Lifecycle Service

Top performance together

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Top performance together

What do you expect from a partner? That he exactly knows your requirements and needs and has the appropriate solutions down pat? That you work closely together and can rely on one another in crucial situations? That you are a strong team which can achieve top performance together?

Krones Lifecycle Service (LCS) fulfils all of these requirements.

Whether cost efficiency, reliability in day-to-day operation or a production process designed to ensure sustainability: we recognise your requirements and wishes and implement them in solutions exactly tailored to your needs, such as for example:

- The optimum performance of your system
- The ideal organisation of your storage facility
- Comprehensive support in the after-sales sector

Krones LCS experts are always there as a true partner to assist you in reaching your individual goals and turning your wishes into optimal solutions.

LCS portfolio

How Krones Lifecycle Service supports you

Services

- Team of service engineers (on site)
- Krones Academy training sessions
- LCS Service project management
- Aseptics Check
- Line Analysis
- Energy and Media Analytics
- Embedded staff
- Man-day package
- Customer Support

Spare parts services

- Spare parts
- Inhouse Overhaul
- Rapid Part On Demand (3D printing)
- Stock-keeping Package
- Repairs
- Exchange Programme
- Refurbished parts

Retrofitting

- Handling parts
- Upgrades
- Conversions

Product packages

- Overhauls (on site)
- Line relocation
- MSA Support
- MSA Performance
- MSA Maintenance
- Lifecycle Alliance (only within the scope of Ingeniq)

Operating supplies

- Adhesives
- Lubricants
- Water treatment materials
- Detergents and disinfectants
- Filter elements
- 3D print materials
- Digitalized lubrication schedules

Used machines

- Buying and selling
- Overhauls
- Upgrades

Operating digital products and services

- Shopfloor Guidance
- Analytics
- Line Management
- AI solutions for machines
- SAP Plant Solutions
- Digital content

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Services
Support when you need it

Customer Support – fast support 24/7

An emergency situation in your production process? It is vital to act quickly as each minute costs money. Fast assistance is therefore the top priority of our support team, as is availability: around the clock, by telephone, e-mail, or the customer service portal. Many faults can also be rectified directly via remote access using Remote Service or our Argos augmented reality support – quickly and reliably.

On-site technical team – expert help in your system

We ensure proximity to our customers worldwide with our international LCS Centers. This means you benefit from expert and friendly advice and receive rapid technical support from service engineers.

Training sessions at the Krones Academy – trained personnel for an increased efficiency of your line

Our training concept picks up your employees where they currently stand with their knowledge and skills. Worldwide and always customised to you and your framework conditions, you can raise the performance of your line to a new level.

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Spare parts services
For more productivity and trouble-free operation

Spare parts

Spare parts supply that meets the high demands of our customers: thanks to strict quality controls and international centres, the spare parts needed are available to you quickly and in the optimum quality – and this worldwide. In addition, Krones.shop offers a direct, fast, and uncomplicated way to purchase spare and wear parts—or to produce them yourself in your 3D printer using Rapid Part On Demand.

Stock-keeping Package

How can you benefit from our many years of experience in stock keeping? With an individually configured 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 the necessary parts in stock, both in your warehouse and at the Krones regional locations – even before the need arises.

Overhaul
On-site, inhouse or via Exchange Programme

Inspection and On-site Overhaul

We provide our customers with support throughout the entire maintenance process:

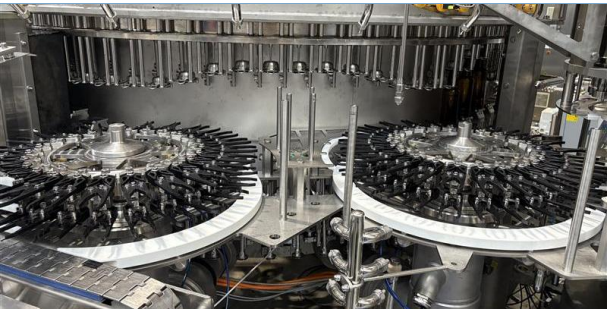
- From detailed inspection (actual condition of the machine) through to smooth overhaul (desired target condition)
- Entirely in line with your needs, e.g. in terms of budget, production process, quality standards, availability, or experience
- Professional documentation using the Krones maintenance tool for consistently high transparency and a complete machine history
- Close communication with all involved for the duration of the entire procedure
- **The goal:** to work together to maintain the reliability and performance of your system

Inhouse Overhaul and Exchange Programme

In addition to spare parts, we also offer completely overhauled assemblies:

- Inhouse Overhaul: overhaul of individual assemblies from your system in one of our factories
- Exchange Programme: replacement of assemblies with previously generally overhauled components with an aim to minimising downtimes
- **Benefits to you:** professionally overhauled assemblies with considerably reduced downtimes – and all-round support in all organisational tasks

Retrofitting



Handling parts

Market trends are short-lived. When it comes to line flexibility, Krones helps its clients respond quickly and achieve 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 product ideas. We check all handling parts for reusability – thus avoiding unnecessary extra 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

Is your system still up-to-date from a technical viewpoint? Our conversions are the ideal solution to adjust an existing line to new trends. If, for example, you wish to tailor your system to a new filler or a modified logistics concept in the dry section, then the LCS retrofit package is the perfect choice for you.

Operating supplies and used machines

KIC Krones – your specialist for operating supplies

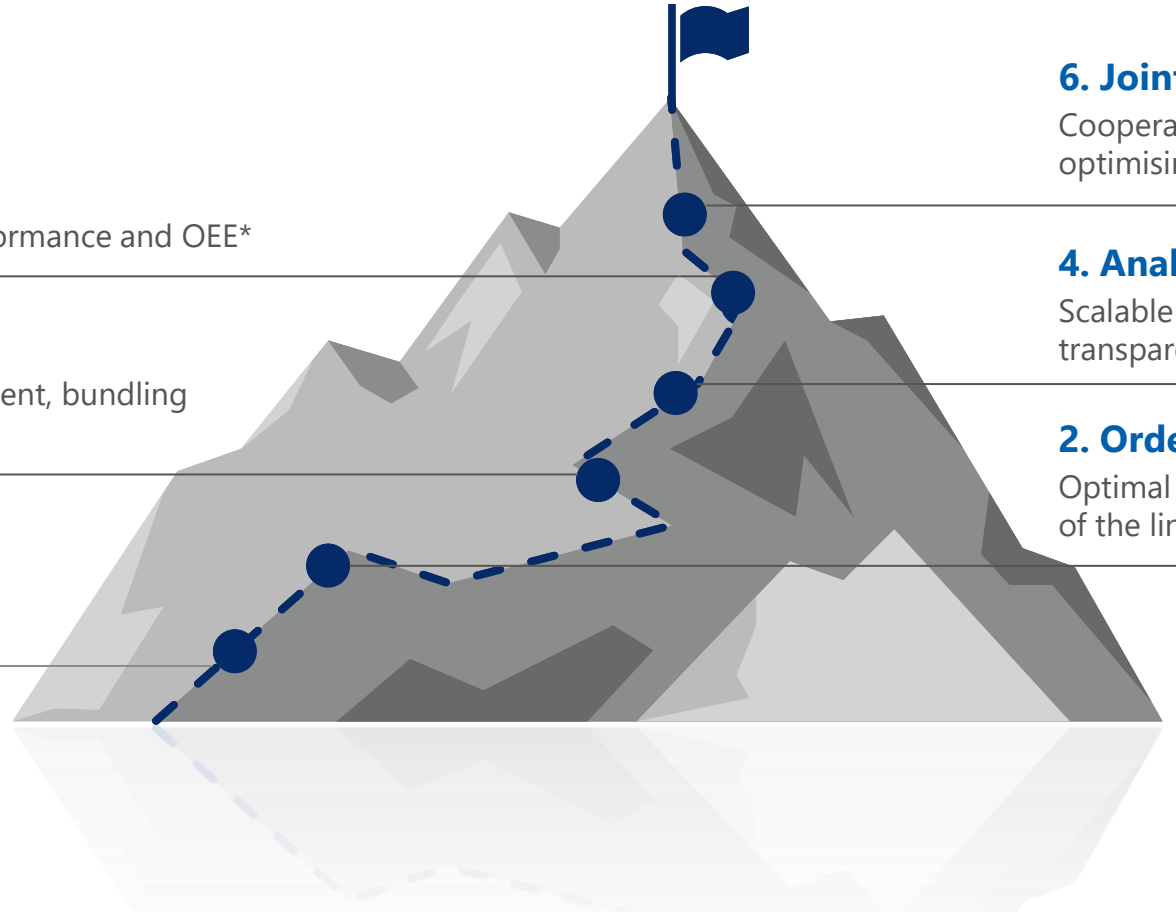
“Krones runs best with Krones” is not the KIC Krones motto without reason, as your Krones machines can only deliver the best output and have the best service life if optimal operating supplies are used. Whether adhesives for labels or packaging, cleaning agents, filters, or lubricants – at KIC Krones, you will find precisely the operating supplies your machine needs to deliver top performance in the long term.

Used machines from ecomac

Ready for the second application: ecomac is specialised in overhauling and trading with used machines of the beverage industry but it is also a good address for spare parts for older special machines. In addition, the Krones subsidiary deals with the final utilisation of filling and packaging lines. You benefit from cost-conscious solutions and promote the environmentally friendly use of high-quality resources.

Digital products and services
Achieving success together

Digital solutions as integrated services throughout the entire lifecycle of a line form the basis for maximum transparency and efficiency. With the Krones.world platform, both you and we have access to all relevant production data at all times. This shared database enables close, partnership-based collaboration and opens up new opportunities for sustainable improvements.



6. Joint maintenance optimisation
Cooperation on a collaborative platform for optimising the maintenance strategy

5. Performance consulting
Krones know-how for improving the performance and OEE*

4. Analysis
Scalable and flexible reports for maximum transparency

3. Operator task management
Active notification in the event of an incident, bundling and prioritisation of tasks

2. Order execution
Optimal coordination and parameterisation of the line to prevent downtimes

1. Production planning
AI-supported order planning with the shortest change-over and cleaning times

* Overall Equipment Effectiveness

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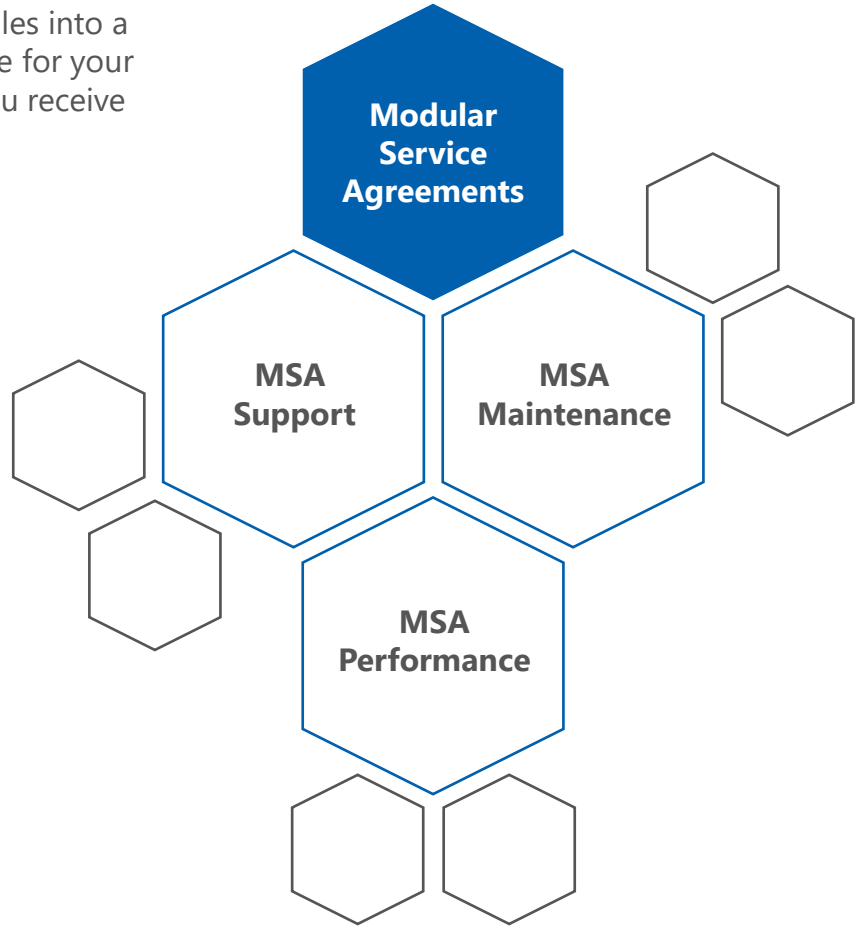
Product packages
Modular service agreements

Krones Lifecycle Service **Modular Service Agreements (MSA)** combine the most important service modules into a practical service package for you and thus form the basis for fast, uncomplicated and competent assistance for your systems. Additional benefits to you: you can individually customise your MSA and add further modules. You receive precisely the services you require.



MSA Support

Fast support 24/7 – is what Krones Support stands for. All services provided by the technical after-sales service are grouped together in the Modular Service Agreement (MSA) Support. Additional benefits to you: faster response times, reduced and more predictable support costs and full transparency for all your support tickets.

MSA Maintenance

Krones offers a range of products to complement your individual maintenance strategy in this MSA. The aim is to extend the service life of the systems and optimise their performance through professional planning, stable technical availability, and targeted knowledge transfer.

MSA Performance

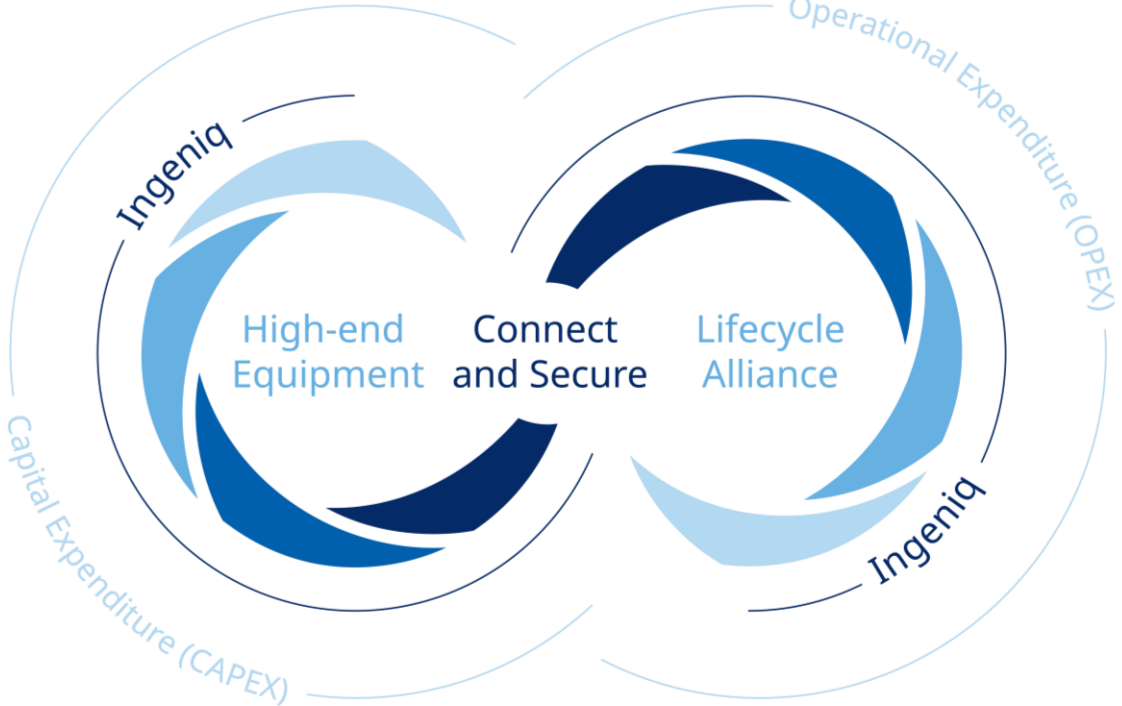
As part of MSA Performance, you benefit from one fixed contact at Krones who analyses and interprets your recorded production data and then proposes possible measures. Our digital approach includes the access to our Krones.world and to Advanced Analytics, which establish a basis for efficient coaching and transparent collaboration.

Ingeniq: line concepts reimagined

The Lifecycle Alliance as a new understanding of service

Ingeniq is more than just a line – it is a comprehensive overall concept consisting of three modules:

- High-end equipment, which means the line itself – technologically advanced, modular, future-proof
- Connect and Secure agreement – the basis for a Krones remote support and digital security
- Lifecycle Alliance – a joint responsibility for securing and optimising plant performance (output, Lifecycle costs) with the highest level of service Krones has to offer



Your benefits with the Lifecycle Alliance

- **Guaranteed production volume with low TCO:**
  Krones assumes responsibility for your OEE with a binding performance commitment (performance-based remuneration).
- **24/7 support through Krones service:**
  With the Digital Service Center, you are never alone.
- **Collaborative problem solution:**
  As a true partner, we not only support you in emergencies, but also proactively and preventively – so that problems don't arise in the first place.

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Our strengths – benefits to you
Summarised and very concrete

Nearby, wherever you are in the world

- Global service and warehouse locations for minimal waiting and delivery times
- Assured availability even in the event of a production system failure

Technical professional skills

- Large network of the best trained experts
- Extensive industry expertise in machinery and operating supplies

Your one-stop-shop for superior services

- All products and services from a single source – also for OEM machines
- Comprehensive project coordination in close consultation with all stakeholders in the Krones Group

Resource-saving in multiple ways

- Lifecycle Management: Longer service life and reduced energy consumption, e.g. thanks to continuous maintenance
- Supporting the circular economy by recycling spare parts and assemblies
- Optimised logistics through regional production and procurement

Partnership-based collaboration

- Support throughout the entire life cycle of your machines and systems
- Working together to ensure and optimise the line efficiency
- Individual observation of your goals and wishes

SOLUTIONS BEYOND TOMORROW

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