

GLOBAL ORGANIZATION - LOCAL SUPPORT



**VMI CUSTOMER SERVICES**



VMI EPE HOLLAND BV

## SHAPING TECHNOLOGY

VMI is committed to supplying custom-engineered systems to the rubber and tire industry, including machinery for rubber compound handling, tire components, tire assembly, tire curing and tire testing for radial passenger, light truck and all steel radial truck, bus and off-road tires.

Since the company was founded in Epe, the Netherlands in 1945, VMI has established a sound reputation as a leading supplier to the rubber and tire industry, with customers worldwide. Our leading position is based on our capacity to provide custom-engineered solutions using cutting edge technology in precision workmanship to ensure accurate, reliable performance.

All systems are backed by the VMI worldwide service, 24 hours a day, seven days a week. Our service centers are strategically located in Epe (the Netherlands), Yantai, Shandong Province (China) and Stow, Ohio (USA). There is a full range of services throughout the lifetime of your machine including preventive maintenance, spare parts, and upgrades.



In the past 60 years, VMI has established a prominent name in the tire and rubber industry as a supplier of technically highly sophisticated machines and as a service provider. In the recent years we see that the demands from our customers for optimum and more extended service are growing.

VMI is a pro-active organization, we seize up on these new demands to fulfill the needs of our customers. Therefore, our Customer Services department supports the following disciplines.

## RETROFITS

In the tire and rubber industry we see that the demands for output quality are increasing. A limitation to reach higher quality is often caused by the technology level of machines presently in use.

VMI puts a lot of effort in research and development. This is why we make technically the most advanced tire and rubber machinery available on the market today. These new developments can also be integrated in your existing machines, giving with a minimum of investment, a higher and more qualitative output of your existing machines. For this purpose, VMI has created special upgrading packages for most types of machines, also for machines not manufactured by VMI.



## TOOLING

VMI offers a wide range of tire size depended tooling for tire building machines like Mechanical drums, Breaker & Tread drums, Carcass drums and Transferrings. We also offer quick-exchange bead setter tooling. This way the time required for size changes will be reduced to a minimum.



## SPARE PARTS

VMI Customer Services supplies all the necessary spare parts for your machines. Our highly automated production control system is linked to our warehouse and our suppliers. This way we can quickly supply the correct spare parts for your machines. Our spare parts are furnished with unique identification numbers which make it easy to quickly order identical replacement parts.

VMI has created a Spare Parts Shop on the Internet. Here our customers can get on-line information on availability and delivery times of spare parts 24 hours per day. Also parts can be ordered directly through the Internet. During order processing, our customers can monitor the progress of their orders.



## TOTAL PREVENTIVE MAINTENANCE

In the recent years we see a trend in which tire and rubber companies require a maximum up-time of their machines. At the same time they are minimizing the number of maintenance personnel, and minimizing the maintenance stops for their machines.

VMI offers a Preventive Maintenance program in which your machines will be inspected by experienced VMI engineers on pre-determined intervals. Wear-sensitive components on the machine will be replaced just before their anticipated break-down. In this way, production stops caused by machine break-downs due to failing machine components, will be reduced to a minimum.

Another subject of preventive maintenance is the regular alignment check and calibration of your machines to maintain a high output and a good quality level.



## REFURBISHMENT OF USED MACHINES

VMI also resells used VMI machines. We have a program in which, under certain conditions, we give a refund for your existing VMI machine when you purchase a new VMI machine. We also sell these used machines in their original state or completely refurbished to running condition. Naturally VMI can also install and maintain these used machines for you.



## 24-HOURS SERVICE

For any future problems with your VMI equipment you can contact our Customer Services department. Except for the normal office hours, VMI Customer Services is at call on a 24-hour basis. To all your questions and service needs you can expect a swift as possible response.



## INSTALLATION & COMMISSIONING

VMI has experienced VMI Field service engineers available for the installation and commissioning of machines. Depending on the scope of the work, you will have assistance by mechanical-, electrical-, software- and staff engineers for various tasks. For the management of large turnkey projects you can use the experience of our site engineers.



## TRAINING

VMI offers training programs for your personnel. We have developed specific in-house training programs for operators and engineers on machine operation, maintenance, calibration and troubleshooting. In addition to this we offer software training in association with software suppliers.



**VMI SUPPLIES A COMPREHENSIVE  
RANGE OF MACHINERY FOR RUBBER  
COMPOUND HANDLING, MANUFACTURING  
OF TIRE COMPONENTS, TIRE ASSEMBLY,  
TIRE CURING AND TIRE TESTING FOR THE  
PRODUCTION OF RADIAL PASSENGER,  
LIGHT TRUCK, ALL STEEL RADIAL TRUCK  
AND BUS AND OFF THE ROAD TIRE.**

For more information see:

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## **WORLD WIDE SUPPORT**

24 HOURS AT CALL: + 31 651 533 912

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