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DISA equipment support services



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We're here for you

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Welcome to DISA Services



We're here to support you

When you invest in DISA equipment, that's just the start. As well as owning the most productive, high quality moulding technology, you also become part of DISA Services – the industry's most trusted global support network.

If you're facing challenges like downtime, high maintenance costs or scrap rates, DISA is here to help. From rapid service response and original spare parts supply to the latest machine upgrades, DISA's specialist resources are close at hand to ensure your operations remain efficient, trouble-free and profitable.

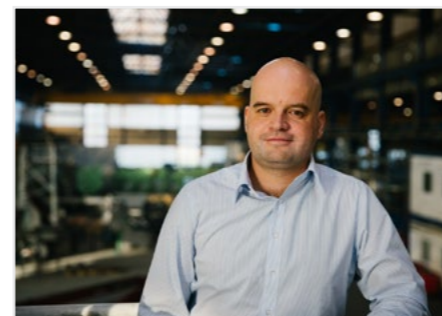
DISA is your foundry partner and we take that responsibility seriously, investing serious resources in providing life-long support.

We offer a strong business and technical relationship, with access to the latest machine upgrades or retrofits as soon as they become available.

DISA machines are built to last – and our service network ensures they perform perfectly for decades. No other supplier offers anything like it.

"Our promise is simple. We will be there when you need us, now and in the future – no matter where in the world you are."

We're here for you



The best service network...

If you have a machine problem, you need a rapid response from your service engineer. DISA's customers run the world's largest number of flaskless moulding equipment – which is why we've built the industry's most comprehensive regional service network.

By running our own global service network, we know that the right skills, tools and technology will be ready when customers need them.

Whether it's an emergency call out or routine maintenance, be confident we're close to you when it matters.

The best engineers...

Our engineers know DISA equipment and the casting process inside out. Highly trained and with decades of experience, their close attention will keep your equipment running at peak performance.

If you have a machine problem, their specialist expertise means they fix it quickly – and make sure it stays fixed. That keeps unscheduled downtime to a minimum.

...for total support

If you need instant help with a technical issue, DISA offers a 24 hour service hotline backed by a strong team of machine specialists.

Local presence, specialist knowledge and a 24 hour service hotline: it adds up to the best support on the market. Other optional services include:

- Supervision during new equipment installation
- Management of machine overhauls
- Regular scheduled inspections
- Instant remote troubleshooting via secure VPN router

"You can trust DISA to keep your foundry moving."

Quality parts for peace of mind



Exactly the right part

Don't risk downtime with an incorrect or poorly made part. Selecting original components for your DISA machine means it will work exactly as intended. Our genuine parts are designed by the same expert engineers and are the same quality as those fitted from new.

With a perfect fit guaranteed, repairs and servicing stay quick and easy. You benefit from DISA's ongoing product development too, with access to the latest component designs and upgrades for your machine.

If a part ever becomes obsolete, we find a modern replacement that will help keep your DISA equipment running far into the future.

Make servicing simple

For complex jobs that require multiple parts, DISA Part Kits include all the components and instructions needed to keep things simple. Benefit from:

- Fast and easy sourcing – order one kit instead of 30 different items
- Peace of mind – know you'll have every component and that they will fit together correctly
- Reduced risk of downtime – complete complex maintenance or repairs quickly and safely

Rapid delivery, maximum uptime

With more than 15,000 parts always stocked at our regional centres, you can get everything you need from one source – fast. There's a technical support hotline open 24/7 for any queries, any time.

Every DISA part comes with a standard one-year warranty. If it malfunctions, it's replaced free of charge.

Because they are better made, DISA parts last longer. Using original service parts from new, a DISA machine can last for decades.

“Because they are better made, DISA parts last longer. Using original service parts from new, a DISA machine can last for decades.”

Upgrades boost performance



Enhance your process

You don't need to buy a new machine to achieve serious performance improvements.

Our upgrades improve your DISA moulding equipment's functionality, capacity and efficiency, helping you react to changing business needs or meet new legislation and standards.

Profitable options

Whether it's faster pattern changes or extended cooling with an extra Synchronised Belt Conveyor, upgrades can help you further improve productivity, quality and resource control.

Some examples include:

- Automatic Pattern Plate Changer (APC): changes pattern plates less than 60 seconds
- Optimal Oil Filtration (OOF): real-time information on hydraulic oil condition
- Mould Accuracy Controller (MAC): spots and reacts to mould string inaccuracies before pouring
- Melt Overflow Cover (MOC): contains overpours, cuts damage and downtime

- Automatic Core Feeder (ACF): fast and precise core setting in core mask using robots
- Computer Integrated Manufacturing (CIM): optimise your process with real-time data collection, monitoring and reporting

Just contact us to find out which upgrades are available for your DISA equipment.

“Upgrades can also improve safety or lower noise levels for a better working environment, making your foundry more attractive for both new and existing staff. Designed and fitted by DISA's specialists, deliver maximum benefit for minimum cost.”

Live at the cutting edge



Your service network



Beat obsolescence

DISA's Equipment Modernisation Programme (EMP) allows owners of older equipment to benefit from the latest technical advances. Retrofitting new components gives lifetime extension and performance improvement – all for a single investment far smaller than the price of a new machine.

For example, parts from the latest DISAMATIC D3 design can be retrofitted to installed D3 machines. Many of the latest innovations like the Mould Accuracy Controller (MAC), Melt Overflow Covers (MOC) and the Optimal Oil Filtration (OOF) unit are compatible with older machines too.

Staff able to maintain old technology can be hard to find too. As well as improving performance, modernising your moulding equipment means today's workforce will have the skills to operate and maintain it.

Take complete control

Retrofitting modern PLCs is one of the most popular EMP options. Why? Because if unavailable, obsolete PLC parts can cause serious downtime.

Don't patch up your old control system, modernise instead. The latest PLCs offer new features and functions that enhance process control:

- Data gathering
- Diagnostics for troubleshooting
- Maintenance scheduling
- Support for remote monitoring

Local field service centres

- Brazil
- China
- Denmark
- France
- Germany
- India
- Japan
- Mexico
- Spain
- USA
- Croatia

Regional spare parts distribution centres

- China
- Denmark
- India
- Japan
- USA

Call in the experts

Wherever you are in the world, as a DISA customer you are covered by our global service network. As well as parts, service and upgrades, you can access other DISA support options through our DISA Services network too:

- Training: creating your own foundry experts
- Total Optimisation Production Services (TOPS): regular on-site inspection and maintenance
- Remote Monitoring Services (RMS): engineering oversight for your DISA equipment
- Application: expert consultancy for the toughest foundry challenges

Specialist support for peak performance

For more information on upgrade options for your foundry equipment, contact DK.ServiceAdmin@noricangroup.com

For service and spare parts support, contact your local DISA representative.

A full list of regional resources can be found on www.disagroup.com