



Barwell Owner Support

Service | Repair | Spares | Knowledge | Upgrades



...a lifetime of reliability and support



Barwell Machine and Rubber Processing Support

Barwell is committed to providing a lifetime of reliability and support through superior machine quality and expert service and support.

Barwell Support starts with assisting customers to specify a machine to meet their specific requirements and also includes machine commissioning and operator training.

We also provide specialised maintenance, and expert advice and service care throughout the machine's lifetime, including the supply of genuine Barwell spares and consumables to ensure optimum performance.

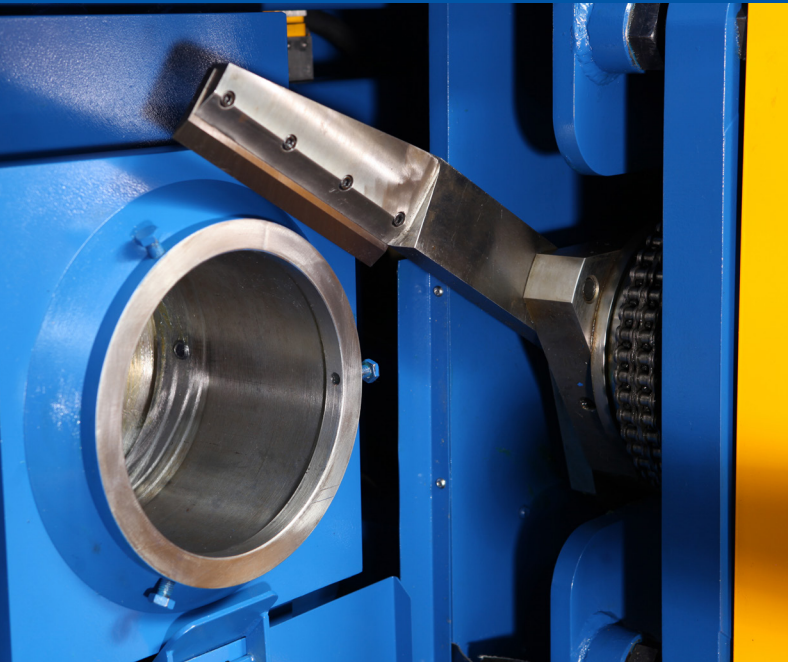
- Machine specification advice
- Technical assistance
- Expert material processing advice
- Commissioning and installation
- Training packages
- Preventative maintenance and emergency repair
- Supply of genuine Barwell Spares and Consumables to ensure optimum performance

Regular care for your machine is an investment and will reduce processing time and cost, improve production quality and increase machine life.

Our goal is to keep you working!

barwell Support
Advice | Spares | Service 





MACHINE COMMISSIONING

A Barwell Engineer will commission new machines at the customer's factory.

- Ensures correct machine set-up and operation
- Provides an opportunity to optimise process and suggest ideas
- Users are trained to operate efficiently and effectively



USER TRAINING PROGRAMMES

We also offer on-going tailored training packages to match the specific requirements and experience of operators or when new materials, products, and processes are introduced into an organisations' production plan.

On commissioning and installation we provide high-quality user training. However, people move on and we are finding there are many new operators of our machines and although knowledge is often passed down, it can be diluted and product and process quality can be affected. A refresher course can help stabilise the working process.



- Become an expert Barwell operator
- Suitable for new users or refreshers for current users
- Tailored to your own requirements
- Change in operators can have an effect on the output and quality of the rubber preps produced
- If operators struggle with certain aspects of using a Barwell performer like changing materials or colours, suggestions can be provided



Arrange Training?

If you would like to discuss your training requirements in more detail, please phone us on **+44 (0) 1480 832850** or email at **support@barwell.com** to discuss your requirements.



BARWELL CARE

Barwell Service Care options ensure that Barwell machines are effectively maintained and operated to their full potential by the people who designed and built them.

Regular servicing is an investment and will reduce processing time and cost, improve production quality, and increase the machine's life.

- Ensures machines are working efficiently and performing at their best and identify the causes of process inconsistencies
- Eliminates unexpected stoppages in production as problems are identified before they are a problem
- Frees up in-house maintenance teams from working on equipment they are unfamiliar with
- Allows us to advise on new safety requirements
- Reduce lifetime maintenance costs and extend machine life
- Allows an opportunity to talk about any production issues and allows Barwell to provide expert solutions from our experience

Barwell Service Care options enable your Barwell to be effectively maintained and operated to its full potential and are designed to meet your specific requirements or circumstance.

Options include:

- Preventative Service Contracts
- General Servicing
- Emergency Call-out
- Efficiency Surveys / Machine Inspections

The best way to prevent machine breakdown is by preventative maintenance, ideally through regular servicing by experienced Barwell engineers.

Preventative Service Contract

With a preventative maintenance service contract to suit your production and financial needs, you will benefit from reliable and regular servicing, genuine Barwell parts and advice from the experienced Barwell team.

With our preventative service contracts we offer:

- Premium discount on service and costs
- Premium discount on parts and spares
- Fast track appointments
- 28-day warranty on service work
- Free efficiency survey
- Premium discount on emergency call-outs
- Premium discount on training programmes
- Enhanced telephone support



Discuss a Service Plan?

The more service intervals you have during the contract the greater the discount.

Call us to discuss your needs further on **+44 (0) 1480 832 854** or email **support@barwell.com**



General Service

We realise you may be unable to commit to a regular service contract or undertake regular servicing yourself. In these instances, we would recommend you use us for ad-hoc general servicing.

Failure to undertake any kind of service will eventually result in a reduction of product quality, production speed, and machine reliability which can lead to unexpected costs and extended downtime.

If you decide not to sign up for a service contract but require service on an ad-hoc basis, then our experienced Barwell engineers will continue to support and assist you.



Arrange an Ad-hoc General Service

Call us to discuss your needs further on **+44 (0) 1480 832 854** or email **support@barwell.com**

Emergency Call-out

On the rare occasions that your Barwell does have a problem that cannot be resolved by either yourself or our remote support, our emergency call-out option can be used. Service contract holders will receive a discount on call out charges.



- Limit the time your machine is out of action
- Expert advice to prevent future downtime
- Use of Barwell experience and knowledge
- Get to the cause of the problem and solve it for good



Arrange Emergency Support

Call us to discuss your needs further on **+44 (0) 1480 832 854** or email **support@barwell.com**

Efficiency Surveys / Machine Inspections

An inspection allows customers to evaluate production and future investment.

Replacing a machine or considering a full overhaul is a difficult decision and we can support this process by offering the advantages or disadvantages of both options.

We also offer efficiency surveys. If you have a service contract you get one of these per year at no extra charge. Otherwise, there is a small charge for this service. However, the advice and recommendations in the subsequent report should save you money.



We sometimes find that machines are not fully realising their potential and simple setting and operational procedures can be made that will dramatically improve efficiency and quality. We offer a 90-point check on your Barwell and the preparation of your material prior to processing.

- Simple suggestions to get more from your Barwell
- Ensure machine safety compliance
- The reassurance of your current internal processes
- Identify problems before they become major problems



BARWELL KNOWLEDGE

Barwell has been building and developing rubber processing machines for almost 60 years and our knowledge, experience, and resources mean we are able to expertly specify the best machine and settings for your specific processing application.

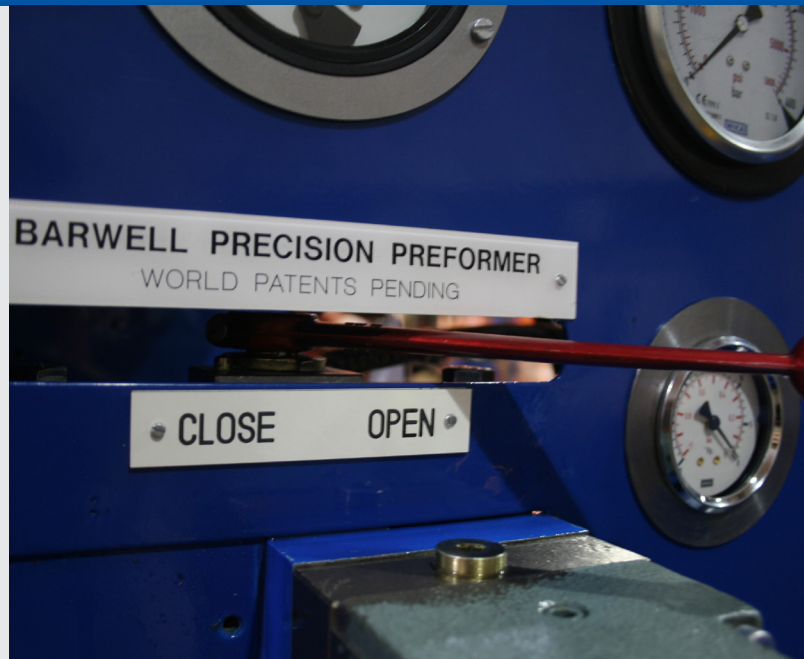
We are also able to suggest solutions and improvements specific to your process to ensure operational efficiency and improve product quality as well as reducing downtime by quickly solving any common problems that you might experience.

Existing Barwell users and those considering purchasing a machine for the first time can use our expert knowledge support services.

We have solved the most common problems that occur with your Barwell and we can provide expert advice to solve your problems and suggest solutions and improvements specific to your process that make your life easier. Our instant troubleshooting procedures on most common issues can identify or solve these problems and keep costs down even if the evaluation means that a visit is required as much of the diagnosis will have been done prior to the visit.

Our expert knowledge can be used whether you are an experienced Barwell user or considering purchasing a machine for the first time.

Barwell Support starts at the machine selection stage. Our technical sales team will help make your purchase decision-making process simple by analysis of the product you wish to run, and the specification you wish to achieve as well as your budget. We will carefully explain all options available to ensure the machine you order meets your expectations.



Troubleshooting guides and procedures

- Freshdesk service support software to track machine problem correspondence to conclusion
- Extensive library of procedures and fault-finding advice



Phone technical Support/Advice

- Large technical team with a combined experience of over 100 years
- Machine specification guidance

Remote support Module installation for support (Optional)

- Data capture and remote support capability on most machines
- Machine can email machine faults and service interval prompts to any required email
- Barwell to access machine PLC/HMI and machine process report to provide feedback on any issues experienced (Only as part of our yearly subscription package)



Need to use our expert knowledge?

Contact us on **+44 (0) 1480 832 854** or email us at **support@barwell.com**

MACHINE UPGRADES

When customers purchase a Barwell they benefit from a lifetime of reliability and support, part of this commitment is to ensure that older machines are continually improved enabling processors to produce high-quality moulds efficiently by incorporating the latest technology and innovation.

As a result, we have developed machine upgrade packages for our HT3500, HT2000, C2, C3, MIDI, MR400, and ECO range of high-quality market-leading preformers and extruders.

Barwell machines are so reliable and efficient that they eventually outlive most of the technology used in their control system.

Machine upgrades are a simple and cost-effective upgrade that can make existing production machines almost as good as new and complete with up-to-date technology.

What is involved in an upgrade?

Barwell's highly experienced engineers can advise an appropriate upgrade so that for a relatively small investment you will have instant benefits, and long-term peace of mind.

Improvements range from enhanced hydraulic and electronic control systems, large displays for simpler operation and control including increased functionality, flash card memory for safe product and cycle storage, integral automatic weighing and adjustment - resulting in reduced human intervention, quicker production, improved accuracy, and reduced material wastage.

Barwell upgrades also ensure that machine maintenance is simpler as out-dated electronic components are replaced. This means that all replacement parts are readily available, ensuring downtime is minimal, and that fitting is easier and at a fraction of the cost.

Health and safety in factories has changed during the last twenty years. Most old machines need to be upgraded to ensure that they meet the requirements of today's stringent regulations and the standards that are expected, or insisted upon, by Health and Safety executives and risk assessors. This is a primary concern for those responsible for machine maintenance and operator safety.



How to upgrade your Barwell?

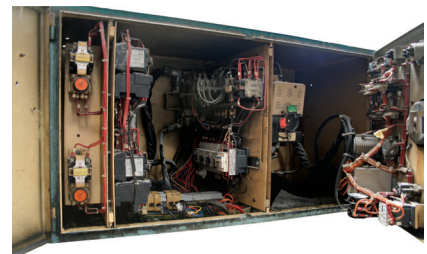
To find out how Barwell can improve your machine and bring it to almost the standard of a new machine, please phone on **+44 (0) 845 224 3541** or email us **support@barwell.com** with details of your current machine.

barwell Upgrades

Be safe | Modernise | Improve



- Completed in customer factories over 2-3 days
- Optimises process and remove the responsibility of the operator to achieve prep specification
- Upgrade machine safety to incorporate the latest compliance
- Capture process data for audited production
- Improvement in manufactured quality and accuracy
- Easier operator control and usability
- Increased production speed
- Reduction of potential downtime
- Less material wastage
- All components are fully supported and readily available



OMRON PILZ

THE SPIRIT OF SAFETY





Spares and consumables / Spares and consumables kits

- Extensive stock available in key locations throughout the world
- Local agents with bigger rubber markets hold consumable stock
- Fully stocked service vans that travel throughout the UK and Europe

BARWELL SPARES

Barwell stocks highly engineered genuine Barwell spares and consumables including those for machines that date back to the early 1970s.

Using genuine Barwell spares can reduce the risk of machine breakdown and can increase production quality and efficiency.

- Barwell is the **ONLY** source of genuine Barwell approved spare parts
- Using genuine Barwell spares can reduce the risk of machine breakdown
- Using genuine Barwell spares can increase production quality and efficiency
- Barwell can save you money on your current supplier



Contact Spares

Call Barwell on **+44 (0) 1480 832 854** or email **spares@barwell.com** to save money on your Barwell spares and consumables.



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barwell 

...a lifetime of reliability and support