



A MEMBER OF THE  
**HILGER&KERN** GROUP



# Our Services

For high machine  
availability





# We are at your disposal!

With our service packages you have more time for the important things. We offer you fast, efficient and reliable access to our expert knowledge and to all original parts.

Our service technicians are always close by. This increases and secures your productivity in the long term.

## Your advantages



One partner for all applications:  
Greasing, bonding, sealing, potting  
and gasketing



Worldwide in 13 countries with  
own local service



High system availability -  
minimisation of downtimes



More than 50 years of experience



Fast response time

## Our services

### 1. Trials and material tests

100 per cent safety for your  
dispensing system

### 2. Commissioning your system

We ensure a trouble-free  
start of production

### 3. Fitness check

Get a quick overview of the condition of your  
metering system

### 4. Maintenance

Avoid downtimes and rely on regular  
maintenance

→ page 4/5

### 5. Repairs

Quick help on site

### 6. Operator training

Build up your own expertise

### 7. Production support

For safe and optimised  
system operation

### 8. Modifications (retrofits)

Be flexible when production conditions  
change

→ page 6/7

### E-Services

We are available for you online  
→ page 8

### Service contracts

Benefit from our advantages  
→ page 9

### Spare parts and consumables

DOPAG components delivered  
quickly - wherever you are

→ page 10



# 1.

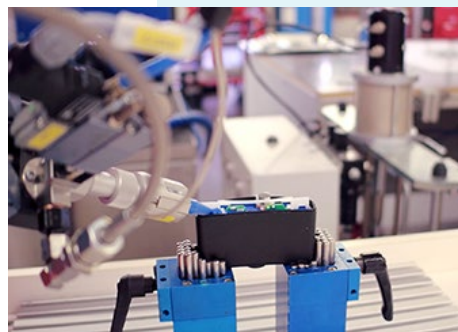
## Trials and material tests



### 100 per cent safety for your dispensing system - even for challenging applications

Are you looking for the right system technology for processing your material and want to ensure that the end product meets your complete satisfaction? We carry out application-related tests for our customers in our in-house technical centre.

- Extensive product portfolio of demonstration components and -systems, e.g. various pump technologies, mixing systems and automation technology
- Broad portfolio of measuring and testing equipment for checking material properties
- Close cooperation with material manufacturers
- Extensive test documentation



# 3.

## Fitness check



### You would like a quick overview of the condition of your metering system?

During the fitness check, our technicians check all relevant functions of the system.

- Leak test
- Checking the mixing ratio and pressure resistance
- Service report with recommendations
- Tips for stocking spare parts

- ➔ Increase operational safety
- ➔ Plan maintenance work
- ➔ Avoid downtimes

# 2.

## Installation of your metering and mixing system



### We ensure a trouble-free production start - on site or online

Together with your new metering and mixing system, you will of course also receive comprehensive services - so that your production start is a success and you can get started immediately. We always proceed in two steps.

As soon as your metering and mixing system has been completed, we carry out a machine acceptance test at our technical centre. In doing so, we ensure that the system is running satisfactorily. You are welcome to attend the acceptance test online or live.

We then deliver the system to your production facility and our service technicians commission it on site together with you. In this way, we ensure that everything runs smoothly in your production environment on site, including the interaction with your components and material. Our service technicians will provide you with an introduction to operation and you will have the opportunity to clarify any questions.

# 4.

## Maintenance



### Avoid downtimes and rely on regular maintenance.

Our service technicians provide comprehensive maintenance for your system.

- Checking the important system functions
- Replacement of wearing parts, e.g. seals
- Including maintenance card for service contracts, service reports and calibration protocols

➔ For trouble-free production without downtimes



# 5.

## Repairs

### Quick support on site

Should your metering and mixing system ever need to be repaired, our service technicians will be at your site quickly for repairs of any kind.

- Quick support in the event of an incident
- Fast availability of spare parts
- Guaranteed response times for service contracts

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➔ **Fast support for minimal downtime**

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# 6.

## Operator training

### Build up your own expertise

Anyone who can reliably operate a metering and mixing system not only ensures trouble-free production, but can also react more quickly in the event of problems and breakdowns. Customised user and maintenance training courses provide your employees with the necessary know-how.

- User training: System operation, functionalities and troubleshooting
- Maintenance training: maintenance, disassembly and assembly of individual components

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➔ **Troubleshoot system faults yourself**  
➔ **Avoid long downtimes**

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# 7.

## Production support

### For safe and optimised system operation

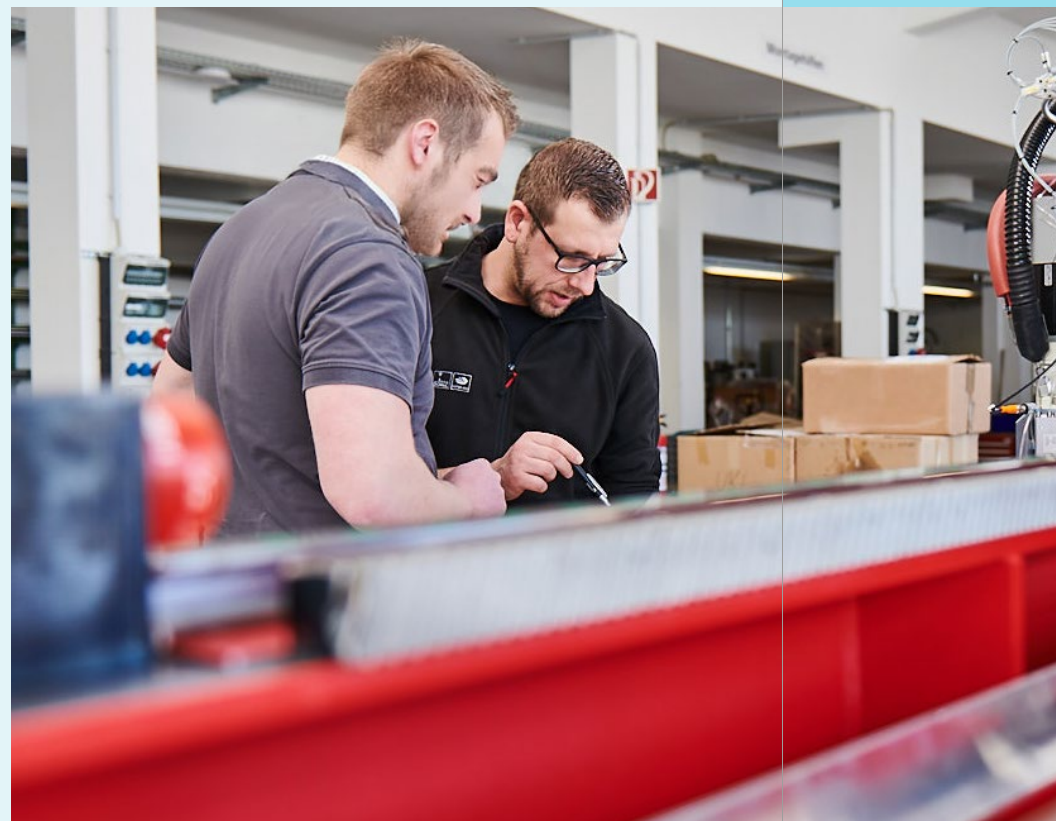
Our experts will support you during production and work with you to increase your profitability.

- Checking all important system parameters and optimisation in production operation
- Assistance and tips on operation
- Training in handling the system at the start and end of production

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➔ **Increasing the efficiency of the system**  
➔ **Reduce operating costs**

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# 8.

## Modifications (retrofit)

### Be flexible when production conditions change

Successful production requires flexibility. No problem if your production conditions change. We support you in customising your metering and mixing system.

- Material and container mould changes
- Modernisation and adaptation to changing production conditions

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➔ **Increase economic efficiency**  
➔ **Cost savings through modern technology**

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### Rental systems

Depending on the conditions in your production, you sometimes need short-term support. We offer rental systems that allow you to produce at short notice and in optimum quality, for example if you only have a short-term requirement or need to cover production peaks.

Contact us!



# E-Services

## We are available for you online!



### Online tests and approvals

For us, a good partnership is the most important key for a successful co-operation. That's why we also offer you all our services online - whether for a quick and uncomplicated exchange in the event of problems with your metering system or for extensive trials and training. During trials, for example, you can follow everything exactly from a distance using four different camera views. Benefit from fast appointment scheduling and save time and travelling costs.

### Our online services include:

- Video trials: preliminary discussions and discussion of the trial objectives, trial execution
- Video acceptance test (FAT) of your metering and mixing system
- Online support: connection to your system via remote gateway tool
- User and maintenance training

### Support via AR-Smart-Glasses

- We are on site for you - and make this possible with smart glasses. Thanks to assisted reality, we can see your system directly in the production environment. The glasses are available to our customers and service technicians and offer many advantages:
- Quick analysis and evaluation of all relevant factors by our DOPAG specialists
  - Connection and guidance with live video and sound directly to the end device PC, tablet, smartphone via special connect software
  - Simple log-in, exchange of images, drawings, recording function, chat, subsequent reporting protocol
  - Hands are free for upcoming work

# Service contracts

## Benefit from the advantages of a service contract customer for smooth production

Do you already have your machine regularly serviced by us or are you planning to do so in the future? Our service and maintenance contracts are based precisely on this strategy. Then simply take advantage of the many other benefits as a service contract customer. Benefit from the maximum operational reliability of your dispensing system with our maintenance contracts.

Thanks to the two contract models 'Basic' and 'Advanced', you can select exactly the service you need for stable production. Our technicians replace sealing and wear parts, carry out a functional check of the components and adjust the system if necessary. This reduces the risk of machine downtime, lowers your operating costs and allows you to benefit from a fast response time thanks to prioritised assistance in the event of a fault.

- Two contract models
- Replacement of sealing and wear parts
- Functional testing of components and calibration of the system if required
- Prioritised assistance in case of a fault

- ➔ Avoids downtimes
- ➔ Reduces operating costs

### Select your contract model

	Basic	Advanced
On-site maintenance	✓	✓
Arrival/departure flat rate	✓	✓
Documents: Maintenance card, regular service reports, calibration protocol	✓	✓
Guaranteed response time Customer support	6h Within six hours of receipt of the fault report	4h Within four hours of receipt of the fault report
Guaranteed assistance in case of a fault	72h Departure of the service technician from the respective location to you within 72 hours	48h Departure of the service technician within 48 hours from the respective location to you
Discount on spare and wearing parts	✓	✓



# Spare parts and consumables

DOPAG components delivered quickly - wherever you are: If a spare part for your metering and mixing system is missing, you need a replacement as quickly as possible. This is because long downtimes hinder production and increase operating costs. In an emergency, we are always there for you and process your spare parts orders as quickly as possible.

- Customised spare parts recommendations (free of charge)
- Advice on targeted planning and warehousing
- Parts in original DOPAG quality

- ➔ **Fast response to machine breakdowns**
- ➔ **Reduction of running costs**

## Notes for your order

Please enter the following data with your order:

- Article number or part designation
- Machine number of the dispensing system or component

Please find your local contact:

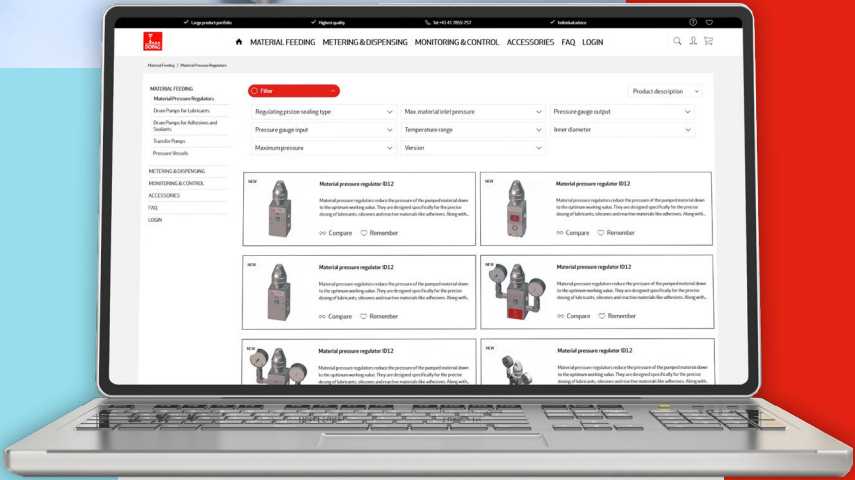


**Pumps,  
valves and  
accessories  
for your  
metering system**

# DOPAG Component portal

## Benefit from our component portal:

- Filter function for product selection
- Compare products directly
- STEP files
- Technical data
- Service literature
- Operating instructions
- Data sheets



**Select, compare and  
directly request online!**

**Start now:  
productportal.dopag.com**





A MEMBER OF THE  
**HILGER&KERN** GROUP

We are one of the world's most experienced manufacturers of high-quality metering technology. Wherever adhesives, resins, silicones or lubricants are metered and applied in industrial production, we offer reliable, precise solutions. We provide systems and components for highly automated production processes, including for the automotive, wind, household appliances and electrical industries, as well as for aviation.

DOPAG is part of the HILGER & KERN GROUP, a reliable supplier and a development and service partner to industrial companies in a variety of market segments for almost 100 years. The group employs around 350 people and has subsidiaries and distributors in more than 40 countries.



## Global sales and service network

Find your local DOPAG contact

**DOPAG Benelux**  
De Meern

info@dopag.nl  
www.dopag.nl

**DOPAG China**  
Shanghai

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We're present in more than 40 countries. Find your local sales partner here:  
[www.dopag.com/contacts](http://www.dopag.com/contacts)

