Service solutions for sustainable business success.

Customer Service Bakery & Ingredient Handling.
Unique service solutions.
For more productivity and plant efficiency.

Our promise:
With high-quality custom-made service, we sustainably increase productivity, plant availability, hygiene, safety and product quality.

Plants and production processes in top form
In addition to the most state-of-the-art process technology and innovative engineering, we consider customer-specific service to be an important component in our range of services. This includes individually customized services as well as comprehensive package solutions.

Customized consulting
It all begins with a comprehensive consulting service with our experienced experts about all our optimum services. Customized maintenance contracts, fast repair and support services and innovative retrofits contribute considerably to keeping the durability and reliability of the machines at the highest possible level.

Worldwide support
Bühler operates in over 140 countries and employs over 10,000 people, of which more than 1,000 are service employees. They advise and support our customers directly on-site and keep production processes running at maximum productivity, efficiency and hygiene.
Seamless service program.
For leading products and processes.

Lab Services
The laboratories offer a broad range of analyses and testing of food and technical materials in order to innovate processes and improve equipment for our customers.

Training
At Bühler training centers, specially trained experts pass on their hands-on expertise and knowledge to customers. E.g. in the Bakery Innovation Center (BIC), competence center for flour processing and baking technology.

Consulting
Strategic-, plant performance- or energy-consulting are just some of the consulting services to improve product quality, production processes and energy efficiency.

Maintenance
Packages are adjusted to fit production cycles to prevent downtime, loss in production efficiency or product quality. We offer a broad portfolio from individual services to complete outsourcing of maintenance.

Spare and Wear Parts
Bühler spare and wear parts fulfill the highest standards of reliability. They are perfectly adjusted and ensure performance and production safety.

Revision
Bühler evaluates, overhauls, adjusts or renews customer installations, including Bühler and non-Bühler machines.

Repairs
Dedicated to minimizing downtime in the event of an incident: Fast and reliable technical repair service via the Bühler eTicket or the Bühler Helpline – worldwide, 24/7.

Retrofits
With individual upgrades and conversion kits, timeworn Bühler machines will perform to current standards of technology and efficiency.
Preventative maintenance.
For higher safety and reliability.

Our promise:
We offer our customers preventative maintenance before breakdowns occur.

Bühler Care service contracts for reliable operation
Preventative maintenance performed by our experienced experts is an effective way to guarantee high productivity and durability of machines in the long term.

Customized Bühler Care service packages include all the required services as a complete solution. The service costs are transparent and foreseeable, due to guaranteed prices during the contract period. This service support minimizes risk and ensures higher availability and operational safety of the plants.

ProPlant: Preventative maintenance made easy
Bühler’s customized ProPlant Service Management System ensures precise planning and documentation of maintenance work in your plant. It makes it quick and convenient to order required spare parts in the online shop using the warehouse management function. This improves production safety and simplifies the certification procedure.

The benefits at a glance:
- Customized service solutions that minimize risk
- Transparent service costs that can be planned
- Maximum productivity and plant availability
- Reduced operating costs
- Easy planning of service work

Preventative maintenance plays a role in ensuring the performance and operational reliability of machines early on.
Fast repairs.
For minimum downtimes.

**Our promise:**
We are always available to give our customers advice and support.

**Dedicated service and support as needed**
Our service network offers extensive, timely support from well-trained technicians – 24 hours a day, 7 days a week. If the plant or individual machines break down, we will take care of the repair on-site as soon as possible. This will prevent costly, unplanned downtimes.

**Telephone helpline: Simply give us a call**
Our customers can call our emergency number at any time and receive help from Bühler experts. They will diagnose the problem remotely, give advice on how to proceed and which spare parts to order and will clarify whether on-site support is needed.

In emergencies our customers can contact us at all times: +41 71 955 30 40

Bühler is worldwide available with 80 service stations.

**ValueCard: Transparent support costs**
The Bühler ValueCard offers a simple and practical billing system for individual online automation support. The automation experts access the system immediately via remote maintenance, localize the problem and initiate the appropriate solution.

**The benefits at a glance:**
- Professional, experienced service employees
- Short response time
- Maximum availability
- Accurate fault analysis
- Flexible support via telephone, remote maintenance and internet
Targeted training and courses. For employees and customers.

Our promise:
We convey professional know-how and practical skills to our customers for product optimization.

Valuable first-hand practical knowledge
Qualified, well-trained employees are essential factors in a company’s success. We maintain the skills of our service employees at the highest level by holding regular training sessions in our learning centers around the globe.

Customer training: Optimum use of knowledge
In customized courses, our customers can benefit from our know-how on sector-specific technologies and processes, as well as mechanical and electrical installations.

Bakery Innovation Center: Courses on baking-related topics
In addition to individual product and process solutions, the Bakery Innovation Center also offers training courses and complements Bühler’s milling industry courses with its baking-related topics. These practical courses provide the ideal foundation for optimizing the end product.

Grain Technology Center: Realistic simulation of production processes
In this world famous development and testing center for grains and pulses, we provide customer-specific tests and simulations for optimum, foreseeable product development.

The benefits at a glance:
- Customized consulting on process optimization
- Increased productivity
- Product quality and plant sanitation
- Reduced operation and maintenance costs
- Lower energy consumption
Professional consulting.
For smooth production processes.

Comprehensive consulting leads to smooth production processes.

Our promise:
We ensure the business success of our customers by providing professional consulting.

Optimized production processes for the future
Professional consulting is essential for success. We help our customers with future-oriented optimization of production processes – from plant infrastructure to energy consumption; from initial analyses to the implementation of appropriate solutions.

Plant analysis and optimization
Via the Bühler SoliX consulting service, we offer our customer a comprehensive analysis of their existing plant. On this basis, our experts create a custom-made strategy for success.

Enhanced productivity
With the OptiFlow batch calculation tool developed by Bühler the production data is represented in a clear and understandable way. OptiFlow provides comprehensive information about the capacity of the pneumatic conveying lines and their up- or downstream scales. Production bottlenecks or the potential for increased productivity can be seen at a glance.

The benefits at a glance:
- Expertise is shared
- Employees receive extensive, regular training
- Optimum plant performance due to well-founded process knowledge
- Exchange of knowledge within the international Bühler network