Joining forces to maximise performance

What do you expect from a partner at your side? That he’s thoroughly familiar with your wishes and your needs, and has the right answers for them at his fingertips as well? That you understand each other perfectly and can always rely on your partner? That together you form a can-do team geared to maximised performance? KRONES’ Lifecycle Service meets all these requirements.

Whether it’s cost-efficiency, dependability in daily operation or a production concept geared to sustainability: we take on board your requirements and wishes, and translate them into KRONES solutions precisely and responsively tailored to your needs.

Because KRONES is more than just a service provider; KRONES is your partner who is always there to help even after you’ve purchased a new machine. Ensuring that you achieve precisely what you set out to do – and lots more besides.
The products of the KRONES Lifecycle Service

How can KRONES help you with the improvement of the production process in your company?
The answer is simple: We offer for your KRONES machines and lines exactly those LCS products which are tailored to your requirements. Regardless if this concerns the perfect performance of your line, the ideal organisation of your warehouse or extensive consultation for the after-sales area: The KRONES LCS experts are always there for you and translate your targets and wishes into optimal LCS solutions.

On the following pages you will find an overview about the individual products of the KRONES Lifecycle Service.
Spare Parts

KRONES LCS stands for a spare parts supply service which meets the high demands of our customers: Thanks to strict quality controls and international centers, the spare parts needed are available quickly and in the optimum quality – worldwide. Around 170,000 disposed parts with a very high availability are stored in our plants in Germany, more than 26,000 stocked parts in the Neutraubling plant. In order to guarantee global availability, we have around 25,000 stocked parts in stock at the Krones Centers. In addition the digital platform KRONES.shop offers the customers fast, direct and no-hassle access to spare or wearing parts.

Stock-keeping Package

With our LCS Stock-keeping Package, KRONES optimises access to spare parts at the customer’s facility, thus making it possible to have continually high machine availability and productivity in the line.

The aim is to have all of the necessary parts in stock, both in the customer’s warehouse and at the KRONES locations, before the need arises. The customer is therefore benefiting from many years of experience in the field of stock keeping and receives an individually customised stock-keeping package.
Maintenance

**Inspection and Overhaul**
We provide our customers with support throughout the entire maintenance process. This includes a detailed inspection (to determine the machine’s current condition), a smooth overhaul (target condition of the machine), as well as close and transparent communication between those involved throughout the entire sequence. The customer’s desired result is achieved thanks to the strong collaboration between the customer and a qualified and experienced KRONES team, and thanks to the use of the correct KRONES documentation tools. It is our goal to ensure a long-term technical availability and guarantee a transfer of knowledge between KRONES and the customer personnel.

**In-house Overhaul**
When performing on-site overhauls, KRONES offers its customers in several regions the possibility of simultaneously having individual assemblies overhauled in-house at one of our KRONES plants or having them directly replaced with generally overhauled assemblies. This way we make it possible for the customer to start up production again in the shortest time and thus keep the equipment downtimes as brief as possible. We also support customers in the organisational tasks all around the in-house overhaul or exchange programme.
Service Contracts and Support

Service Contracts
Adapted to the needs and budgets of our customers, we create individual maintenance concepts. KRONES LCS service contracts form the basis for fast, uncomplicated and competent assistance for customer lines and ensure a continuous line availability.

LCS Support
In the event of a malfunction, the customer is supported by a technical expert – both in troubleshooting and in technical questions. KRONES Support offers all KRONES customers a central point of contact for all questions regarding the technical service of lines and machines – 24 hours a day, 7 days a week. If necessary, telephone support and remote service can be bundled in a support contract. A support contract includes an annual subscription fee and discounted support hours in the form of hour packages.

Argos – Augmented Reality Support
Argos enables KRONES to offer optional live support by means of augmented reality in addition to telephone support. This means that with the aid of so-called smart glasses customers can receive immediate assistance from a KRONES support specialist on their very own machine – as if he were there helping you on site. A valid support contract and an appropriate internet connection are necessary to be able to make use of this service.
Retrofits

Handling Parts
Often, market trends are short-living – KRONES helps customers to react fast in order to reach their market goals sustainably. KRONES handling parts are the perfect solution for customers who wish to react quickly to market trends and modify their existing lines to fulfil new concepts and ideas. We check all handling parts for reusability – thus avoiding unnecessary costs for the customer.

Upgrades
As an innovative company, we place particular importance on the continual improvement of the machines and technologies in our customers’ plants, even after their purchase. Customised upgrades improve the output, efficiency, ergonomics and economic efficiency of existing machines – and bring the lines of KRONES customers up to present day standards without the need for major new investments.

Conversions
When market trends emerge, our conversions are the ideal solution for adjusting existing lines to such trends. With the range of packages offered by LCS retrofits, KRONES customers can adjust their line with ease to handle new products or meet the current state of technology.
Consulting

**Line Analysis**
Within the scope of Line Analysis, KRONES experts identify the optimisation potential of single machines and complete lines in the customer’s plant. It is often worthwhile to take a more precise look at a line to counteract losses in the overall efficiency – particularly when retrofits or portfolio expansions place particular demands on it.

**Energy and Media Analysis**
KRONES supports its customers in optimising energy efficiency and the consumption of resources – from the initial review of the current situation through to implementation. The scope of this consultation ranges from a single machine all the way to the entire site. We not only precisely check KRONES lines, but also all third-party machines and the entire building technology. For that, we draw up individual concepts for refrigeration, heat, compressed air and energy – including detailed measures for implementation.

**Material Management Coach**
The Material Management Coach is our specialist for issues regarding the topic of material management: In cooperation with the customer he analyses the warehousing operations, optimises the order placement processes, improves the accuracy of the master data and provides tips which help simplify daily workflows. With the Material Management Coach, customers can benefit from the expertise that KRONES has acquired over many years of experience in after-sales logistics. Customers are provided with a strategy on how to optimise their material management in an individual consultation.
Additional Services

Line Relocation
Thanks to many years of experience with major projects, KRONES is a competent partner for line relocations. A KRONES team creates a complete project plan and realizes the line relocation according to individual customer requirements. This includes all of the necessary process steps from line analysis, dismantling, packaging through to reassembly – both for single machines and for complete lines.

Embedded Staff
With Embedded Staff, KRONES supplies a machine expert to provide support on site at the customer’s premises over a longer period. A KRONES service engineer accompanies the customer’s employees as they go about their daily work and helps them if they have any problems or questions during production.
Additional Services

**Neck-Handling 3D Scan**

Neck grippers in particular and their accurate adjustment play a crucial role when it comes to achieving best possible line efficiency: Only an exact transfer position can guarantee a stable and fast transfer of containers in the line. In collaboration with experts for 3D laser measurement, KRONES has developed a method for adjusting the neck grippers quickly and precisely.

**Aseptics Check**

The Aseptic Check combines inspection and the verification that aseptic production is guaranteed and that our specialists for aseptics ensure product safety. This includes checking the process parameters, evaluation of the hygienic conditions and an assessment of the process technology with process diagrams and error lists. Our specialists also test all components and media which are important for the aseptic production.
We do more.