

THE **SOMIC LIFECYCLE SERVICES**
SMART SERVICES
MAXIMUM PERFORMANCE

Highest efficiency and availability throughout the entire lifecycle



Thinking ahead – for long-term, cost-effective operation

SOMIC Lifecycle Services supports you and your machine – from quick assistance with day-to-day operations to the strategic development of your facility. You receive exactly the service you need to drive your production forward.



In short:

We help you operate your SOMIC system safely, upgrade it intelligently, and ensure its long-term economic viability.



The comprehensive SOMIC LIFECYCLE SERVICES – and your packaging process keeps running smoothly

A packaging system demonstrates its productivity when it operates reliably, safely, and efficiently on a daily basis. That is precisely what SOMIC Lifecycle Services are designed to deliver.

With these comprehensive services, we provide you with personalized, technically sound support throughout the entire lifecycle of your system. Always with the clear goal of ensuring the long-term continuity of your production. Whether it's rapid spare parts supply, technical support, preventive maintenance, targeted modernization, practical training, or Digital Services: SOMIC offers you exactly the services you need to ensure the long-term availability, performance, and value preservation of your system.

Your benefits at a glance:

- High equipment availability in production
- Rapid response through express logistics and remote support
- Planning reliability with transparent recommendations and dependable processes
- Preservation of your investment's value through maintenance, upgrades and genuine parts
- First-hand manufacturer expertise
- Global service footprint with personalized support
- Greater efficiency and operational reliability during ongoing operations



All six service fields – our offerings in detail

UPGRADE & MODIFICATION

**Think ahead for existing systems.
Expand performance in a targeted manner.**

Production requirements change. Markets evolve, formats shift, and efficiency demands rise. Through modernizations, machine upgrades, retrofits, and format tools for new applications, we ensure your system remains cost-effective, high-performing, and technically up-to-date well into the future.

Your benefit: More performance, greater future-proofing, and a system that grows with your needs.



TECHNICAL SUPPORT

Quick help when it counts.

When questions, malfunctions, or uncertainties arise during operation, one thing matters most: a fast and reliable response. With SOMIC's Technical Support, you get direct access to experienced service experts who know your system and provide you with targeted, personalized assistance. Our specialists can connect directly to your system via secure remote access. This allows many malfunctions to be quickly analyzed remotely and often resolved without the need for an on-site visit. This saves valuable time and reduces downtime to a minimum.

Your benefit: Fast fault diagnosis, short response times, and direct support from the manufacturer – worldwide.



MAINTENANCE

Prevention before it becomes critical.

Regular inspection and maintenance are crucial for extending the service life of your SOMIC packaging machine and ensuring trouble-free production. We ensure that potential problems are identified and resolved early on – before they disrupt production. Our experienced service technicians check, among other things, the general condition of the machine as well as the mechanical components for proper function and wear. Defects are resolved immediately during the inspection. This way, maintenance is not merely a mandatory task, but a predictable contribution to production reliability.

Your benefit: Greater operational reliability, longer machine service life, and more predictable service visits.



TRAINING

**More knowledge within the team.
Greater safety in operation.**

With SOMIC training, we prepare your team for daily operating tasks – in a practical, easy-to-understand way tailored to your specific needs. Whether operators, mechanics, electricians, or technicians: Our training courses provide exactly the knowledge required for safe, efficient, and independent operation of the system. The goal is to reduce operator errors, make processes safer, and build technical expertise in-house. The training courses can be tailored to your needs and help minimize downtime and rework. At the same time, they strengthen your team's sense of ownership and increase safety in day-to-day production.

Your benefit: Greater in-house expertise, better operation from day one, and more efficient use of your SOMIC system.

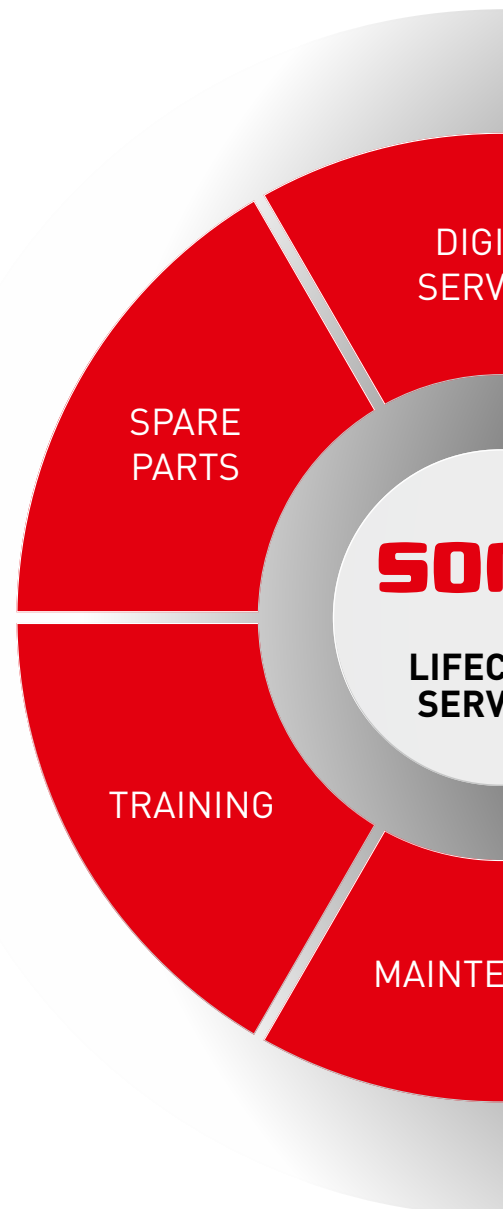


SPARE PARTS

Original Spare Parts via Express Delivery

Every minute counts during ongoing operations. The SOMIC spare parts service delivers the parts you need quickly and reliably – for all machine generations. Tested original SOMIC spare parts are sent directly to you via express delivery. For specific assemblies, we offer service kits for repairs – sustainable, cost-effective, and designed for quick on-site replacement. Alternatively, spare parts packages – based on the principle, “We advise, you decide” – are tailored precisely to your production needs, ensuring maximum system availability with lean inventories. This approach allows us to minimize delivery times and reduce downtime to a minimum.

Your benefit: Minimal downtime, high system reliability, and a spare parts supply you can count on.





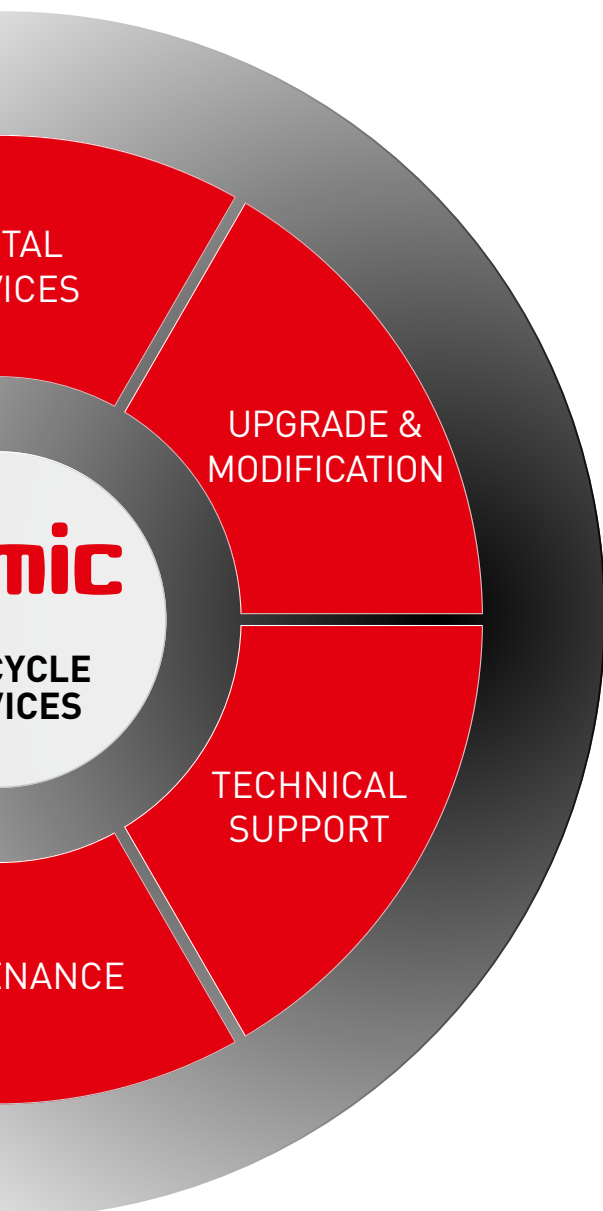
DIGITAL SERVICES

Think connected. Act more transparently.

With SOMIC's Digital Services, you can leverage the capabilities of modern connectivity to make your service and production processes even more transparent and efficient. Digital solutions lay the foundation for faster analysis, better support, and more informed operational decisions. This makes service increasingly proactive and data-driven. Problems can be identified more quickly, conditions better assessed, and measures implemented in a more targeted manner.

Your benefit: Greater transparency, faster analysis, and a modern service infrastructure for stable production operations.

Learn more about our Digital Services SOMIC Eagle and SOMIC Connect on the following page. >>



Our new DIGITAL SERVICES – from reliable data straight to the solution

>> SOMIC EAGLE

Detect causes and resolve them immediately

The SOMIC Eagle camera diagnostic tool displays potential malfunctions: Multiple built-in cameras capture images of the system from different angles and link the footage to the machine data in real time. The technician can consistently monitor the machine in real time during production and clearly identify the causes of any issues. If necessary, they can make adjustments to the machine parameters via a remote connection and thereby resolve the issue immediately. The intuitive and easy-to-use diagnostic tool thus ensures more precise analyses and faster problem-solving.

The procedure with SOMIC Eagle in the event of a machine malfunction:

1. The operator instructs the technician to access the SOMIC Eagle diagnostic website.
2. On this diagnostic website, the technician can view the sequence of events leading up to the problem (last 30 seconds) from multiple camera angles and accurately assess the behavior of the machine and the product, along with all necessary additional information.
3. The technician can resolve the issue quickly, as the actual cause is visible in the video.
4. If desired, the video can be downloaded and sent to SOMIC Support.

The SOMIC Eagle camera diagnostic tool and SOMIC Connect are available for all of our current packaging machines. For retrofitting older SOMIC models and special versions of our machines, we will be happy to assess the feasibility of implementation upon request.



>> SOMIC CONNECT

Quick diagnostics through automated connectivity

SOMIC Connect makes modern service immediately tangible: The machine automatically collects all relevant diagnostic data (including videos from SOMIC Eagle) and, in the event of a malfunction, transmits this bundled data to SOMIC Service or the machine technician at the plant. This allows problems to be analyzed quickly and solutions to be implemented efficiently and without delay. No additional internet connection is required for this; the data can also be sent via email if desired.

The use of SOMIC Connect in the event of a malfunction on the machine:

1. The operator presses the "Help me SOMIC" button on the HMI and enters the error description as well as the email address for the response.
2. The machine then sends a standardized diagnostic data package to SOMIC (with the optionally installed SOMIC Eagle camera diagnostic system, the package also includes video footage of the event).
3. The SOMIC Remote Service can analyze the case as thoroughly as possible based on the provided data and develop a targeted solution.
4. Through remote connection, SOMIC Service is directly linked to the machine and can therefore provide immediate support.



Connect with SOMIC Europe



Connect with SOMIC USA



Connect with SOMIC APAC



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