

## Services

For seamless operations along your production line  
from start to finish



Excellence at any time for any brand: Minebea Intec offers a complete portfolio of services to clients across the globe. These services range from providing assistance in selecting the right equipment to commissioning work and carrying out repairs, upgrades, developments and user training.

# The true measure

Minebea Intec is a leading manufacturer of industrial weighing and inspection technologies. Our mission is to increase the reliability, safety and efficiency of our customers' production processes. To do this, we provide high-quality products, solutions and services that ensure a high level of safety.

Minebea Intec's excellent performance is based on 150 years of experience, our distinct German Quality and continuous investments in the development of innovative technologies. Our strong global presence and an extensive network of distribution partners ensure that our customers can rely on top Minebea Intec quality – any time, anywhere. Our goal is to set strong standards in all areas of our company, which is reflected in our brand slogan, 'the true measure'.

By purchasing Minebea Intec products, every day, customers all over the world are choosing more than just innovative technologies: they are also choosing top-quality service performance and comprehensive support throughout the entire life cycle of their product. Our aim is to fulfil our customers' requirements no matter what the industry, and to be the first port of call for weighing and inspection technologies. In short: the best expert you could have!

## Products and solutions from Minebea Intec are firmly established in many sectors







- Minebea Intec Sales - Service
- Minebea Intec Production - Sales - Service
- Distribution Partners (size refers to amount of Partners)
  - up to 5
  - up to 20
  - above 20

## The MinebeaMitsumi group

The MinebeaMitsumi group is a global precision electromechanical components manufacturer, providing products for various industries. Minebea was founded in 1951 in Japan, Mitsumi in 1954. The company currently employs around 80,000 people and has more than 120 production sites and sales and service locations around the world. For many products, the MinebeaMitsumi group is No. 1 in terms of its global market share.

# Our services – available across the globe and throughout the entire product life cycle

When purchasing weighing and inspection equipment, the quality and availability of pre-sale and post-sale services are important selection criteria. When this service is of a high standard, customers can ensure optimal performance and uptime of their equipment.

## Our services ...

- provide genuine global support at the highest level with numerous local Minebea Intec organisations and an extensive network of about 200 certified sales and service Partners around the globe
- cover the entire product life cycle: from providing assistance in selecting the right equipment to performing upgrades and refurbishments on to conducting user training sessions
- are available for all Minebea Intec and a range of other branded products and solutions, from bench and floor scales to truck scales, from vessel and silo scales to checkweighers, foreign body detectors and software systems
- are uniform, professional and reliable worldwide. We place great emphasis on standardised processes and the continuous qualification of our engineers and Partners

## Our services are available throughout the entire product life cycle and include:

- **Engineering Support**  
Ensuring customers get the best solution in terms of economy, efficiency and performance
- **Start-up**  
Ensuring that customers' equipment performs at its peak and that production commences on time
- **Maintenance and repair**  
Ensuring equipment uptime, recovery and performance
- **Upgrades**  
Prolonging equipment life time, expanding features and boosting performance
- **Validated performance**  
Professional calibration, verification and qualification
- **Training**  
Enhancing staff capabilities for equipment handling, performance optimisation, early error prevention and much more





## Why Minebea Intec?

Minebea Intec is a byword for quality and cutting-edge technology. Our innovative German Quality solutions have proved themselves all over the world, handling the very toughest of conditions and the strictest of requirements. We offer on-site support and services throughout the entire life cycle of our products. This means our customers always have the best possible solution for their requirements.



German Quality



*'Minebea Intec services keep  
my production line running and  
give me peace of mind.'*

# Engineering Support – ensuring optimal solutions

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In order for our customers to fully benefit from what our products and solutions have to offer, we offer a range of Engineering Support services, including:

- Consultancy services in order to assist customers in selecting the best products or solutions in terms of performance and cost requirements. Our advice is based on a thorough examination of our customers' operations and a detailed discussion on their requirements. Minebea Intec staff have a profound understanding of logistic, production and packaging processes, as well as extensive product knowledge, bringing the two together to provide optimal assistance
- Design-in support for the integration of our products and solutions into our customers' equipment, installations or production lines, both in terms of mechanics and data
- Customisation: products or solutions designed to suit individual needs

Our Engineering Support services are of course optimally tailored to our different products and solutions.







## ***engineering support***

— — — by Minebea Intec

### **Vessel and silo scales**

To support our customers in designing and building vessel and silo scales, we offer Engineering Support consisting of:

- Advice regarding mechanical considerations, e.g. vessel foundation and pipe connections
- Load cell and mounting kit selection, including the provision of load cell and mounting kit CAD files for easy integration into existing drawings
- Calculation of weighing system accuracy and (indicative) side and lift-off forces
- Advice on legal metrology and hazardous area requirements in different countries, including certification
- Provision of customised products and solutions to match individual needs

## Bench and floor scales

For bench and floor scales, our Engineering Support includes:

- Advice on legal metrology and hazardous area requirements in different countries, including certification
- Provision of platform scale CAD files for easy integration into customers' drawings
- Mechanical and data integration of our products into customers' production environment
- Non-standard platform dimensions, resolutions and materials
- Custom-made floor scale ramps, pit frames and other mechanical accessories

## Product inspection: checkweighers, metal detectors and X-ray inspection solutions

For product inspection solutions, our Engineering Support includes:

- Design-in support for integrating machines or solutions into production or packaging lines
- For foreign body detection applications (metal detection or X-ray inspection), our experts can run tests with our customers' products, advising them of achievable detection sensitivities
- For checkweighers, our experts can run tests with our customers' products, advising them of achievable throughput and accuracy
- Advice on legal metrology and hazardous area requirements in different countries, including certification
- Design adaption in terms of high performance with respect to ambient conditions and space conditions as limiting factors



For detailed information please visit our website or contact  
**[info@minebea-intec.com](mailto:info@minebea-intec.com)**





# engineering support

by Minebea Intec



## Process software

For our process software solutions for statistical process control (SPC@Enterprise) and formulation and dispensing (ProRecipe XT®), we offer the following Engineering Support:

- Selection of the optimal solution and configuration
- Customisation if and when required
- Cooperation with customers' IT department in order to implement software into their network structures in line with applicable protocols
- Integration of other brand products



## Start-up – ensuring that equipment performs at its peak and that production commences on time

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As a first step to ensure a timely start to production, we work closely with our customers for the equipment to be delivered to the right place and at the right time. Following this, we offer a comprehensive package of services, including:

- Mechanical installation supervision
- Electrical installation
- Set-up and commissioning
- Equipment calibration or verification of compliance with legal metrology standards. We perform calibrations of weighing instruments according to ISO/IEC 17025 based on our DAkkS accreditation
- Equipment qualification (IQ/OQ), FAT and SAT support
- User instruction or training

With our comprehensive global network of Minebea Intec sales and service organisations and our certified Partners, we are able to offer customers these services worldwide with the same service excellence.

## Upgrades – boosting performance and extending equipment lifecycles

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As a result of our commitment to providing leading technology, we regularly release new versions of our software and hardware. When customers are looking to refurbish or modernise their production facilities or wish to draw on their existing equipment and boost its performance, our specialist support team is at the ready to assist in the process.





# Maintenance and repair – ensuring equipment availability and performance

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For all of our products, we offer globally standardised preventive maintenance and repair services. These two services are best combined in a service contract, available at five different levels. The clearly defined scope of each of these levels combined with guaranteed response times are guaranteed to give our customers peace of mind.

## Proximity is not a question of distance

Our service tool miRemote is used wherever reliable device and equipment availability are essential requirements. The innovative tool is based on digital AR (Augmented Reality) technology and can be used to directly access Minebea Intec services anywhere, anytime. This allows different scenarios to be analysed and qualified via smartphone or tablet and immediate support to be provided if necessary.



# Service contract levels

We offer an extensive portfolio of services for our customers worldwide. Our well-organised procedures, state-of-the-art technology and service-oriented attitude allow us to provide an efficient maintenance and repair service, intervening quickly and competently. Customers can choose from five different service levels, each specifically designed to meet their individual requirements:

## A1 Essential

The A1 Essential contract level is based on the calibration respectively the legal metrology and verification service.

## A2 Essential Plus

Preventive maintenance according to our global standards together with detailed maintenance reports form the basis of the A2 Essential Plus contract.

## A3 Premium

With an A3 Premium service contract, our customers enjoy the privilege of premium services, such as exclusive access to our technical support experts.

**Depending on the contract level, our customers benefit from services at different levels of intensity. The key factors to ensure high equipment availability are:**

### Fast access to skilled professionals

- Direct contact with service experts via a central number or upon request a personal direct dial-in number

### Preventive maintenance

- Peace of mind thanks to experts trained by the manufacturer
- Professional equipment reports on customers' equipment ensure transparency and security to minimise downtime

### Availability of spare part

- An essential component of a reliable service. With various spare parts packages to cover all the equipment
- Exceptional discounts on all spare parts for contracted customers





Each service contract level is based on a range of different services and skills to suit your individual needs.

Please ask your local service contact or email us at  
**info@minebea-intec.com**



## A4 Premium Plus\*

One of the services of an A4 Premium Plus contract is that experienced service experts are available up to 14 hours per day to give exclusive technical support.

## A5 Ultimate 24/7\*

An A5 Ultimate 24/7 provides more benefits than any other service contract, such as a dedicated service contract hotline number, technical support around the clock and much more.

### Qualified error messages

- With consistent training offered during the commissioning phase, and with special service training sessions, staff is able to provide qualified error messages

### Fast communication

- The fastest choice for every task, whether by phone, email or remote assistance
- Availability times in line with personal requirements, up to 24 hours a day

### Consequent use of state-of-the-art-technologies

**NEW**

- The new Augmented Reality Tool – miRemote – enables the combination of all forms of human communication and thus the basis for a simple and efficient exchange of information between technician and customer
- The miRemote service tool bridges the gap between preventive servicing and corrective maintenance and therefore forms part of a consistent prevention and maintenance strategy

### Additional bonus

- We reward our customers for their trust, partnership and cooperation with guaranteed expert advice and discounts on products and services

\*Service levels A4 and A5 are not available in all countries, depending on the equipment

# Academy – Minebea Intec's training centre

Academy is Minebea Intec's own branded training scheme. It offers customers a range of services that includes training on daily operations, training on how to repair Minebea Intec equipment as well as seminars and webinars on technology, product evolution and local regulations.

**academy**  
by Minebea Intec

## User training sessions

User training sessions help to get the most out of the investment and to avoid poor operation, unnecessary downtime and repair costs. The sessions are conducted by experienced professionals, either on our customers' premises or at one of the Minebea Intec Academy training centres. All participants receive a certificate upon completion.

There are three levels available for metal detector, X-ray inspection equipment and checkweigher training sessions.

- Basic Training
- Operator Training
- Maintenance Training







## **Basic Training – objectives**

- Obtaining a comprehensive understanding of the technology used and its possibilities and limitations
- Understanding the environmental factors that have an influence on the correct functioning of the equipment
- Learning how to operate and clean the machine in an effective and safe way

## **Operator Training – objectives**

The Operator Training provides information on the following, in addition to the content provided in the Basic Training sessions:

- Starting up the the equipment
- Setting up the equipment for a specific product
- Performing function tests and validations

## **Maintenance Training – objectives**

In addition to the content provided in the Operator Training sessions, the participants also receive information on how to plan and perform regular preventive maintenance. The advantages are:

- Maximised production performance
- Reduction of downtimes
- Reduction of diagnose faults



## Seminars and webinars

Minebea Intec's Academy is constantly expanding the extensive range of seminars and webinars for best practice sharing, knowledge sharing and guidance for improvement in various weighing and inspection technologies.



For detailed information please visit our website or contact  
**[academy@minebea-intec.com](mailto:academy@minebea-intec.com)**





*'Investing in Minebea Intec Academy user training sessions truly pays off.'*

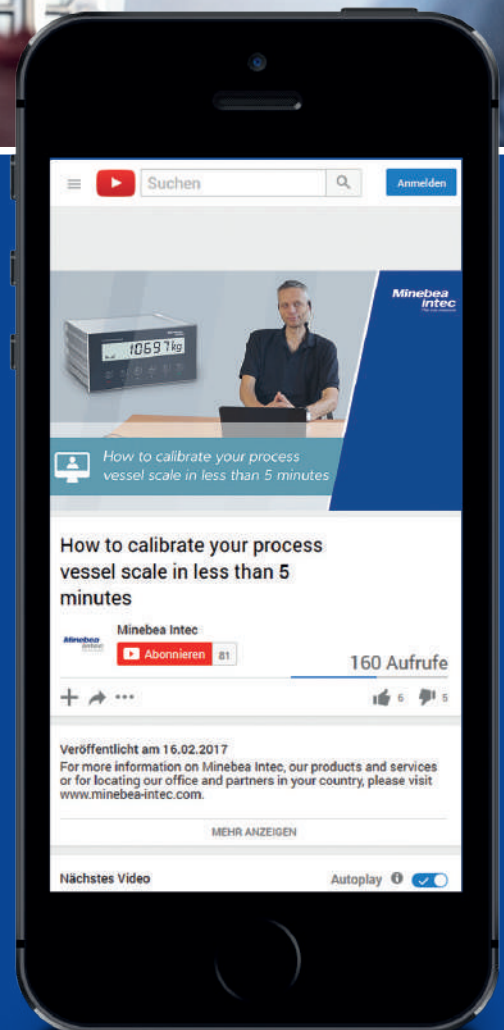


We offer a variety of useful videos on our YouTube channel. Available titles include for example:

- How to calibrate your process vessel scale in less than 5 minutes
- Success factors for an accurate process vessel scale
- X-ray inspection system Dylight – quick and tool-less belt change



Scan the QR code and discover our YouTube channel.



# Our product portfolio



Acceptance and storage  
of loose materials

## Incoming goods

Acceptance of  
piece goods

## Automated production systems

Reliable checking of supplied  
and stored materials

For complete process control



Components and solutions  
for vehicle weighing  
(analogue/digital)



Components and solutions  
for silo weighing



Foreign object detection  
(metal detection/X-ray inspection)



Weighing of incoming goods

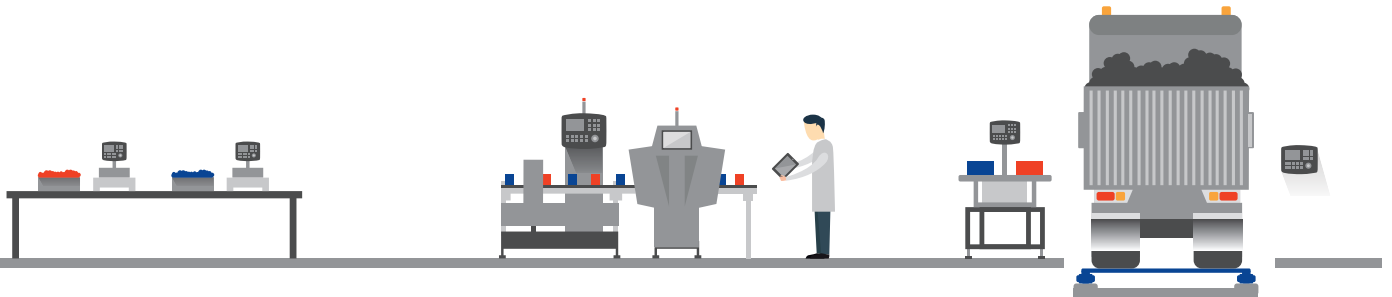


Batching and formulation



Components and solutions for  
vessel weighing (analogue/digital)

This is a cross-section of our extensive product portfolio.  
We offer tailor-made solutions for a range of requirements:  
from simple to complex; from explosion protection solutions  
to hygienic design.



## Manual production

Solutions that ensure accuracy and traceability



Portioning and checkweighing



Formulation and formulation weighing

## Packaging

Guaranteeing product quality and food safety



Checkweighing/metal detection



X-ray inspection



Pre-packaging checking and statistical process control

## Outgoing goods

Quality assurance of final product



Weighing/order picking of outgoing goods



Checkweighers for heavy loads



Components and solutions for vehicle weighing (analogue/digital)



# Everything from a single source

Minebea Intec provides products, solutions and services to improve the reliability, safety and efficiency of production and packaging lines in virtually all industries.

From goods receipt to goods issue – our portfolio comprises a variety of automatic and manual weighing and inspection solutions, software and services for a wide range of applications and industries.

## Process weighing and automation

- Vessel and silo scales
- Components for truck scales
- Bench and floor scales
- Batching and formulation

## Quality assurance

- Checkweighers
- Metal detectors
- X-ray inspection systems
- Statistical process control

## Services

- Technical support
- Commissioning
- Maintenance and repair
- Upgrades
- Training courses



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**intec**  
The true measure