

Press release

Oerlikon Barmag and Oerlikon Neumag at China Fiber Spare Parts Fair 2015 in Fujian, China

Partnering for Performance

Remscheid/Shanghai, March 1, 2015 – Oerlikon Barmag and Oerlikon Neumag will present their global service offering at the China Fiber Spare Parts Fair 2015 in XiaMen, FuJian, China. From 16 to 18 April 2015 the Customer Service unit of the Oerlikon Manmade Fibers Segment will participate with the booth A35 in the exhibition area of the Oriental Taoyuan Arcadia Hotel, XiaMen, Fujian.

In textile machinery and plant manufacture, progress is being achieved in leaps and bounds, and production processes are becoming increasingly efficient. They are also becoming more complex, however, and reliable control and monitoring is required to avoid expensive machine downtimes. Operators who dispense with a perfectly coordinated service are running a big risk: if the technology or service is not future-ready or performing properly, the investment soon loses its value. This makes no sense at a time when competition is growing, because ultimately profitability also dwindles. Result: only by ensuring continuously smooth production and high efficiency in all areas of production can a market player achieve high productivity and thus growing margins. These considerations and requirements are reflected in the latest customer surveys in China and India, in which a growing desire is expressed for a closer working relationship and service partnership.

Against this background, Oerlikon Manmade Fibers offers for its Oerlikon Barmag and Oerlikon Neumag brands global Customer Services under the motto "Partnering for Performance" with a focus on five central performance areas with a wide range of individual activities:

Start-up services: for the optimum project management along the entire process chain

From the design, construction and assembly of an installation up to its handover and commissioning, skilled managers, engineers and technicians from Oerlikon Manmade Fibers worldwide offer professional support. Customers can benefit above all from their extensive experience covering all processes and products of the textile-technological production chain from the melt to the yarn, as well as the project management of special customised installations up to turnkey complete solutions and plants. The entire development process and the machine technology itself comply with international HSE (Health, Safety and Environment) standards. The package covering planning, coordination, management, supervision and inspection also includes training the operators, in all the main languages of the textile world.

Technical support: for the fastest problem solutions anywhere

When it comes to troubleshooting and problem solving, there is one crucial, measurable success factor: time. Technical support from Oerlikon Manmade Fibers offers highly qualified experts, the support of a research and development team, a service hotline that can be accessed round the clock in the relevant language and a global service network on the customer's doorstep with around 300 skilled service technicians and locations in all the key markets of the manmade fibre industry. In China alone, the support facility operates from stations in Beijing, Shanghai, Suzhou, Wuxi and Hong Kong. This facilitates extremely rapid availability and reaction times along with the optimum solutions, whether locally or via remote access diagnostics. The range of support services offered includes made-to-

measure service contracts to cover every requirement, with one central objective: to get production up and running again as quickly as possible.

Advanced services: for concentrating on the core business

The service partnership offered becomes even more clearly visible and tangible in the expanded customer services facility. The customer concentrates on the core business of production and making a profit, while Oerlikon Manmade Fibers is responsible for safeguarding and optimising the smooth technical operation with tailored service activities. These include on the one hand support for planning repairs and maintenance and staff scheduling together with the related workshops, and on the other warehousing solutions for the speedy provision of original parts. In addition to technical services, customers can avail themselves of training offers and special research and development resources for developing downstream products or for process optimisation, in order to exploit market opportunities better and increase margins. All these extended services are offered on an individual basis in various stages (basic, full, extended).

Operating efficiency: for top-class performance in operational business

The goal is a production plant operating at the top limit with regard to productivity, quality standards and reliable, safe processes. The related offer covers suitable advice, the planning of servicing and routine sequences, quality assurance, plant management, employee training on or outside the customer's premises, e-learning and actions relating to health, safety and the environment (HSE). Energy-saving concepts based on proven e-save solutions from Oerlikon Manmade Fibers also form an essential element of this offer.

Life cycle management: for long-lasting machines and investment that fully pays off

Companies that purposefully extend the service life of their machines make the best possible use of their investment, increase their profitability and save money as a result, without having to sacrifice more performance. This is because the modular technologies delivered by Oerlikon Manmade Fibers are geared to sustainability, meaning that in addition to repair and maintenance solutions to uphold functionality, upgrades and modernisation packages are possible in the long term for machines, components, processes and software. These secure increased throughput and higher yarn quality to ensure that a company will be competitive with leading machine technology tomorrow too. Fitting original spare parts and the provision of technical documentation via myOerlikon.com help to ensure this. The customer portal, which was introduced at the start of the new millennium and last updated in 2013 to meet the requirements of the latest e-commerce solutions, offers a wide range of services in up to nine languages, round the clock.

"With this comprehensive service offer under the motto 'Partnering for Performance' we wish to make a promise to our customers: we are at your disposal as a partner not just for solving problems, but above all for greater productivity and performance, for a faster return on investment, for higher product margins and competitiveness in a challenging market," says André Wissenberg, Vice President Marketing, Corporate Communications and Public Affairs in summary.



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About Oerlikon

Oerlikon (SIX: OERL) is a leading global technology Group, focusing on providing market-leading technologies and services for surface solutions, manmade fibers manufacturing, drive systems and vacuum pumps and components in growth markets. These cutting-edge technologies benefit customers by improving their product performance, productivity, efficient use of energy and resources, and also by contributing to a more sustainable environment. A Swiss company with over 100 years of tradition, Oerlikon has a global footprint of over 15 500 employees at more than 200 locations in 36 countries and sales of CHF 3.2 billion in 2014. The company invested CHF 121 million in R&D in 2014 and has over 1 300 specialists developing innovative and customer-oriented products and services.

About Oerlikon Manmade Fibers

Oerlikon Manmade Fibers with the product brands Oerlikon Barmag and Oerlikon Neumag is the world market leader for filament spinning systems used for manufacturing manmade fibers, texturing machines, BCF systems, staple fiber spinning systems and artificial turf systems and – as an engineering services provider – offers solutions along the entire textile value added chain. As a future oriented company, the Oerlikon Group segment's research and development is driven by energy-efficiency and sustainable technologies. With the expansion of the product range to include polycondensation systems and their key components, the company now caters to the entire process – from the monomer all the way through to the textured yarn. The primary Oerlikon Barmag markets are in Asia, with Oerlikon Neumag's main markets in the US, Turkey and China. Correspondingly, the companies – with almost 2 500 employees – have a worldwide presence in 120 countries as part of the Oerlikon Manmade Fibers network of production, sales and distribution and service organizations. At the R&D centers in Remscheid, Neumünster and Chemnitz, highly-qualified engineers and technicians develop innovative and technologically-leading products for tomorrow's world.