, no-charge, technical support hotline that puts you in touch with the people who can answer your questions

For Service and technical support, please call:

> Toll-free: 866-491-1045

Machine Assessments and Calibrations

- Our Service Team also provides machine assessments and calibrations that support informed decisions on everything from buying or re-commissioning idled machinery to the cost-effectiveness of rebuilding
- Visual audits can also be performed on all makes of IM machines and auxiliaries



Aftersales Services is ready to help with extended-hours phone support on our no-charge technical support hotline.

Training, technical centers and processing assistance



Training to Meet Your Needs

Our training courses cover controls, processing, machine optimization and maintenance on our current machines as well as on a variety of our older machines. The courses are all designed to help improve your molding efficiency and overall productivity by achieving the optimum performance of your Sumitomo, Demag and Van Dorn machines.

Customized training programs, held at your facility using your equipment, are also available. Our Training team will work with you to design an individualized program that will best meet your needs — from hands-on machine operation and maintenance to advanced processing and application-specific process optimization.

Affordably priced, pre-scheduled classroom training is offered at our new Cleveland Technology Center in Strongsville, Ohio, and our Atlanta Tech Center in Norcross, Georgia.

For more information on any of our training offerings, contact Mark Lepole at 440-876-6203 or via email at Mark.Lepole@sdpma.com.

Expert Processing Assistance

To assist customers with specific applications and mold-machine combinations, expert processing assistance is available on the phone, at the customer site, at one of our technical centers or other mold trial locations. Mold trials and demos can also be performed at these locations. See above for more information.

Our new, 8,000-square-foot Technology Center was opened in Strongsville, OH in 2013. This facility, as well as our Tech Center in Norcross, GA, are used for customer mold demos and trials, technology testing and training. Additional machines that may be used for mold trials and demos are located in CA, MA, IL and MI. Contact your Sumitomo Demag Sales Representative for additional information.



Count on training and processing assistance from people who know the machines and understand the art and science of molding.

Retrofits and modifications

Designed specifically for your machines, our OEM retrofit solutions help:

- Improve overall productivity
- Expand processing capabilities
- Achieve energy savings
- Prolong machinery life
- Ensure machine safety
- Improve your bottom line with minimal investment

Retrofit solutions that improve reliability and productivity and prolong machine life are obvious ways to achieve bottom line improvements. But the possibilities go far beyond that.

Expanding the capabilities of your Sumitomo, Demag and Van Dorn machines with OEM retrofit solutions can open the doors to new applications and business without the substantial investment in new equipment. For example, single-shot machines can be adapted to double-shot, or injection components can be replaced to tackle new processing techniques. We also provide customers with a full range of energy saving solutions, from simple heater band upgrades to Variable Frequency Drives (VFDs) that reduce energy consumption.



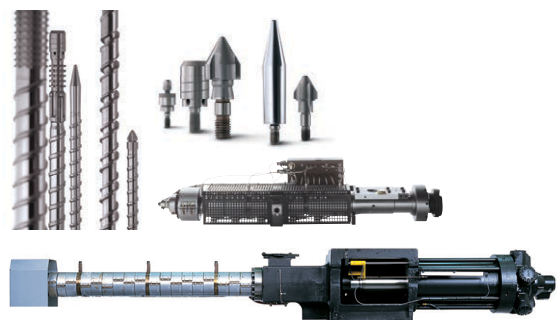
600+

That's how many Van Dorn machines we've breathed new life into with the **VDU® control**. This innovative retrofit control has been a game changer for our customers, delivering faster cycle times, improved precision and repeatability, and reduced scrap and downtime.

The VDU is an ultra-fast PC-based control that has been designed to take full advantage of your machines' capabilities and put unparalleled control of precision and repeatability at your fingertips.

Protecting and building the value of your fleet with the VDU is easy, too. Each unit purchased includes:

- Installation and support by certified Van Dorn Demag service engineers
- A two-piece operator station with hard and soft keys and 15" touchscreen
- Replacement of modules and power supply
- Valve tuning and setting of PID values



Replace your injection unit, add a quick change screw and barrel assembly or choose from our wide selection of front-end parts — the choice is yours. The retrofit solutions to meet your needs are a phone call away.

Rebuilding, trade-ins and financing

Decommissioning or removing an existing machine from your fleet takes careful planning. The two primary paths are rebuilding or replacement with a new machine.

As a global OEM, we are here to assist with an expert machine assessment and the options that will best meet your plastics processing and business needs. Some of these options include:

- VDU control upgrade
- Total injection unit rebuild, repair or replacement
- Hydraulic ram and toggle linkage rebuild, repair or replacement
- End-to-end machine rebuilding
- Trade-in credits and allowances (see below)
- Attractive financing solutions (see below)

Trade-in Program for All Makes and Models

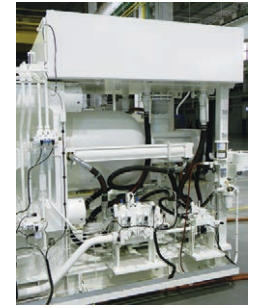
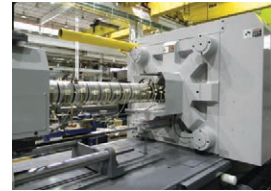
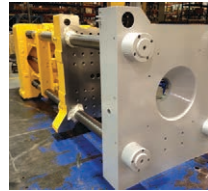
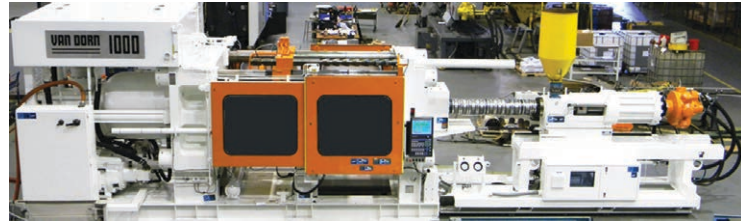
For injection molding machines that no longer meet your business requirements, we offer a flexible trade-in program. A trade-in of any make and model IM machine can be applied as:

- A down payment towards the purchase of a new Sumitomo (SHI) Demag machine
 - SE all-electrics from 8 to 936 U.S. tons
 - El-Exis SP ultra-high-speed hybrids from 168 to 843 U.S. tons
 - Systec hydraulic and hydraulic toggles from 56 to 2248 U.S. tons
- Or as a credit redeemable for retrofit solutions, machine rebuilding, replacement parts or technical service and training

Financing Solutions

Sumitomo (SHI) Demag, working together with U.S. Financial, provides competitive rate programs for the purchase of new machinery, molds and auxiliaries as well as the purchase of used machinery, retrofits and machine rebuilding.

Partial to end-to-end machine rebuilds can be performed in our Cleveland, Ohio facility. Warehousing is also offered here.



Productivity solutions

HT/HTG SERIES

Hydraulic toggles

Hydraulic cylinder rebuild kits

Clamp linkage rebuilds to extend machine useful life and protect molds and tooling

Process optimization/machine calibration to maximize productivity

Platen restorations

Plasticizing components - all wear-resistant and high-performance applications supported

Injection unit - complete rebuilds

Hose kits - complete machine hose kits available with 3-year warranty

Hydraulic component rebuilds/replacements - proportional valves, pumps, motors

Movable platen tie-bar bushings to improve mold protection

OEM retrofit controls to expand precision, energy efficiency and processing capabilities

HP SERIES

Hydraulics

Breather bags

Gland bushing rotation and ram packing

Tie bar bushing and brass shoe replacement

Pre-wired front-end assembly including screw, barrel, tip assembly, pre-wired heater bands, etc.

Purge guard replacement to meet OSHA standard

Air & oil filters to protect and extend the life of the hydraulic fluid and components

Proportional valve upgrades (AC to DC)

Rebuilding advance cylinders to ensure level movement

CALIBER/TITAN SERIES

Two-platen hydraulics

Tonnage cylinder rebuilds

Magnetic mold clamps for frequent mold changes

Tie bar replacement & repair options

Injection unit twin-cylinder rebuilding

Pumps - upgrade to Vickers pump

Injection unit alternatives - upsize/downsize your injection unit

OEM lubrication (CML) to protect bushings and guide rods

Machine leveling programs to protect mold and clamp alignment

NC5 plus or VDU control upgrade (model dependent)



EL-EXIS S/SP

Ultra-high-speed hybrids

Hydraulic cylinder rebuild kits

Linkage rebuilds - replace link pins, bushings and seals, and single point, clean and paint

Hydraulic/pneumatic nozzle shut-off replacement

Proportional valve replacement to return precision to OEM specifications

Smart pumps - replacement & rebuilding programs to increase machine productivity

Quick-change screw & barrel assemblies for ease of maintenance

Drive/motor replacement and/or repair

Air & oil filters to protect and extend the life of the hydraulic fluid and components

Compact flash drive to expand capability and performance



SYSTEC SERIES

Hydraulics & Hydraulically Driven Toggles



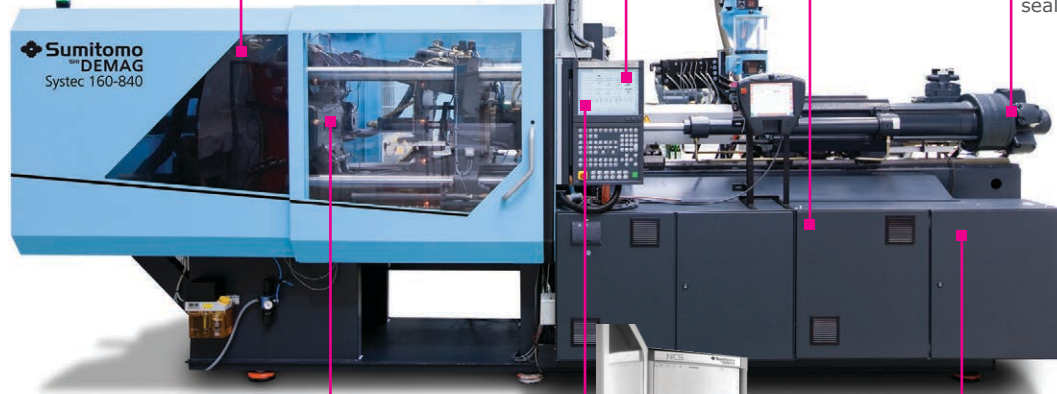
Toggle pin & bushing kits
increase productivity and reduce mold wear and damage

Special options
- integrated automation, rotary table, magnetic mold plates, etc.

Addition of freely programmable inputs and outputs

Customized hose kits
to eliminate leaks and ensure reduced downtime

Injection cylinder seals & support bearings



Maintenance programs
- standard solutions
- customized solutions for ISO9001, QS/TE (PPAP)

Integrated hotrunner controls



NC5 plus control upgrade

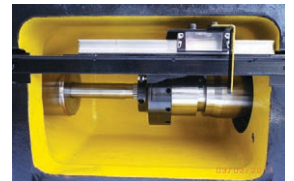
activeDrive upgrade servo motor control for smart pump

ERGOTECH/SYSTEM/CONCEPT SERIES

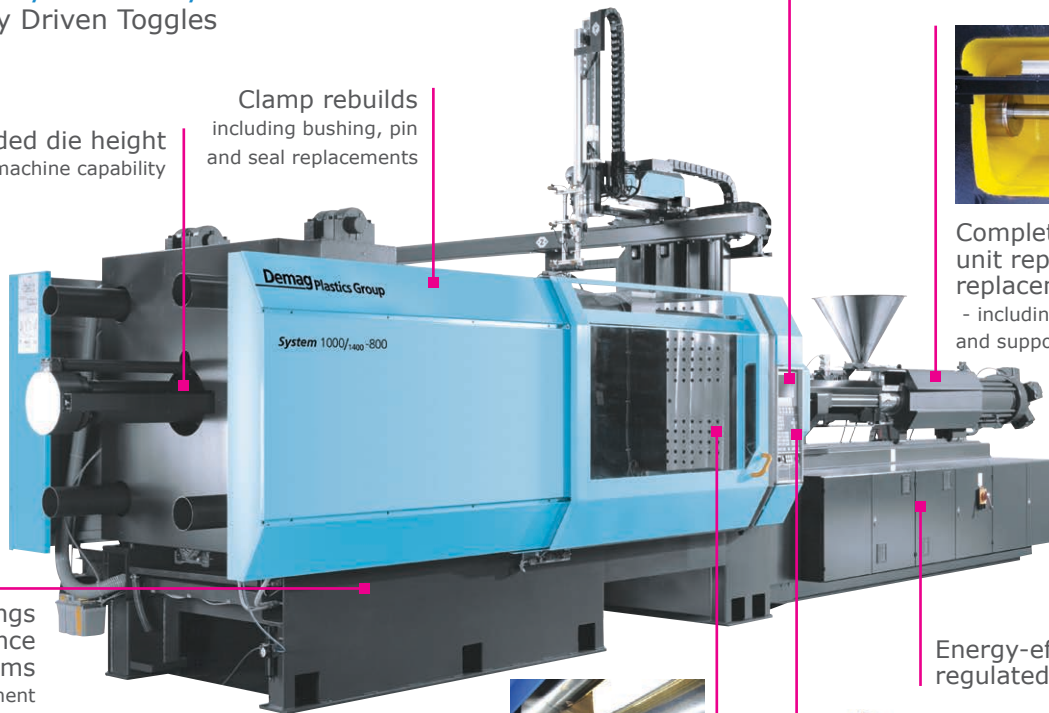
Hydraulically Driven Toggles

Extended die height
to increase machine capability

Clamp rebuilds
including bushing, pin and seal replacements



Complete injection unit repair or replacement
- including cylinder seals and support bearings



Service offerings & maintenance programs
to protect equipment & prevent leaks

Platen restorations
- refinish surface and mounting holes to protect mold and ensure platen parallelism



Energy-efficient, speed-regulated pump drive



Compact flash drive
to expand capability and performance

SE SERIES

All-electric machines

Preventive maintenance programs including refresh options to replace parts at pre-determined times to reduce downtime

Z-Molding control upgrade for SE-DU, SE-HD and SE-HS models

Screw & barrel upgrades (e.g., SK-II, Single Layer (SL) screw system, mixing screws, wear/corrosion resistant screws, etc.)

Ball screw grease analysis

Heat sink cleaning

Carriage brake pad replacement

Belts - tension checks to ensure motor efficiency on models with non-direct-drive motors

Battery upgrades

Processing assistance for diverse applications from micromolding and thin-wall to LSR (shown here)

Training and manuals including customized training at your facility

SG/SG-M SERIES

Accumulator-assisted toggles

Toggle clamp - pin and bushing kits or rebuilding

Accumulator rebuild

Pumps - replacement of pumps and filters to increase machine productivity

Annual preventive maintenance with discounts for service contracts

Injection unit inspection and resealing

Process optimization

Hydraulic hose replacement

Auto lube system inspection, rebuild and replacement parts

Seal kits designed specifically for your machine



As a subsidiary of the Plastic Machinery Division of Sumitomo Heavy Industries (SHI), we are part of a worldwide group of companies dedicated to helping plastics processors compete more effectively in a global market. Whether your molding operation is down the street or half way around the world or both, we have the capabilities to protect and build the value of your investment in our injection molding machinery.



sumitomo-shi-demag.us

1266 Oakbrook Drive, Norcross, GA 30093
PH: 678-892-7900; Fax: 770-441-9168

11792 Alameda Drive, Strongsville, OH 44149
PH: 440-876-8960; Fax: 440-876-4383