



# Buhler Customer Service

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21/9/2017

# Agenda

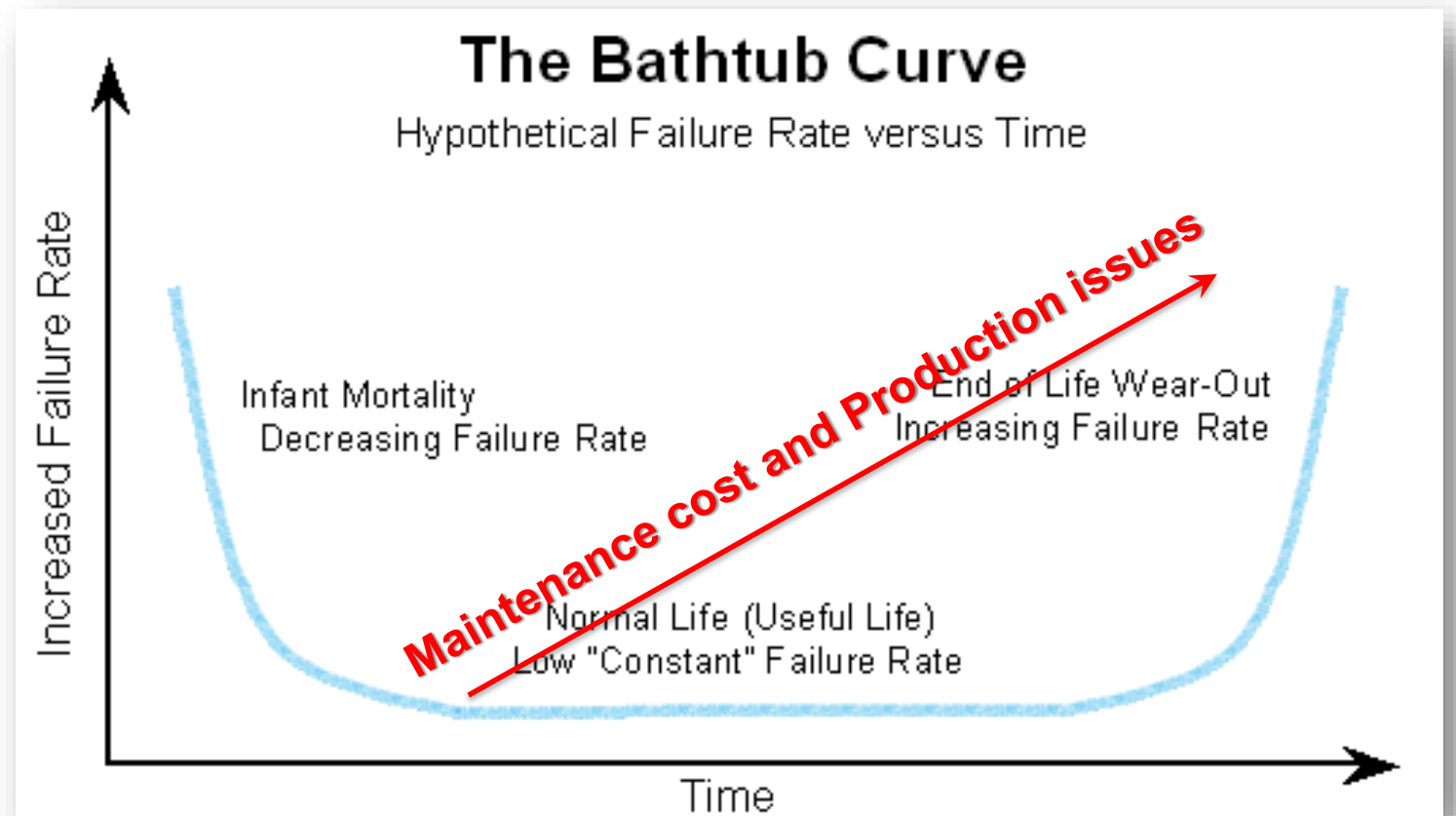
- 1 Retrofit of Controls
- 2 What the Buhler MEAG Universal Controller is?
- 3 myBühler

# Retrofits of Controls

Why it is advisable to replace old systems with new, more efficient systems

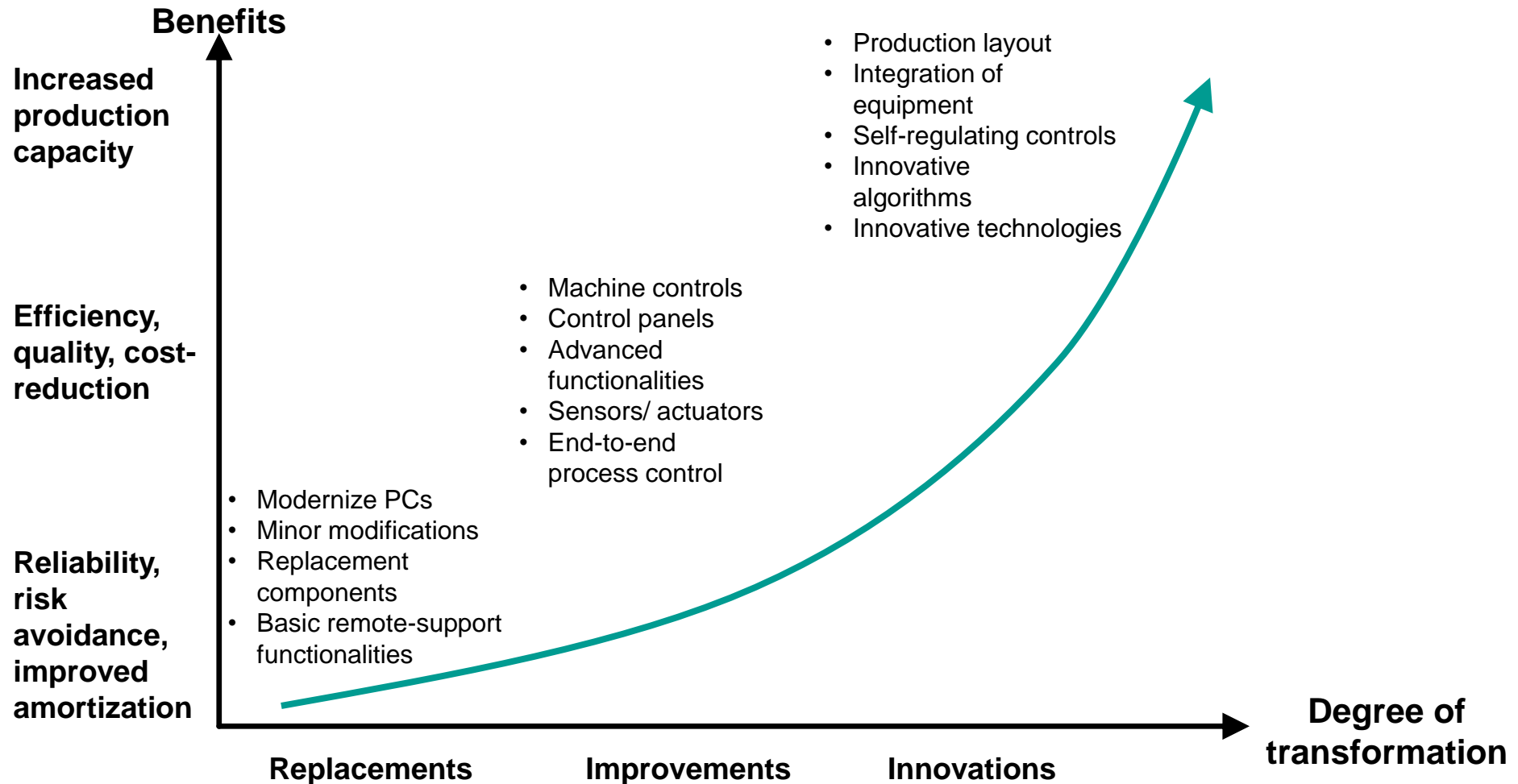
Every component has a defined lifecycle

- PCs: ~5 years
- PLC's I/O: ~10 years
- Machine controls: ~15 years
- Motor starters / VFDs: ~20-30 years



# Retrofits of Controls

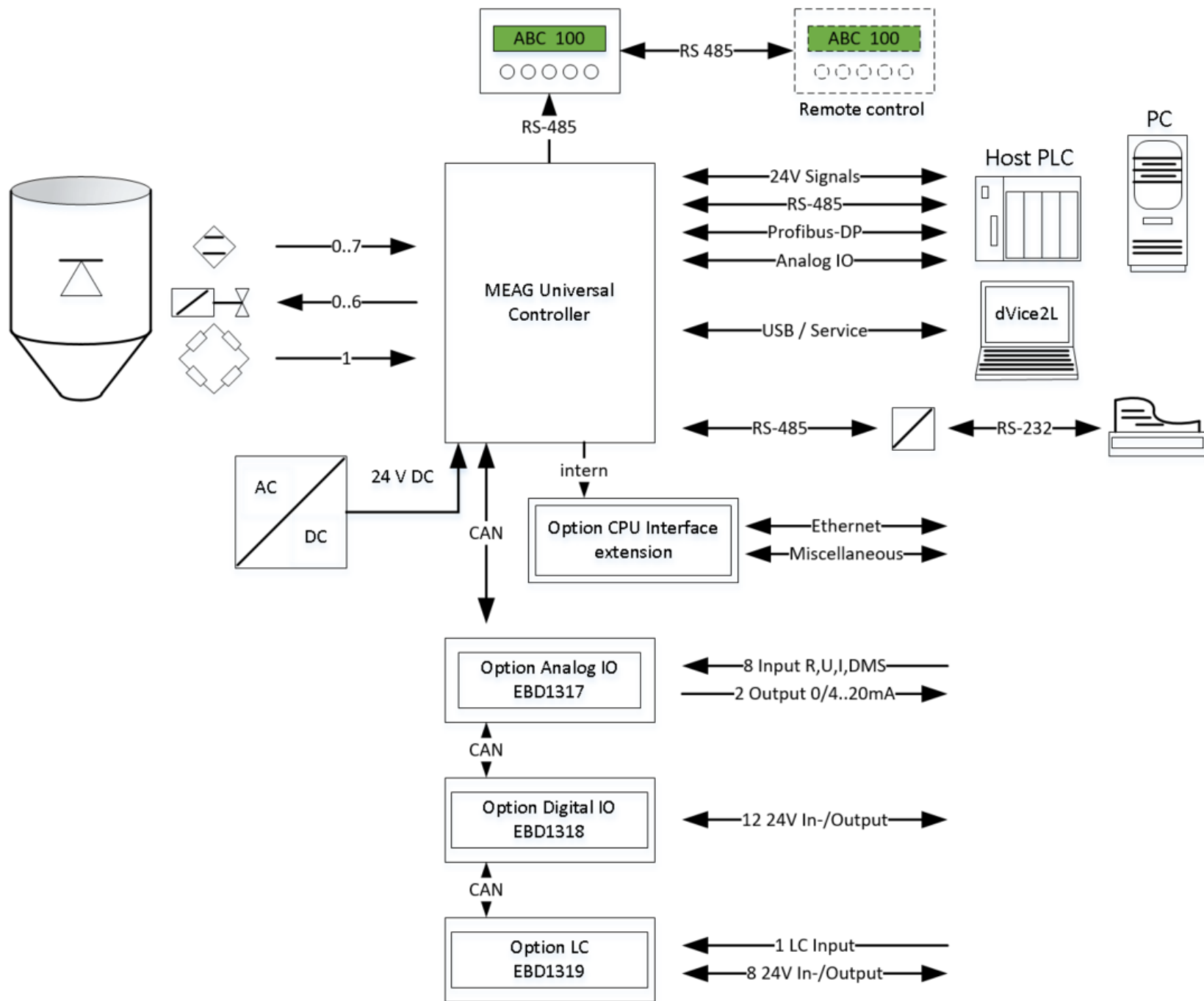
## Benefit levels through Transformation



# Buhler MEAG Universal Controller

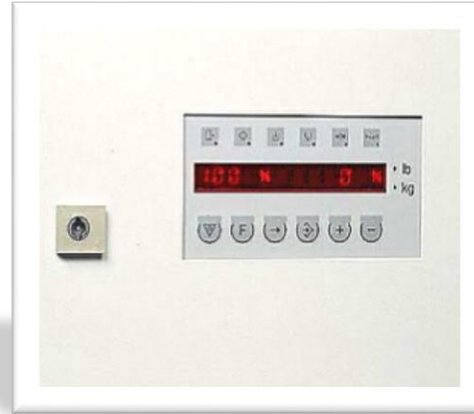
- Universal Controller for more than 30 different applications; Including Non-Buhler Scales and previous Buhler Scale Controllers.
- All MEAF applications can be replaced (the only exception are MYFC/MOZF Moisture controller).
- Program loaded in flash memory (no longer any EPROM), therefore program update possible at anytime via the "dVice2L" software.
- Profibus DP, RS485, and USB connection included in the basic version.
- Built-in logger for recording data as an aid in parameter optimizing or troubleshooting.
- Various input levels can be chosen for selective data security.





# MEAG Retrofits

## Buhler and Non-Buhler Scale Retrofit Solutions



### Triggers

- Remote support desired
- Standardization of machine controls
- Availability

### Scope

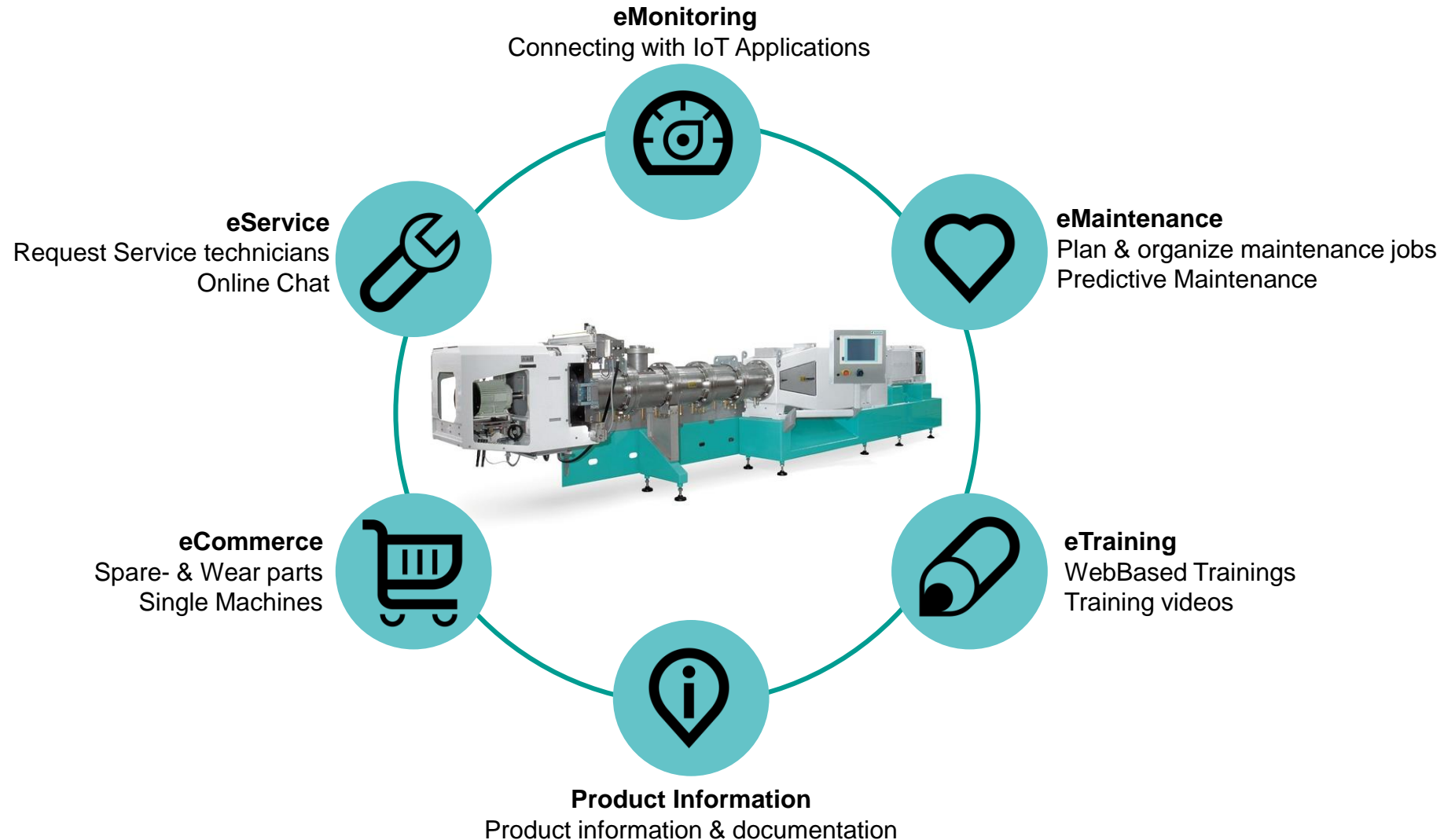
- Universal Controller for several applications

### Major benefits

- One spare part for several machine controls
- User supported with short messages
- Pre-configured settings and recorded data
- Optimized for Plant Control Systems integration

# myBühler customer portal.

## Our vision





# Overview myBühler Modules.

## What to expect...



### myMachines

Get an overview about your Bühler machines, additional information as well as related documents.



### myParts

Find the correct spare and wear parts and check the part details as well as photos or the 360° view.



### myOrders

Get an overview about your quotations/orders and the status including tracking information.



### myCalendar

Get an overview about your maintenance plans and expected deliveries.



### myTemplates

Save time with shopping templates for frequently used parts.



### myAccount

Manage your details or administrate roles of users within your company.

# myMachines.

## Overview about your plant/line.

- **Overview** about your Bühler equipment.
- **Information** about your machines
  - Machine details
  - Documents
  - Parts
- **Search & Filter** possibilities
- **Manage your machines** with possibilities to enter your personal machine information like notes, identification name, process ,line, building, floor.

myMachines (800 results)

Results per page: 16



### Eight-roller mill

Machine No: 10313606  
Cipher: MDDO  
Type: 1250/250  
myMachine Name: lps favorite machine

Get Parts

View Details



### Tube screw conveyor

Machine No: 10177341  
Cipher: MNSG  
Type: 200/NST  
myMachine Name: CSNCtest

Get Parts

View Details



### Plug diverter

Machine No: 10518476  
Cipher: MAYK  
Type: 120

Get Parts

View Details



### Separator Classifier

Machine No: 10162610  
Cipher: MTRA  
Type: 100/100

Get Parts

View Details



### Small plansifter ROTOSTAR

Machine No: 10004423  
Cipher: MPAR  
Type: 9  
myMachine Name: Miller

Get Parts

View Details



### Water metering apparatus

Machine No: 10407613  
Cipher: MOZF  
Type: 315  
myMachine Name: Replacement Material

Get Parts

View Details

# myMachines.

## Details about your machines.

- **Machine Details**

Find useful information like Machine No, Cipher, Type, Year of Construction,...

- **MyInformation**

Maintain your own notes and structure your machines in lines, buildings or processes.

- **Documents**

Find useful documents like user manuals, spare parts catalogs.

- **myParts Favorites**

Tag the most frequent parts as your favorites to get easy access.

- **Maintenance Plan**

Create your maintenance plan for your machines in myBühler.

- **Get Parts**

Get a part list for your machine or browse through the as-built structure

## Five-roll refiner FINER

Machine Number: 10494233

Get Parts 



Machine Details

My Information

Documents

myParts Favorites

Maintenance Plan

## Technical documents

English

Name

Language



Spare Parts Catalog

English



Operating Manual

English

# myParts.

## Overview about parts.

- **Find the right parts** for your machine or browse through the Bühler spare & wear part assortment to find what you're looking for.
- **Identify a part** using the pictures or the 360° view of the parts (more than 19'000 parts available).
- **Check the details** of a part including price, availability, dimensions and weight.
- **Find out** in which of your machines the part is used.
- Can't find what you are looking for?  
Use the online «**Find-a-part Service**» and our specialists will help you out!

### DPSA-50001-020

Sealing ring

Volume:	133.848 Cubic centimeter
Height:	22.0 Millimeter
Length:	78.0 Millimeter
Width:	78.0 Millimeter
Weight:	0.481 Kilogram
Spare / Wear Part:	Yes
Planned Availability:	2 days



Piece

CHF 144.00



360° Open 360° view

This part is also available in following machines:



Pellet mill



Pellet mill

# myOrders.

## Overview about quotes & orders.
























- **Get an overview** about your quotations and orders.
- **Check the status** of your orders including order tracking.
- **Order your quotations** directly online.
- **Download documents** like quotation, order confirmation, delivery and invoices.
- **Quick & easy** reorder

## My Quotations

Show quotations: All

10

< 1 2 3 4 5 >

	Status	Quotation No.	Reference No.	Date	Total	Actions
	Expired	2013438690	Find a Part Service	2016-02-04	CHF 0.00	
	Expired	2013438689	Find a Part Service	2016-02-04	CHF 0.00	
	Ordered	2013436437	myBühler-20160707093	2015-04-29	CHF 2,907.50	 Order >
	Ordered	2013436341	myBühler-20160707093	2015-04-28	CHF 293.05	 Order >
	Ordered	2013434924	myBühler-20160707093	2015-04-22	CHF 18,879.50	 Order >
	Offering	2013410740	myBühler-20160707093	2015-01-13	CHF 7,458.10	 
	Ordered	2013409599	myBühler-20160707093	2015-01-07	CHF 12,718.10	 Order >
	Offering	2013400782	myBühler-20160707093	2014-11-18	CHF 281.80	 
	Ordered	2013382997	myBühler-20160707093	2014-08-26	CHF 0.00	 Order >
	Offering	2013371067	myBühler-20160707093	2014-06-24	CHF 110,472.40	 

10

< 1 2 3 4 5 >

# myTemplates.





## Your personal shopping list.

- **Shopping templates** enable you to create online templates which can be re-used.
- Use the shopping templates for parts that you order frequently oder periodically.
- With the **shopping list** feature you can collect parts from multiple users and order them coordinated in one order.

## myTemplates

10 ▾

< 1 >




Name ▴ ▾	Creation date ▴ ▾	
Stock replenishment	2016-08-15	 
Yearly Revision	2016-08-15	 




10 ▾

< 1 >

## Template: Yearly Revision

Add template to cart 

	<b>Limit stop right</b> Material Number: MDDK-30497-040	
<div>&lt; 3 &gt;</div> Piece		CHF 45.30 

	<b>lead weight</b> Material Number: MDD -50102-020	
<div>&lt; 6 &gt;</div> Piece		CHF 10.20 

# myCalendar.

- Use the calendar to get an overview about the maintenance jobs that you have entered for your machines.
- Check when your deliveries will arrive.

< August 2016 >						
Mo	Tu	We	Th	Fr	Sa	Su
01 🔧	02 🔧	03	04	05 🔧	06	07
08	09 🔧	10	11	12	13	14
15 🔧	16 🔧	17	18	19	20	21
22	23 🔧	24	25 🚚	26	27	28
29	30 🔧	31				

22. – 28. August 2016



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## 🔧 Maintenances

Job name	Machine No	myMachine Name	Cipher	Status	
oil	10313606		MDDO	Done	🔧
Change Beaters	10177341		MNSG	Open	🔧

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## 🚚 Deliveries

Order No.	Delivery number	Reference No.	Tracking
3013742446	6013517346		No tracking data available

# myAccount.

- Overview about your **personal details, language settings.**
- **Administrate** all myBühler users within your company.
- myBühler offers **three different roles**
  - Administrate users  
Setup and change other users within your organization.
  - Request quotations  
User can request quotes but no authorization to place orders directly.
  - Place orders  
User can directly place orders within myBühler.
- In addition, you can set **order limits** on every user.

## myAccount

Personal details

Password

Language

myCompany

Create new user +

Name

Permissions

Status



Alex Goldschmidt

Request  
quotations,  
Place orders,  
Administrate users

Active

Disable



Personal details

Password

Language

myCompany



Title: Mr.

First Name: John

Last Name: Miller

Department: Procurement

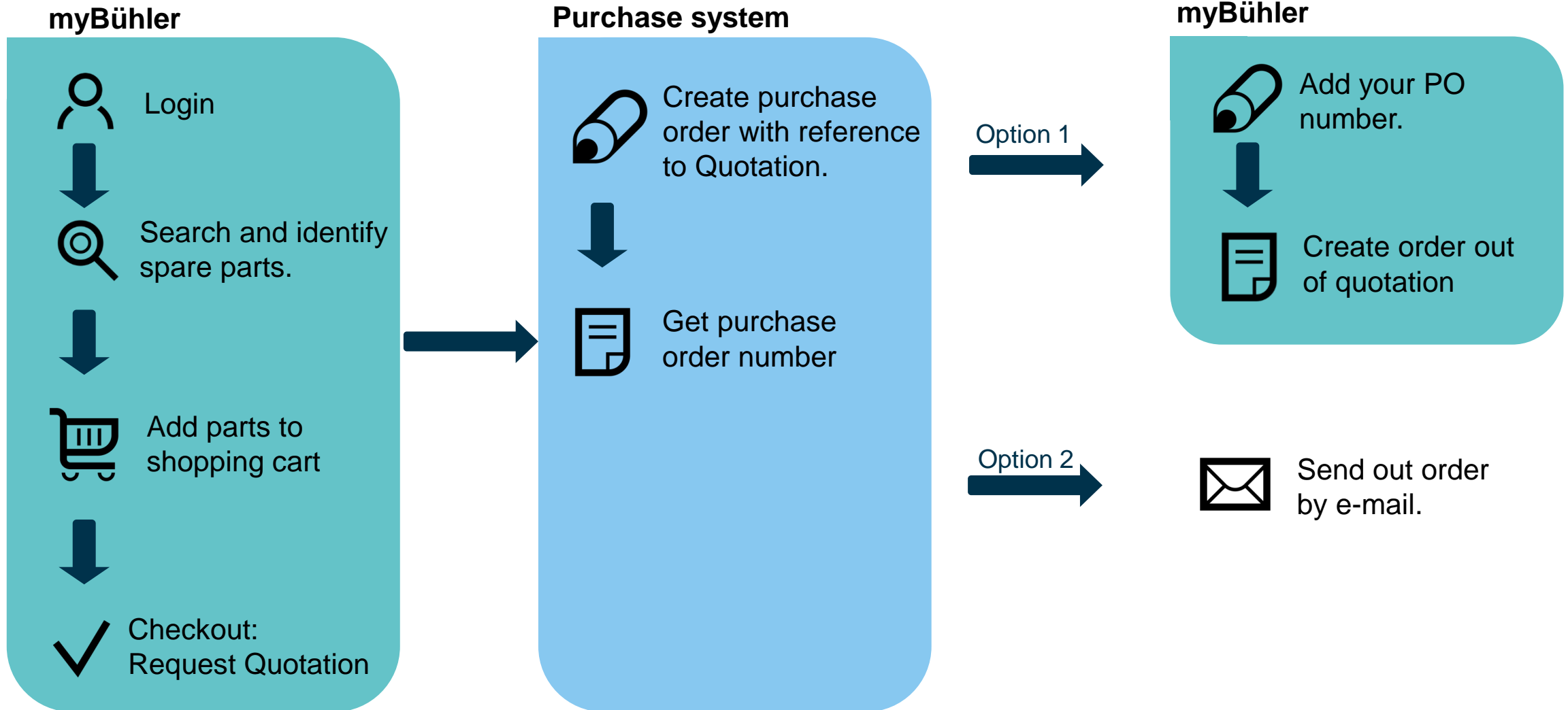
Function: Supply Chain Manager

Telephone: 71 955 11 11

Email: demo1@mybuhler.com



# myBühler speeds up your purchasing process.



# Remember...



"Never change a running system!!!

**But don't forget to change it as long as it runs!"**

# Engineer customer success

Innovations for a better world

