Efficient service solutions for sustainable business success.

Grain Milling Customer Service
Unique service solutions.
For more productivity and plant efficiency.

Dedicated service professionals support our customers worldwide.

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
Bühler Grain Milling consists of the business units Industrial Milling, Specialty Milling, Flour Services, Bakery & Ingredient Handling and Brewing Distilleries. We are the specialist and technology partner for machines, plants and services in the milling and malting industries.

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.

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.

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

Our promise:
We support our customers worldwide in their own language.

Service network for short response times
We are always expanding our local service stations so our range of services can be made more comprehensive. In the Grain Milling sector we are also active on every continent. Through 80 local service stations and a growing number of service stations with roll reconditioning we establish geographical proximity to our customers.

Local service stations: On-site services worldwide
Our customers can find all the services they need at our local service stations. These services are performed by an extensively trained service expert. Due to the proximity, we can reach the respective plant within a few hours. This minimizes expensive downtimes and increases productivity.

Service stations with customized service program
Roll services, new sieve coverings and scale services are frequently ordered in the service stations. The respective service professionals on site will be happy to inform you about the complete range of services.

For further information, visit our website at www.buhlergroup.com > Services.

The benefits at a glance:
- Local service offerings available worldwide
- Qualified local contact person
- Short arrival time for service employees
- Minimum downtimes and maximum productivity
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 – or at any site worldwide – specially trained experts pass on their hands-on expertise and knowledge to customers’ employees.

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, ranging from individual services to complete outsourcing of maintenance.

Spare and Wear Parts
Highest standards of reliability apply to original Bühler spare and wear parts. 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 time-worn Bühler machines will perform to current standards of technology and efficiency.
Valuable spare and wear parts.
For a long service life.

Our promise:
We supply our customers with Bühler original parts now and in the long run.

Nothing beats the original
Bühler spare and wear parts are manufactured to our high quality standards. They are precisely attuned to the machines and plants and meet the highest standards of reliability and value preservation.

Spare parts service: Ordering is easy with high availability
We help you identify the correct parts and guarantee long-term availability of original spare parts for new, as well as older machine generations. Our global logistics network enables fast ordering and delivery for critical spare and wear parts.

Ordering spare parts conveniently online
Spare parts can be ordered quickly and conveniently via the customized online shop.

PITSTOP maintenance plan: All parts always on hand
To minimize downtime, we advise our customers to always have critical spare and wear parts available on-site. The PITSTOP maintenance plan provides optimum support for this strategy.

The benefits at a glance:
- Highest possible safety and quality with original parts
- Fast availability due to the global logistics network
- Long-term availability of spare parts
- Quick and easy ordering process in online shop
- Spare parts planning with PITSTOP maintenance plan
Innovative retrofits.
For sustained operation.

Our promise:
We ensure our customers’ plants are always fitted with state-of-the-art technology.

Maximum investment protection through modernization
Our experts are always working to adapt existing Bühler machines to new technical developments. Bühler upgrade packages (retrofits) assure that our customers that they can rely on high-performance machines, plants and production processes in the future. Our customers have the opportunity to carry out this renovation on their machines. Upgrades performed as part of Bühler retrofit packages are worthwhile investments for the future.

Bühler retrofits ensure long-term performance and efficiency of machines and plants.

Depending on the type and design, the retrofit upgrade features the following improvements:

- higher production safety
- improved productivity
- energy savings
- ease of maintenance
- improved hygiene / food safety
- consistent product quality

The benefits at a glance:

- State-of-the-art technology; even for older machine generations
- Higher machine and plant availability
- More functions with regard to the control and regulation technology
- Lower operation and maintenance costs
- Increased safety and hygiene
Regular reconditioning.
For maximum roll functionality.

Our promise:
We increase yield with freshly corrugated rolls.

Maximum productivity, profitability and raw material yield
The custom-made rolls are the core of every mill. If the rolls are replaced in due time, plant profitability, high product quality and low energy requirements are ensured. Our roll experts take advantage of state-of-the-art technologies in corrugation production and post-corrugation, with the objective of continually optimizing the processing quality and service life of the rolls.

rollDetect service: Measuring roll profiles on-site
Our technicians use the mobile rollDetect measuring system to measure the roll profile and the amount of wear and predict the optimum time of change based on their findings (techReport).

rollReport: Measurable transparency
Once the optimum time of change has been reached, the corrugation profile is measured upon arrival at our service stations and in the quality control department after processing (rollReport).

The benefits at a glance:
- Consistently high product quality
- Optimized yield
- Reduced energy costs
Preventative maintenance. For higher safety and reliability.

Preventative maintenance plays a role in ensuring the performance and operational reliability of machines early on.

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
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.

ValueCard: Transparent support costs
The Bühler ValueCard offers a simple and practical billing system for individual automation online 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
- Fast response time/help
- Maximum availability
- Accurate fault analysis
- Flexible support via telephone, remote maintenance and Internet

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

Whether you need remote maintenance, telephone or on-site service: our competent customer support is available around the clock worldwide.
Professional consulting.
For smooth production processes.

Consulting makes you fit 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.

Lower energy consumption, better plant efficiency
Bühler energy consulting by our experts leads to optimized energy consumption and increased plant efficiency.

Technology consulting for smooth processes
By means of a mill control our technology consultants create detailed forecasts on the process optimization.

The benefits at a glance:
- Customized consulting on process optimization
- Increased productivity
- Higher product quality and plant hygiene
- Reduced operation and maintenance costs
- Lower energy consumption

Our promise:
We ensure the business success of our customers by providing professional consulting.
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 in the areas of technology, and mechanical and electrical installations.

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.

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 offer the ideal foundation for optimizing the end product.

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