As a subsidiary of the Plastic Machinery Division of Sumitomo Heavy Industries (SHI), we are part of a worldwide group of companies dedicated to helping plastics processors compete more effectively in a global market. Whether your molding operation is down the street or halfway around the world or both, we have the capabilities to protect and build the value of your investment in our injection molding machinery.
Efficient, profitable molding solutions

Sumitomo (SHI) Demag Aftersales Services is your OEM source for Sumitomo, Demag, Van Dorn and Newbury injection molding machine parts, retrofit solutions, service, training and support. We protect and build value by offering products and services focused on improving machine reliability and maintainability, minimizing unplanned downtime and operational waste, optimizing precision and machine performance, improving energy efficiency, and extending the effective service life of your equipment.

Working with Aftersales Services, you can count on:

- Exceptional availability and fast shipment of competitively priced replacement parts that are available on-line 24/7 or over the phone
- Factory-trained service engineers, knowledgeable and helpful technical support staff, expert processing engineers and effective training instructors who are focused on treating customer challenges and problems as our own
- OEM retrofit and modification solutions, tailored to your needs, that expand machine capabilities and support new business opportunities

Our organizational culture is a combination of our proud history and a results-focused, customer-centered team. Our true measure of success is the attainment of unparalleled customer value, satisfaction and delight.

John F. Martich III
VP & Chief Operating Officer

Replacement parts that keep you up and running to protect the full functionality of your machinery

Field service that helps to maintain the longevity of your machinery investment

Technical support that’s just a phone call away

Technical training that invests in your plant personnel to ensure efficient operation and maintenance of your machinery

Tech centers, mold tests and processing assistance that turn your specific application challenges into working solutions

Retrofit solutions that add value with improved and/or expanded functionality and processing capabilities

Rebuilding options that meet your specific fleet management requirements

Trade-ins and financing solutions to support upgrades and additions

Productivity solutions that support and ensure the profitable operation of your new and legacy Sumitomo, Demag and Van Dorn machines

You’ve made a major investment in injection molding machinery. But how do you protect that value over time?

SE SERIES
All-electric machines

SG/SG-M SERIES
Accumulator-assisted toggles

PREVENTIVE MAINTENANCE PROGRAMS:
- Field service pre-determined times to reduce downtime
- Retrofit solutions focused on improving machine performance
- Rebuilding options for your specific needs
- Productivity solutions for increased machine efficiency

SUMITOMO (SHI) DEMAG
A proud brand of Sumitomo (SHI) Demag.
**SYSTEC SERIES**

Hydraulics & Hydraulically Driven Toggles

- **Toggle pin & bushing kits** increase productivity and reduce mold wear and damage.
- **Maintenance programs** – standard solutions, customized solutions for ISO9001, QS/TE (PMR).
- **Integrated hotrunner controls**
- **Clamp rebuilds** including bushing, pin and seal replacements.
- **Extended die height** to increase machine capability
- **Platen restorations** - refinish surface and mounting holes to protect mold and ensure platen parallelism.
- **Service offerings & maintenance programs** to protect equipment & prevent leaks.
- **Special options** – integrated automation, rotary table, magnetic mold plates, etc.
- **Addition of freely programmable inputs and outputs**
- **Customized hose kits** to eliminate leaks and ensure reduced downtime.
- **Injection cylinder seals & support bearings**
- **NCS plus control upgrade**
- **activeDrive upgrade servomotor control for smart pump**
- **Energy-efficient, speed-regulated pump drive**
- **Compact flash drive** to expand capability and performance.

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**ERGOTECH/SYSTEM/CONCEPT SERIES**

Hydraulically Driven Toggles

- **Clamp rebuilds** including bushing, pin and seal replacements.
- **Service offerings & maintenance programs** to protect equipment & prevent leaks.
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- **Compact flash drive** to expand capability and performance.

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**Replacement parts**

Unscheduled downtime hurts your bottom line. To ensure that your parts needs are precisely and promptly met, we offer an extensive inventory in North America, customer-focused support and programs to increase machine performance.

**Extensive Inventory**
- Extensive inventory and continuous monitoring of parts use
- 95% on-time shipment for priority deliveries

**Customer-focused Support**
- 24/7 shopping that's easy and cost effective via our Online Store and its automatic 2% discount
- Parts Sales Staff
  - Parts specialists with technical knowledge and expertise to assist in part identification, selection of part alternatives to best meet customers’ requirements and timely fulfillment of delivery needs
  - Call center staff for assistance with quick quote and order processing
    > Toll-free: 866-491-1045
- Core repair program
- Order and delivery confirmations
- Sales volume discount and promotional programs

**Increased Machine Performance/Uptime**
- Standard and customized preventive maintenance kits
- Extensive selection of front-end parts to extend machine capabilities
- Recommended spare parts programs

The Aftersales website (top) provides a wide range of helpful information plus year-round specials. Our Online Store offers 24/7 convenience for ordering replacement parts.
Protecting the value of your machinery begins with proper installation and start-up, but it goes far beyond that. We help ensure the long-term efficiency of your machines with:

**Exceptional Service**
- Factory-trained and certified Field Service Engineers
- A strategically located network of personnel, within 4 hours drive time of 87% of our customers, that provides 95% down-machine response within 24 hours
- Standard or customized technical service offerings
  - Preventive maintenance services to reduce unplanned downtime
  - Oil maintenance and analysis to protect and ensure the reliability of hydraulic components
  - Ball screw and grease evaluation and analysis
  - CPU, heaters and contactors upgrade
  - Sys-check, a comprehensive verification, inspection, testing and documentation process
  - Leveling and loading to ensure nozzle alignment, prevent bushing wear and protect against mold damage
  - Calibration services to support ISO certification

**Technical Support**
- Extended-hours, no-charge, technical support hotline that puts you in touch with the people who can answer your questions

For Service and technical support, please call:
> Toll-free: 866-491-1045

**Machine Assessments and Calibrations**
- Our Service Team also provides machine assessments and calibrations that support informed decisions on everything from buying or re-commissioning idled machinery to the cost-effectiveness of rebuilding
- Visual audits can also be performed on all makes of IM machines and auxiliaries

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**Caliber/Titan Series**
**Two-platen Hydraulics**

- **Tonnage Cylinder** rebuilds
- **Magnetic Mold Clamps** for frequent mold changes
- **Injection Unit** twin-cylinder rebuilding
- **Pump** upgrade to Vickers pump
- **Injection Unit** alternatives - upsize/downsize your injection unit

**EL-Exis S/SP**
**Ultra-high-speed Hybrids**

- **Linkage Rebuilds** - replace link pins, bushings and seals, and single point, clean and paint
- **Hydraulic Cylinder** rebuild kits
- **Hydraulic/Pneumatic Nozzle Shut-off** replacement
- **Smart Pumps** - replacement & rebuilding programs to increase machine productivity
- **Compact Flash Drive** to expand capability and performance
- **Quick-change Screw & Barrel Assemblies** for ease of maintenance

**Service and Technical Support**

Aftersales Services is ready to help with extended-hours phone support on our no-charge technical support hotline.
Productivity solutions

**HT/HTG SERIES**
Hydraulic toggles

- Clamp linkage rebuilds to extend machine useful life and protect molds and tooling
- Plasticizing components - all wear-resistant and high-performance applications supported
- Injection unit - complete rebuilds
- Process optimization/machine calibration to maximize productivity

**Hydraulic cylinder rebuild kits**

**OEM retrofit controls**
- to expand precision, energy efficiency and processing capabilities

**Hydraulic component rebuilds/replacements**
- proportional valves, pumps, motors
- Movable platen tie-bar bushings to improve mold protection
- Platen restorations
- Hose kits - complete machine hose kits available with 3-year warranty

**Movable platen**

**In-House hose kits**

**Process optimization/machine calibration**

**HT/HTG SERIES**

**Injection unit**

**Platen**

**Platen restorations**

**Training, technical centers and processing assistance**

**HP SERIES**

Hydraulics

- Gland bushing rotation and ram packing
- Pre-wired front-end assembly including screw, barrel, tip assembly, pre-wired heater bands, etc.
- Breather bags
- Tie bar bushing and brass shoe replacement
- Proportional valve upgrades (AC to DC)
- Rebuilding advance cylinders to ensure level movement
- Air & oil filters to protect and extend the life of the hydraulic fluid and components
- Hose kits - complete machine hose kits available with 3-year warranty

**In-House hose kits**

**Process optimization/machine calibration**

**Training to Meet Your Needs**

Our training courses cover controls, processing, machine optimization and maintenance on our current machines as well as on a variety of our older machines. The courses are all designed to help improve your molding efficiency and overall productivity by achieving the optimum performance of your Sumitomo, Demag and Van Dorn machines.

Customized training programs, held at your facility using your equipment, are also available. Our Training team will work with you to design an individualized program that will best meet your needs — from hands-on machine operation and maintenance to advanced processing and application-specific process optimization.

Affordably priced, pre-scheduled classroom training is offered at our new Cleveland Technology Center in Strongsville, Ohio, and our Atlanta Tech Center in Norcross, Georgia.

For more information on any of our training offerings, contact Mark Lepole at 440-876-6203 or via email at Mark.Lepole@sdpmna.com.

**Expert Processing Assistance**

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Count on training and processing assistance from people who know the machines and understand the art and science of molding.
Retrofits and modifications

Designed specifically for your machines, our OEM retrofit solutions help:

- Improve overall productivity
- Expand processing capabilities
- Achieve energy savings
- Prolong machinery life
- Ensure machine safety
- Improve your bottom line with minimal investment

Retrofit solutions that improve reliability and productivity and prolong machine life are obvious ways to achieve bottom line improvements. But the possibilities go far beyond that.

Expanding the capabilities of your Sumitomo, Demag and Van Dorn machines with OEM retrofit solutions can open the doors to new applications and business without the substantial investment in new equipment. For example, single-shot machines can be adapted to double-shot, or injection components can be replaced to tackle new processing techniques. We also provide customers with a full range of energy saving solutions, from simple heater band upgrades to Variable Frequency Drives (VFDs) that reduce energy consumption.

Rebuilding, trade-ins and financing

Decommissioning or removing an existing machine from your fleet takes careful planning. The two primary paths are rebuilding or replacement with a new machine.

As a global OEM, we are here to assist with an expert machine assessment and the options that will best meet your plastics processing and business needs. Some of these options include:

- VDU control upgrade
- Total injection unit rebuild, repair or replacement
- Hydraulic ram and toggle linkage rebuild, repair or replacement
- End-to-end machine rebuilding
- Trade-in credits and allowances (see below)
- Attractive financing solutions (see below)

Trade-in Program for All Makes and Models

For injection molding machines that no longer meet your business requirements, we offer a flexible trade-in program. A trade-in of any make and model IM machine can be applied as:

- A down payment towards the purchase of a new Sumitomo (SH) Demag machine
  - SE all-electrics from 8 to 936 U.S. tons
  - Ei-Exis SP ultra-high-speed hybrids from 168 to 843 U.S. tons
  - Systec hydraulic and hydraulic toggles from 56 to 2248 U.S. tons
- Or as a credit redeemable for retrofit solutions, machine rebuilding, replacement parts or technical service and training

Financing Solutions

Sumitomo (SH) Demag, working together with U.S. Financial, provides competitive rate programs for the purchase of new machinery, molds and auxiliaries as well as the purchase of used machinery, retrofits and machine rebuilding.
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600+
That’s how many Van Dorn machines we’ve breathed new life into with the VDU® control. This innovative retrofit control has been a game changer for our customers, delivering faster cycle times, improved precision and repeatability, and reduced scrap and downtime.

The VDU is an ultra-fast PC-based control that has been designed to take full advantage of your machines’ capabilities and put unparalleled control of precision and repeatability at your fingertips. Protecting and building the value of your fleet with the VDU is easy, too. Each unit purchased includes:

- Installation and support by certified Van Dorn Demag service engineers
- A two-piece operator station with hard and soft keys and 15” touchscreen
- Replacement of modules and power supply
- Valve tuning and setting of PID values

Replace your injection unit, add a quick change screw and barrel assembly or choose from our wide selection of front-end parts — the choice is yours. The retrofit solutions to meet your needs are a phone call away.

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Financing Solutions

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Partial to end-to-end machine rebuilds can be performed in our Cleveland, Ohio facility. Warehousing is also offered here.
Productivity solutions

**HT/HTG SERIES**
Hydraulic toggles

- Clamp linkage rebuilds to extend machine useful life and protect molds and tooling
- Plasticizing components - all wear-resistant and high-performance applications supported
- Process optimization/machine calibration to maximize productivity

**OEM retrofit controls**

to expand precision, energy efficiency and processing capabilities

**Injection unit**
-complete rebuilds

**Platen restorations**

**Movable platen tie-bar bushings**
to improve mold protection

**Hose kits**
-complete machine hose kits available with 3-year warranty

**Hydraulic cylinder rebuild kits**

**Hydraulic component rebuilds/replacements**
- proportional valves, pumps, motors

**HP SERIES**
Hydraulics

- Gland bushing rotation
- and ram packing
- Tie bar bushing and brass shoe replacement
- Pre-wired front-end assembly including screw, barrel, tip assembly, pre-wired heater bands, etc.
- Proportional valve upgrades (AC to DC)
- Rebuilding advance cylinders to ensure level movement
- Air & oil filters to protect and extend the life of the hydraulic fluid and components
- Purge guard replacement to meet OSHA standard
- Breather bags Tie bar bushing rotation
- and ram packing
- Pre-wired front-end assembly including screw, barrel, tip assembly, pre-wired heater bands, etc.
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Training, technical centers and processing assistance

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Service and technical support

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**Exceptional Service**

- Factory-trained and certified Field Service Engineers
- A strategically located network of personnel, within 4 hours drive time of 87% of our customers, that provides 95% down-machine response within 24 hours
- Standard or customized technical service offerings
  - Preventive maintenance services to reduce unplanned downtime
  - Oil maintenance and analysis to protect and ensure the reliability of hydraulic components
  - Ball screw and grease evaluation and analysis
  - CPU, heaters and contactors upgrade
  - Sys-check, a comprehensive verification, inspection, testing and documentation process
  - Leveling and loading to ensure nozzle alignment, prevent bushing wear and protect against mold damage
  - Calibration services to support ISO certification

**Technical Support**

- Extended-hours, no-charge, technical support hotline that puts you in touch with the people who can answer your questions

For Service and technical support, please call:

> Toll-free: 866-491-1045

**Machine Assessments and Calibrations**

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- Visual audits can also be performed on all makes of IM machines and auxiliaries

Aftersales Services is ready to help with extended-hours phone support on our no-charge technical support hotline.

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**CALIBER/TITAN SERIES**

Two-platen hydraulics

- Tonnage cylinder rebuilds
- Magnetic mold clamps for frequent mold changes
- Tie bar replacement & repair options

**EL-EXIS S/SP**

Ultra-high-speed hybrids

- Hydraulic cylinder rebuild kits
- Linkage rebuilds - replace link pins, bushings and seals, and single point, clean and paint
- Hydraulic/pneumatic nozzle shut-off replacement
- Quick-change screw & barrel assemblies for ease of maintenance
- Drive/motor replacement and/or repair
- Proportional valve replacement to return precision to OEM specifications

- Compact flash drive to expand capability and performance
- Air & oil filters to protect and extend the life of the hydraulic fluid and components
- Smart pumps - replacement & rebuilding programs to increase machine productivity

Injection unit twincylinder rebuilding

- Pumps upgrade to Vickers pump
- Injection unit alternatives - upsize/downsize your injection unit

- OEM lubrication (CML) to protect bushings and guide rods
- Machine leveling programs to protect mold and clamp alignment

NC5 plus or VDU control upgrade (model dependent)
Unscheduled downtime hurts your bottom line. To ensure that your parts needs are precisely and promptly met, we offer an extensive inventory in North America, customer-focused support and programs to increase machine performance.

**Extensive Inventory**
- Extensive inventory and continuous monitoring of parts use
- 95% on-time shipment for priority deliveries

**Customer-focused Support**
- 24/7 shopping that’s easy and cost effective via our Online Store and its automatic 2% discount
- Parts Sales Staff
  - Parts specialists with technical knowledge and expertise to assist in part identification, selection of part alternatives to best meet customers’ requirements and timely fulfillment of delivery needs
  - Call center staff for assistance with quick quote and order processing
    > Toll-free: 866-491-1045
- Core repair program
- Order and delivery confirmations
- Sales volume discount and promotional programs

**Increased Machine Performance/Uptime**
- Standard and customized preventive maintenance kits
- Extensive selection of front-end parts to extend machine capabilities
- Recommended spare parts programs

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** SYSTEC SERIES **
Hydraulics & Hydraulically Driven Toggles

- Toggle pin & bushing kits increase productivity and reduce mold wear and damage
- Maintenance programs
  - Standard solutions
  - Customized solutions for ISO9001, TS/16949 (PMPO)
- Integrated hotrunner controls
- NCS plus control upgrade
- ActiveDrive upgrade servomotor control for smart pump
- Energy-efficient, speed-regulated pump drive
- Compact flash drive to expand capability and performance

**Special options**
- Integrated automation, rotary table, magnetic mold plates, etc.
- Customized hose kits to eliminate leaks and ensure reduced downtime
- Injection cylinder seals & support bearings

** Extended die height to increase machine capability **

** Clamps rebuilds including bushing, pin and seal replacements **

** Service offerings & maintenance programs to protect equipment & prevent leaks **

** ERGOTECH/SYSTEM/CONCEPT SERIES **
Hydraulically Driven Toggles

- Clamp rebuilds including bushing, pin and seal replacements
- Complete injection unit repair or replacement
  - Including cylinder seals and support bearings
- Integrated hotrunner controls
- ActiveDrive upgrade servomotor control for smart pump
- Energy-efficient, speed-regulated pump drive
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Retrofit solutions that add value with improved and/or expanded functionality and processing capabilities

Rebuilding options that meet your specific fleet management requirements

Trade-ins and financing solutions to support upgrades and additions

Productivity solutions that support and ensure the profitable operation of your new and legacy Sumitomo, Demag and Van Dorn machines

You've made a major investment in injection molding machinery. But how do you protect that value over time?

John F. Martich III
VP & Chief Operating Officer

Sumitomo (SHI) Demag Aftersales Services is your OEM source for Sumitomo, Demag, Van Dorn and Newbury injection molding machine parts, retrofit solutions, service, training and support. We protect and build value by offering products and services focused on improving machine reliability and maintainability, minimizing unplanned downtime and operational waste, optimizing precision and machine performance, improving energy efficiency, and extending the effective service life of your equipment.

Working with Aftersales Services, you can count on:

- Exceptional availability and fast shipment of competitively priced replacement parts that are available on-line 24/7 or over the phone
- Factory-trained service engineers, knowledgeable and helpful technical support staff, expert processing engineers and effective training instructors who are focused on treating customer challenges and problems as our own
- OEM retrofit and modification solutions, tailored to your needs, that expand machine capabilities and support new business opportunities

Our organizational culture is a combination of our proud history and a results-focused, customer-centered team. Our true measure of success is the attainment of unparalleled customer value, satisfaction and delight.

Replacement parts that keep you up and running to protect the full functionality of your machinery

Field service that helps to maintain the longevity of your machinery investment

Technical support that’s just a phone call away

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As a subsidiary of the Plastic Machinery Division of Sumitomo Heavy Industries (SHI), we are part of a worldwide group of companies dedicated to helping plastics processors compete more effectively in a global market. Whether your molding operation is down the street or half way around the world or both, we have the capabilities to protect and build the value of your investment in our injection molding machinery.