



AN INNOVATIVE, INTEGRATED
AND FLEXIBLE SERVICE



SIPA

SIPA LIFE CYCLE SERVICE

An offer of services to always guarantee you the right solution with maximum flexibility.

THE CUSTOMER IS AT THE CENTER OF OUR BUSINESS.

A flexible, innovative and integrated service.

For 35 years the customer has been at the center of our business and our work: listening to him, understanding his real needs in order to offer innovative and competitive solutions is what has allowed us to become a **strategic partner** and to build together a solid and lasting relationship, made of transparency, attention and closeness. For this reason, **SIPA has expanded its range of Life Cycle Services** to satisfy customer requests even more comprehensively, providing our skills, professionalism, expertise and **guaranteeing high value-added solutions with maximum flexibility**. Each of the actions put in place, in fact, is aimed at creating a true partnership, proposing technological services and digital solutions with a global and **multi-channel approach**.

OUR LIFE CYCLE SERVICE TEAM IS ALWAYS AT YOUR SIDE TO:

- Provide 360° support and a service with high technological value at a global level
- Ensure reliability and functionality of the systems, increasing performance and efficiency
- Ensure constant support in technological evolution with particular attention to sustainability
- Study and propose new scalable and customizable solutions
- Connect to the innovative IOT system of our digital services
- Ensure certainty and continuity over time of our services



A COMPLETE PACKAGE OF SERVICES TO SUPPORT THE CUSTOMER FOR THE ENTIRE LIFE CYCLE OF THE PLANT:

- Innovative digital products and services
- Process and technology auditing
- Management of maintenance, repairs and conversions to new packaging solutions
- Retrofitting of existing plants
- Technical support also remotely with AR and worldwide technical assistance
- Data acquisition and analysis of productivity and efficiency of the plants
- Relocation of complete plants
- Dedicated and customized service contracts
- Technical training
- Spare parts
- Injection mold hot runner refurbishment
- Technological updates of the plants

SIPA Life Cycle Service renews the image of its logo, maintaining the identity and values that have distinguished it over time. The enveloping and rounded shapes of the pictogram create a three-dimensional circle that refers to concepts of dynamism, globality and continuity, but also to SIPA's innovative, technological and versatile approach. The same that has made LCS multi-services a fundamental point of reference for customers' business.

INNOVATIVE AND COMPETITIVE SOLUTIONS FOR EVERY SPECIFIC NEED



Digital services



Technical support



Global service



Maintenance



Technological upgrades



Audit



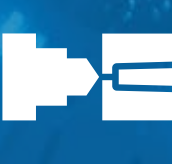
Plant retrofit/
relocation



Line conversion



Original spare parts



Hot runner refurbishment



Technical training



Service contracts

DIGITAL SERVICES



An innovative digital ecosystem that connects people, businesses and resources.

SIPA puts its world at the service of customers with a new digital ecosystem, to bring them into **Digital Transformation** and make them part of **Industry 4.0**. Its name is **Echo** and it is the new digital ecosystem created to connect people, businesses and resources in an interactive environment based on **total skill sharing**.

Transparency, accessibility and usability of the information are the points that guide our journey to **more intelligent productivity**. Thanks to many services and a unique communication channel, Echo allows you to always have full control and monitoring of the performance of plants and after-sales processes, thus eliminating distances and optimizing management and service times. Solutions aimed at maximizing customer productivity in a win-win perspective



ECHO SYSTEM: A WORLD WITHIN A WORLD



ECHO WEB PLATFORM



A **cloud platform** to access information on the entire fleet of SIPA machines and molds anywhere and at any time. A **data collection hub** that can be used easily and immediately **by a single source**, in a interactive environment created to optimize efficiency in the entire manufacturing process.

XCON



The **heart of the infrastructure**, allowing safe and certified connection between people and technology, by accessing IoT and numerous other cloud services using the Echo platform. It is **the essential network component** to guarantee the connectivity of each system, monitor machine performance and receive real time technical support.

TELESERVICE



The **remote assistance solution** that significantly reduces technical support response times and eliminates all the costs relating to transfers, thanks to the fact that it is possible to interact directly with the SIPA machines. Teleservice also comes with **XRAY, the Augmented Reality tool** that makes it possible to intervene from a distance using a simple visual interface from a smart phone, tablet and smart glasses.



WAREHOUSE 4.0



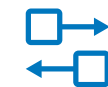
A safe, high performance and customizable platform for **efficient organization of all the processes involved in stock management**, allowing the user to know the state of stock and inventory at all times, analyze the data and **make all the work flows faster**.

XDATA



A cutting-edge solution that involves every operating phase and **enhances the manufacturing performance** of the machines. The **XDATA supervisor** provides essential information to speed up processes, improve quality with continual analysis and immediate reports, identify any operating problems and deal with them in real time. With the help of artificial intelligence, XDATA provides predictive indications on the potential deviation of process parameters from the optimal trend.

XCHANGE



A **universal communication interface** allowing connection of the machine to the higher level **data acquisition** systems (MES) and the data that can be exported. As well as Modbus and Weihenstephan standards, XCHANGE allows implementation of other protocols to satisfy any specific need.

THE ADVANTAGES:

- Real-time monitoring of processes
- Predictive statistical analysis of anomalies and reduction of production downtime
- Minimization of maintenance
- Process optimization
- Predictive anomaly detection with A.I. help
- Rapid remote assistance thanks to Augmented Reality
- On-line availability of the technical documentation
- Optimization of spare parts management of orders and warehouse
- Check the availability of spare parts
- SMART Connection with mobile and tablet



TECHNICAL SUPPORT



A team of expert technicians to guarantee a real-time assistance service.

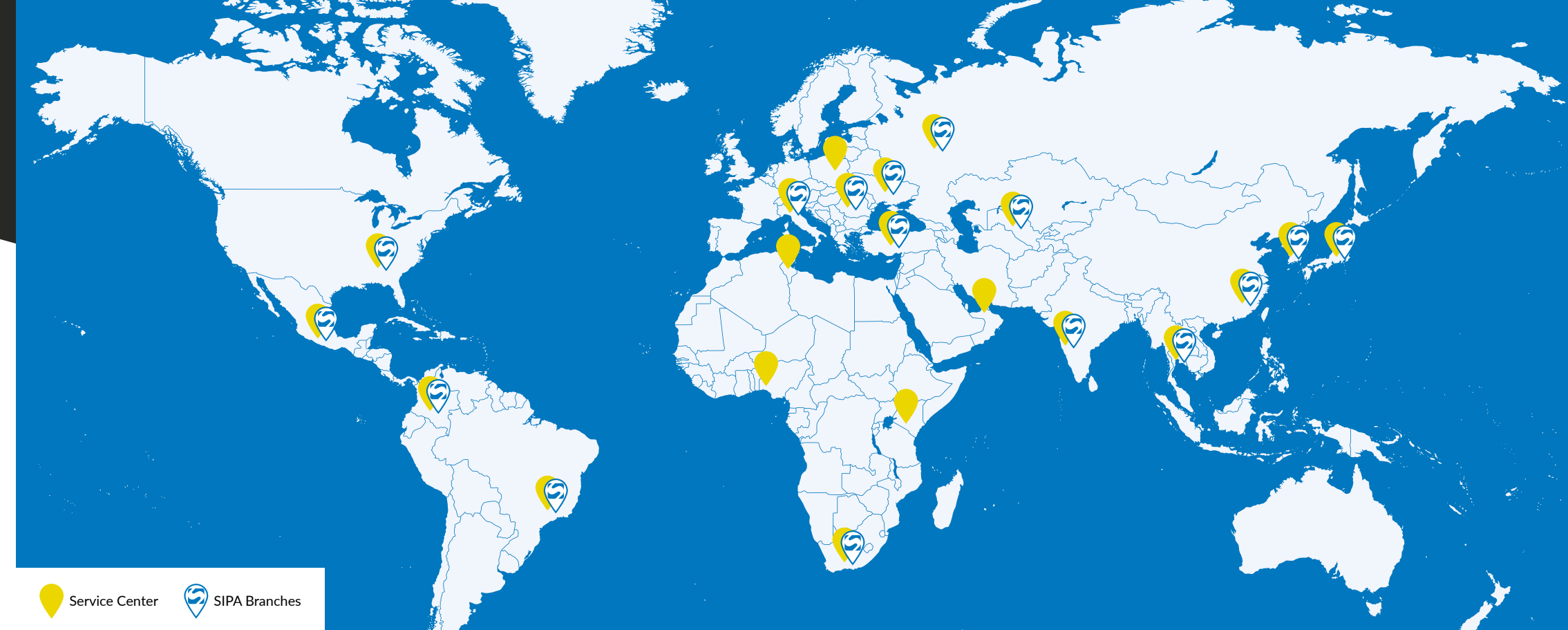
To be at your side and to deal with your requests in the shortest possible time: this is our commitment. In order to improve the timeliness of intervention, SIPA provides a team of dedicated and specialized engineers at a global level, and a **TELESERVICE** service for remote connection to machine processes via HMI, PLC, etc. In addition, **XRAY Augmented Reality** technical support service remotely guides field technicians in real time for troubleshooting and rapid problem resolution, resulting in savings on travel and accommodation costs.

The Customer Care service is managed through a **three level technical support**, with constant tracing and sharing of customer tickets, to ensure that the right specialist is always assigned based on the problem to be solved.



ALWAYS AT YOUR SIDE:

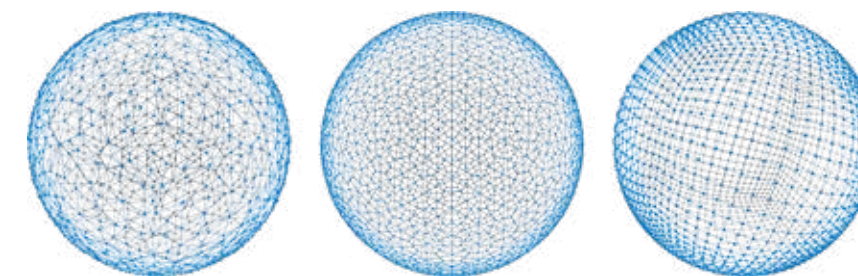
- SIPA TELESERVICE: the flagship of SIPA technology for technical support and data acquisition from remote systems.
- A Contact Center & Ticketing always at your disposal 24 hours a day, 365 days a year and in the local language.



GLOBAL ASSISTANCE

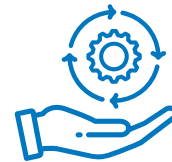


A technical service network that is always at your side to provide solutions all over the world.



For this service, SIPA uses **21 Service Centers** and **over 200 qualified technicians connected to each other** to form a global and structured network, created to guarantee fast, thorough problem solving wherever you may be.

MAINTENANCE



Technical solutions for proper operation of the machines.

Proper operation of every machine or complete line is based not only on care and correct use, but also on a **post-sales service entrusted to experienced hands**. Our hands.

Scheduled and preventive maintenance of machines is essential to guarantee contractual performance levels, safety compliance, optimum operation and reliability over time, but also to reduce the overall costs measured over the machine's lifetime.

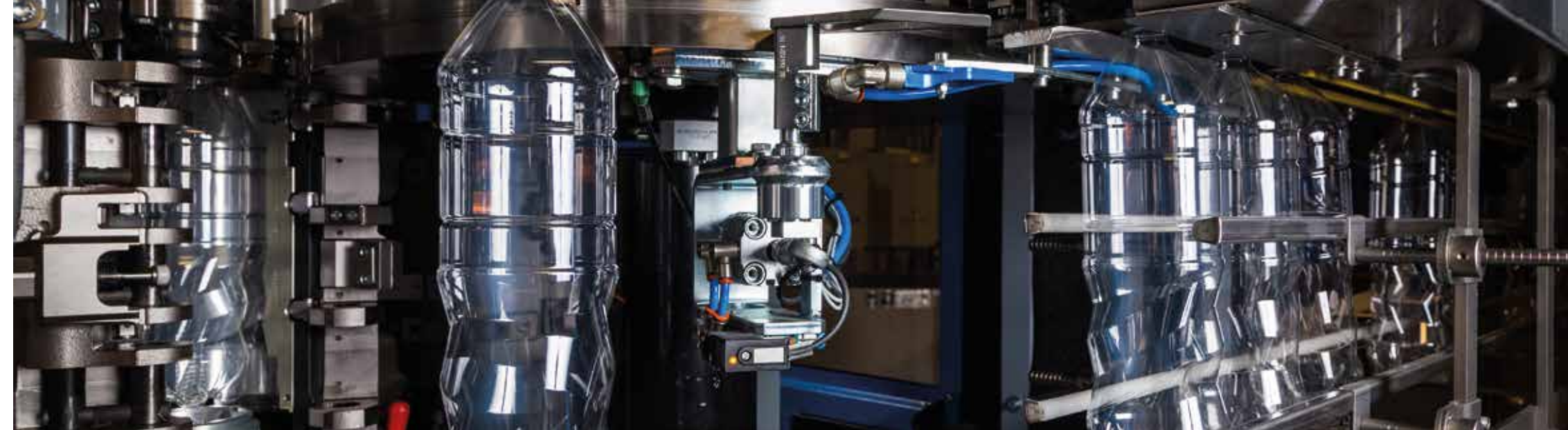
The LCS team offers a **full maintenance service**, based on **customized** contracts, according to the model, age and workload of the machines to restore the system to "like new" conditions.

SOME EXAMPLES:

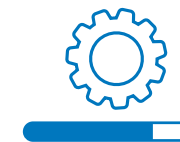
- Preventive scheduled maintenance
- Unscheduled maintenance operations
- Spare parts for scheduled maintenance
- Machine calibration
- Molds maintenance
- Preventive scheduled maintenance on auxiliaries

ADVANTAGES:

- Management of maintenance required by SIPA standards
- Machine stoppage planned with the Customer, reducing times and optimizing the intervention period
- Increased operating availability of equipment
- Maintenance costs can be estimated and planned in the budget



TECHNOLOGICAL UPGRADES



A service to optimize efficiency and productivity.

To maintain a **high level of reliability for bottling machines and lines over time**, and above all to **increase performance and the value of investments**, the SIPA Life Cycle Service Team offers all its customers the availability of technological upgrades to make their machines future-proof, efficient and productive, like those of the latest generation.

The **Technological Upgrades** comprise technical improvements to existing machines or lines, the feasibility of which is assessed following an on-site visit by a team of experts. Those are the right solutions whether the installed systems require an increased output, greater reliability, a speedier performance of some operations, reduced production costs, improving the final product and plant safety and replacement of obsolete components.

ADVANTAGES:

- Constant update on the new technological upgrades available in the dedicated area in Echo platform
- Better plant performance and quality
- Reduction of energy consumption
- Retrofitting of systems to bring the plant in line with the most evolved technology
- Quicker format change
- Improvement of safety conditions with new generation safeguards
- Remote control of the machine and network monitoring connection technology
- SW upgrades, new solutions for web monitoring and Digital Services





Diagnostic visits, analysis and solutions to guarantee the efficiency of plant.

SIPA Life Cycle Service audits help you **identify losses in efficiency** along the production line, and make the **right improvements** to keep performance high and optimize your investment plans.

In order to be fully effective, every maintenance operation must start from an **audit plan**. Using a full check-up, our technicians provide the **SIPA Life Cycle Service Team** with a **detailed picture** of the state of the plant, and they then draw up a targeted maintenance plan and a list of spare parts required to maintain maximum efficiency.

Only an inspection this thorough will highlight every sign of wear, and is **the key to maintenance that will restore the machine to its original conditions**.

ACTIVITIES:

- Verification of performance and manufacturing efficiency
- Analysis of the operating status of machines and lines
- Necessary maintenance status
- Verification of component wear
- Verification of process and product quality
- Auxiliary checks

ADVANTAGES:

- SIPA know-how
- Team of specialist engineers available
- A worldwide network of technicians
- Customizable audit plans
- Guarantee of spare parts and consumable prescribed by SIPA
- Plant optimization
- Energy efficiency

PLANT RETROFIT/ RELOCATION



A full technical service for transfer or updating of existing plant.

If the need is to **regenerate or transfer a production unit or entire production line**, the SIPA LCS Team is available to transfer the plant, from dismantling to repositioning, **until it is made new**.

ACTIVITIES:

- Putting existing or second-hand machines and entire lines back into service in new production sites
- Preliminary analysis and feasibility study
- Detailed plan of intervention
- Dismantling, packing and shipping the machinery or complete line
- Assembly on site
- Retrofitting and maintenance of machines using original SIPA spare parts
- Upgrade of machines and adaptation/improvement of safety conditions
- Start-up and final testing
- Any production support
- On site training

ADVANTAGES:

- Turnkey execution of the project
- Preliminary planning and organization of the intervention in partnership
- Reduced line stoppage and inactivity
- Technological optimization upgrades and updating to new market needs
- SW upgrades, new solutions for web monitoring and Production Management



LINE CONVERSION



To adapt existing lines to new production and market targets.

We assist our customers **to convert existing SIPA plant**, to help insert them in production sectors where there is a higher demand than those in which they already operate, and to allow transformation of the production processes **with new technology and new functions**, in line with current safety regulations, **adapting the machines quickly and safely**.

ADVANTAGES:

- Packaging Development of new products to adapt to new markets
- Container weight reduction to reduce manufacturing costs and raw material consumption
- Regulatory compliance
- Energy saving solutions
- Updates with digital products and services



ORIGINAL SPARE PARTS



The right solution to guarantee SIPA standards of quality.

The use of original spare parts guarantees the SIPA standard of quality and ensures that the performance and lifespan of the systems will remain unchanged in the medium and long term. We are committed to **ensuring the rapid availability of spare parts in every part of the world**. For this reason SIPA has developed a logistics process and strategically located warehouses, fully integrated with each other to allow widespread distribution of spare parts. The Supply Chain has also been **fully re-engineered** to complete all orders within the time foreseen and provide a **flexible response to delivery needs**.

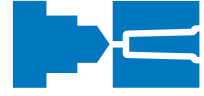
The spare parts catalogue is precise and easy to consult. It is available in the **3D manuals** supplied as an integral part of the machine, and **through the ECHO platform** in the warehouse area.

ADVANTAGES:

- Interactive 3D manuals
- New dedicated e-commerce area for spare parts management in the ECHO portal
- Fast order dispatch
- Monitoring and shipment control from Echo portal
- Certainty that the component will be compliant and guaranteed by SIPA
- Worldwide logistic centres



HOT RUNNER REFURBISHMENT



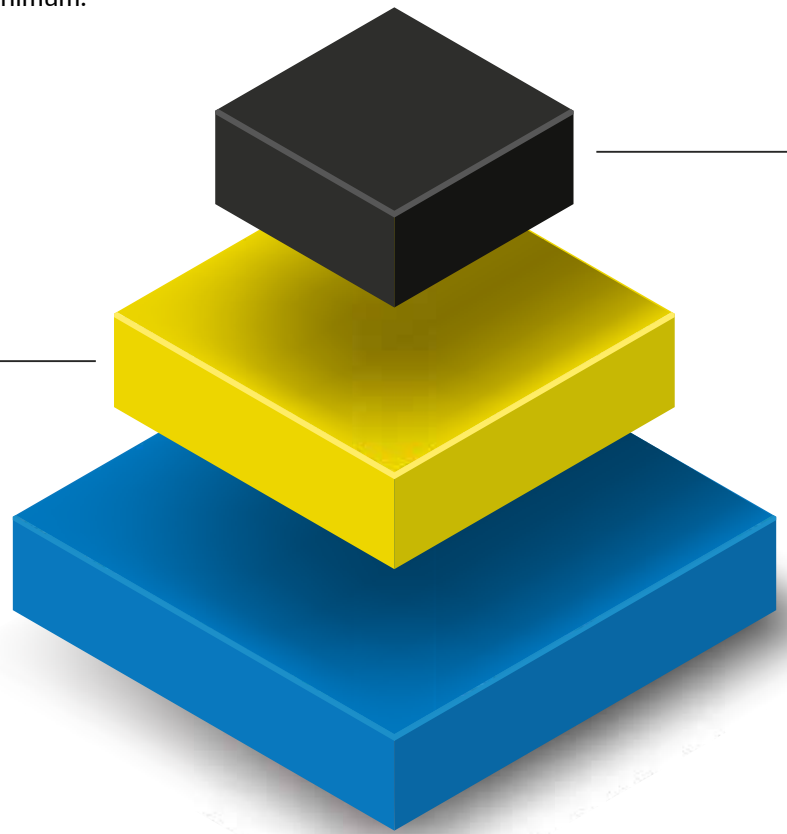
Regeneration of the Hot Runner components of injection molds.

SIPA LCS offers a series of **preventive maintenance and regeneration plans** for the Hot Runner components of injection molds, designed and guaranteed to reduce unplanned machine stoppage costs to a minimum.

We offer 3 service levels:

LEVEL 2 Intermediate regeneration

To return the Hot Runner to an optimum state, eliminating all air and PET leaks..



LEVEL 1 Preventive maintenance

To set up the Hot Runner and avoid forced stoppage time, replacing all the high wear components.

LEVEL 3 Full refurbishment

To restore the Hot Runner to like-new conditions, replacing all moving components and those subject to wear with new spare parts.

ADDITIONAL SERVICES:

- Mold assembly and dismantling
- Packaging for transport
- FCA delivery to SIPA reconditioning centers
- Specialist service technician to coordinate installation and start-up of the reconditioned component

ADVANTAGES:

- Restoration of mold performance and quality of spare parts: longer life cycle
- Improved preform quality
- Increased output and efficiency
- Know-how and ability to restore SIPA hot runners of any generation
- Overall operating savings





TECHNICAL TRAINING



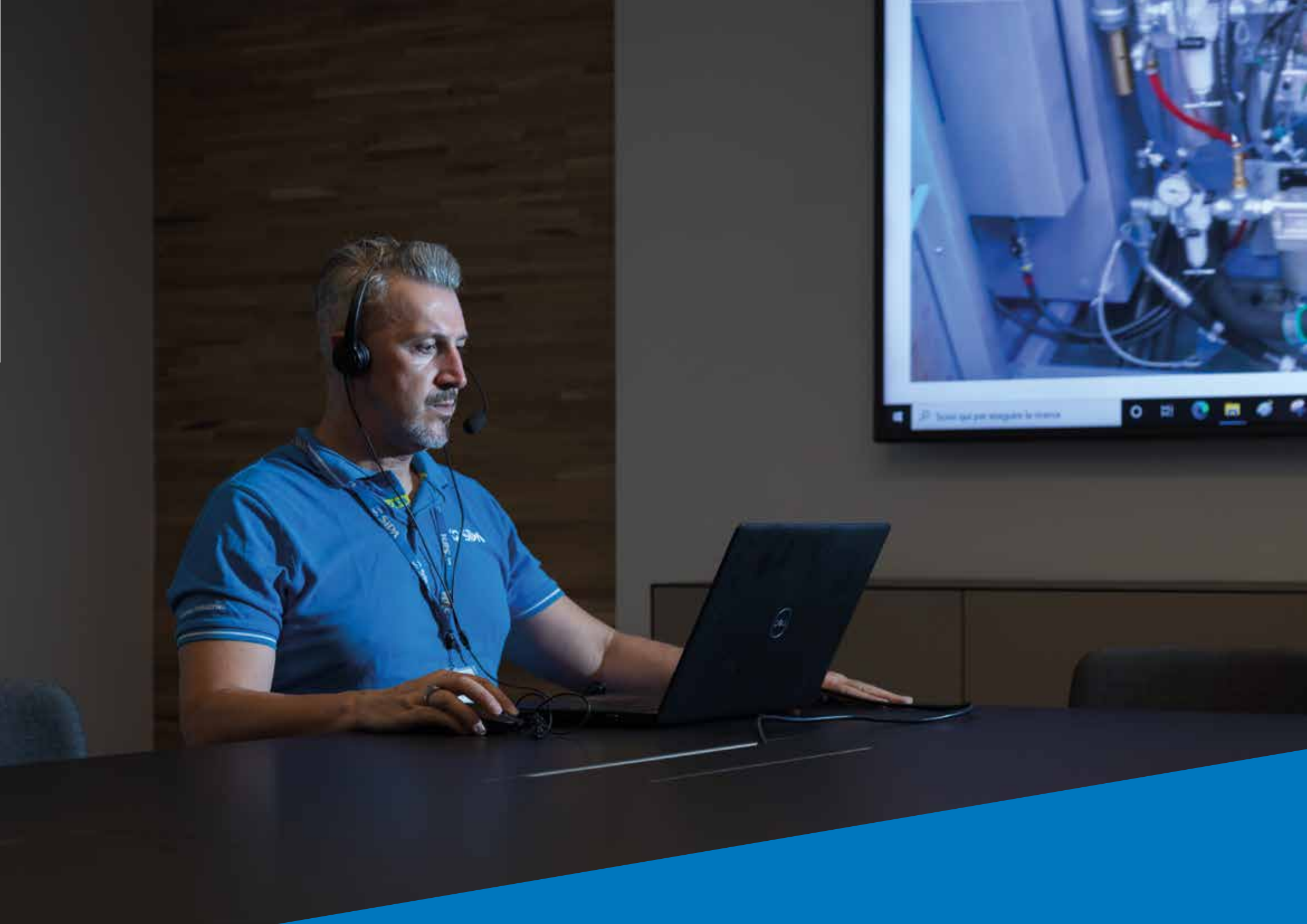
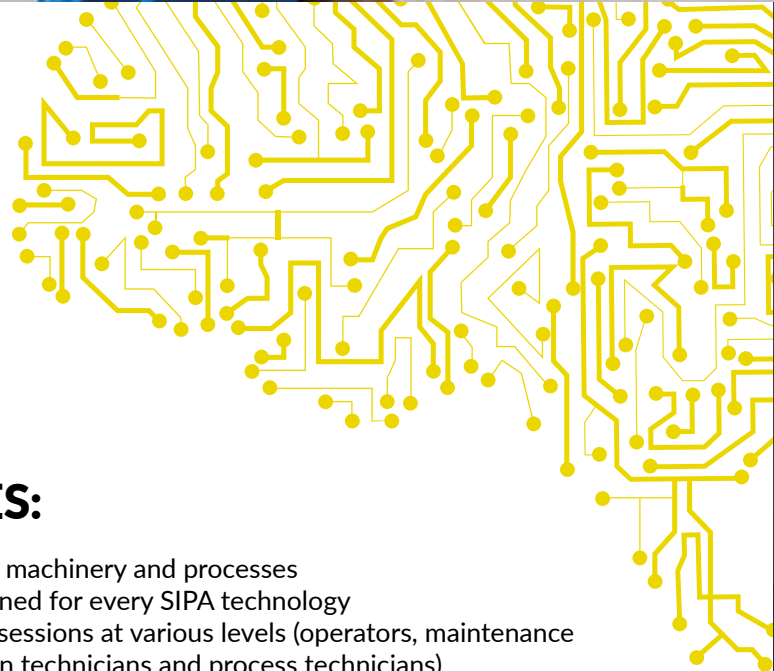
Flexible training schemes customised to suit the actual needs of the customer.

To guarantee **maximum production efficiency and work in full safety**, it may not be enough for your plant to be in a perfect state. It is fundamental that the staff responsible for operation and maintenance of the machinery is also **adequately trained and constantly updated**. For this reason, SIPA offers different training levels and plans, including customized ones, to improve and develop the knowledge of operators, maintenance teams and all the professional figures involved in the manufacturing process and in product quality control.

Advanced technologies and multimedia training tools, combined with new-generation teaching methods, are the fundamental tools with which the SIPA Customer Service provides training that is specifically **designed to meet the customer's actual needs**.

ADVANTAGES:

- Specialized training on machinery and processes
- Modular training designed for every SIPA technology
- Customizable training sessions at various levels (operators, maintenance technicians, automation technicians and process technicians)
- Skill audits and assessment of customer staff
- Remote training



SERVICE CONTRACTS



A wide choice of full service contracts that can be modulated and customized.

We believe in the importance of preventive maintenance and a **first-class post-sales service**, to provide our customers with the latest technology available on the market. As part of this goal, we have designed **specific flexible, modular maintenance plans**, based on contracts that aim to improve the OEE (Overall Equipment Effectiveness) and **extend the working life of assets** that allow the customer to agree on fixed and plannable annual maintenance costs in the company budget.

The range of SIPA service contracts on offer aims to **reduce both unscheduled machine stoppage time and total maintenance costs**. The contracts consist of a series of services: from regular, scheduled inspections to training of technical staff, and they are only stipulated after adequate analysis by specialist staff, who assess conditions, age and use of the machine to construct a made-to-measure package of interventions.

SOME OF OUR SERVICE CONTRACTS:

- Standard packages for preventive maintenance
- Scheduled maintenance interventions
- Service packages for on demand assistance
- Customized packages, designed in partnership based on the Customer's needs
- Training of operator and maintenance technician teams
- Digital solutions for on-line connection and line management
- Diagnostic audits on the state of machines, complete lines and auxiliaries
- Customizable periodic visits according to the customer's needs

LIFE CYCLE SERVICE CONTACTS



SIPA WEST EUROPE

Via Caduti del Lavoro, 3
31029 Vittorio Veneto (TV) - ITALY
Tel: +39 0438 911839
sipaservice.westeurope@zoppas.com
sipaspares.westeurope@zoppas.com

SIPA POLAND

Warsaw, POLAND
Tel: +48 22 663.78.15 ext.131
sipaservice.poland@zoppas.com
sipaspares.poland@zoppas.com

SIPA BALKANS

Str. Mangalia, 61
300186 Timisoara - ROMANIA
Tel: +40 356 434200
sipaservice.romania@zoppas.com
sipaspares.romania@zoppas.com

SIPA TURKEY

19 Mayıs Mahallesi - Turaboglu Sokak
Sitki Bey Plaza No: 2/1
Kat: 13 Daire: 34 34736 Kozyatağı
Kadıköy - Istanbul - TURKEY
Tel: +90 216 474 9780
sipaservice.turkey@zoppas.com
sipaspares.turkey@zoppas.com

SIPA UKRAINE

Office 37, 9 Turovs'ka St., Kyiv
04080 Kiev - UKRAINE
Tel: +380 (44) 4636645
sipaservice.ukraine@zoppas.com
sipaspares.ukraine@zoppas.com

SIPA RUSSIA

Varshavskoe shosse 1 str. 6,
A425 - 117105 Moscow - RUSSIA
Tel: +7495 269 41 91
sipaservice.russia@zoppas.com
sipaspares.russia@zoppas.com

SIPA UZBEKISTAN

79 Sultanali Mashkhadi Street, off. 203
Tashkent, 100007 - UZBEKISTAN
Tel: + 998 55 5035535
sipaservice.uzbekistan@zoppas.com
sipaspares.uzbekistan@zoppas.com

SIPA NORTH AFRICA

Rue Charazed Menzah 4
1004 Tunis - TUNISIA
sipaservice.northafrica@zoppas.com
sipaspares.northafrica@zoppas.com

SIPA CENTRAL AFRICA

KCB Bldg, 8th Flr
Enterprise Rd, Industrial Area - P.O. Box: 51716
00200 Nairobi - KENYA
sipaservice.centralafrica@zoppas.com
sipaspares.centralafrica@zoppas.com

SIPA WEST AFRICA

RCO Court, 3-5 Sinari Daranijo Street
Off Ajose Adeogun Street
Victoria Island, Lagos
sipaservice.westafrica@zoppas.com
sipaspares.westafrica@zoppas.com

SIPA SOUTH AFRICA

Egoli East, 1st Floor, 10 South Boulevard
Bruma, Johannesburg, 2198 - SOUTH AFRICA
Tel: +27 (0) 214182750
sipaservice.southafrica@zoppas.com
sipaspares.southafrica@zoppas.com

SIPA MIDDLE EAST

Office n. 403 - Cayan Business Centre
P.O. Box 214525, Barsha Heights
Dubai U.A.E.
Tel: +971 4 5515432 / +971 4 5586599
sipaservice.middleeast@zoppas.com
sipaspares.middleeast@zoppas.com

SIPA NORTH AMERICA

4341 International Parkway Suite 110
Atlanta, Georgia 30354 - U.S.A.
Tel: +1 404-349-3966
option 2 for Spare Parts - option 3 for Service
sipaservice.northamerica@zoppas.com
sipaspares.northamerica@zoppas.com

SIPA MEXICO

Circuito Mexico 120
Parque Industrial Tres Naciones
San Luis Potosi S.L.P. CP 78395 - MEXICO
Tel: +52 (1) 444 8047418
sipaservice.mexico@zoppas.com
spareparts.mexico@zoppas.com

SIPA COLOMBIA

Avenida El Dorado 68 C 61
Oficina 430 - 1, Piso 4
Bogotá - COLOMBIA
Tel: +571 479 5252
sipaservice.andina@zoppas.com
sipaspares.andina@zoppas.com

SIPA SUL AMERICA

Estrada Dr. Cicero Borges de Morais,
584 - Vila Universal Cep. 06407-900 - Barueri
Sao Paulo, BRAZIL
Tel: +55 11 47728300
sipaservice.sulamerica@zoppas.com
sipaspares.sulamerica@zoppas.com

SIPA INDIA

B 101, Mangalya
Off Marol Maroshi Road
Marol, Andheri (East)
Mumbai - INDIA 400 059
Tel: +91 22 29201785
sipaservice.india@zoppas.com
sipaspares.india@zoppas.com

SIPA FAR EAST

86/6-7 Soi Sukhumvit 89, Bang Chak,
Phra Khanong, Bangkok, 10260 - THAILAND
Tel: +66 (2) 3318860-2
sipaservice.fareast@zoppas.com
sipaspares.fareast@zoppas.com

SIPA CHINA

3 Road 14, Economic & Technology Development Zone
310018 Hang Zhou, Zhejiang province - CHINA
Tel: +86 571 28978501
sipaservice.china@zoppas.com
sipaspares.china@zoppas.com

SIPA JAPAN Ltd.

Cent-Urban Bldg. 604, 3-23-15, Nishinakajima,
Yodogawa-ku, Osaka 532-0011 - JAPAN
Tel: +81 6 4862 4801
sipaservice.japan@zoppas.com
sipaspares.japan@zoppas.com

SIPA KOREA

Kangseo Hangang XI Tower B-dong 1010-ho
401 Yangcheon-ro, Kangseo-gu, Seoul, SOUTH KOREA
Zip code: 07528
Tel: +82 10 2249 1548
sipaservice.korea@zoppas.com
sipaspares.korea@zoppas.com

SIPA SERVICE 24/7 Contact & Ticketing Center:
During extra working hours/nights/weekends please contact our SIPA SERVICE 24/7
Contact Center at +39 0438 914 400 or sipa.hd24@zoppas.com



sipa.it

SIPA S.p.A. - Via Caduti del Lavoro, 3
31029 Vittorio Veneto (TV) Italy
Tel. +39 0438 911511 - Fax +39 0438 912273
sipa@zoppas.com