

WEBER Smart Service

Overview of services

SERVICE	BASIC	PREMIUM
Digital asset file	X	X
Ticket system	X	X
Live-Dashboard(IXON®)		X ¹
Push notifications		X
SmartSupport AI WEBER Copilot		X ²
Training videos		X
Remote Support	X ³	X
Fastlane Remote Support		X
Machine check (1x per year) ⁴		X

¹Extruders from 2025 onwards
²After entering into a Premium contract, the SmartSupport AI WEBER Copilot is available to you
³within the warranty period
⁴Includes a machine check and a gearbox endoscopy



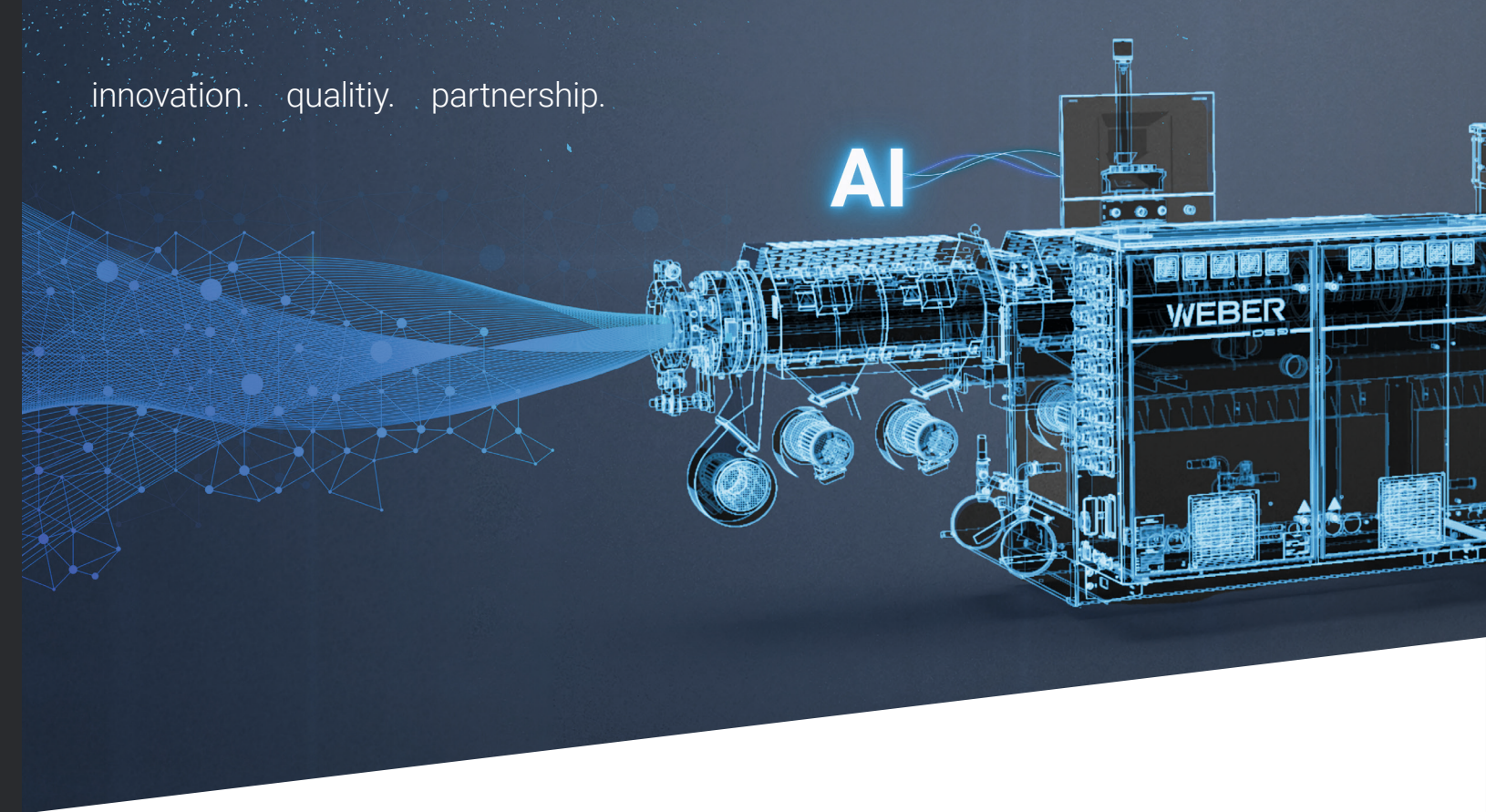
WEBER – innovation. quality. partnership.

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WEBER extrusion
Smart Service



WEBER Smart Service

Maximise your system availability

365
Days of customer portal availability

80%
Are solved in the first contact

Optimise your extruder performance and minimise downtimes. With WEBER Smart Service, you have access to your digital files and can manage service requests centrally via the integrated ticket system. Opt for the premium version and benefit from exclusive advantages: Monitor your machines in real time with the IXON® Dashboard and receive immediate notifications of critical events via push message. Our AI-supported SmartSupport AI WEBER Copilot is available around the clock to answer your technical questions. You can also benefit from practical training videos, direct expert access via remote support and an annual machine check including gearbox endoscopy for maximum extruder availability.

Discover WEBER Smart Service and increase your productivity – while reducing maintenance costs.

DIGITAL PLANT FILE - ALL DATA AT A GLANCE

Direct access to machine-specific information in the customer portal (powered by remberg®). There you will find all relevant documents such as operating instructions, maintenance schedules, spare parts lists and much more - available digitally at any time.

TICKET SYSTEM - MANAGES SERVICE REQUESTS CENTRALLY

The integrated ticket system enables structured and transparent processing of all service requests. Customers can enter faults, maintenance requirements or requests for information directly - including status tracking and documentation of all measures. This allows you to maintain an overview of the entire service process for your machines at all times.

IXON® DASHBOARD - MACHINE STATUS AT A GLANCE IN REAL TIME

The IXON® Dashboard provides you with a centralised overview of the current status of your machines. Operating data such as running times, temperatures, statuses and alarms are visualised in real time - clearly and intuitively.

PUSH NOTIFICATIONS - RECOGNISE FAULTS AND ALARMS IMMEDIATELY

By implementing push information via the IXON® Cloud Service, you receive notifications about important machine events directly on a mobile device. This means you are always informed about critical situations or system messages - quickly, reliably and regardless of location.

SMARTSUPPORT AI COPILOT - ANSWERS & HELPS IN REAL TIME

Your digital assistant for day-to-day service: Smart-Support AI WEBER Copilot helps you to solve technical problems quickly, provides machine-specific information on demand and answers questions about maintenance, operation and documentation - around the clock, directly in the customer portal.

TRAINING VIDEOS - PRACTICAL KNOWLEDGE ON DEMAND

Machine-specific training videos are available to you digitally at any time in the customer portal - presented in a practical way and can be used directly on site. Whether operation, maintenance or safety: your employees receive exactly the information they need.

REMOTE SUPPORT – „TALK TO A SPECIALIST“

Remote Support gives you direct access to our entire network of experts - quickly and easily.

In the Premium version, you also benefit from Fastlane access: your enquiry is prioritised so that you receive support as quickly as possible. For efficient troubleshooting and fast solutions - exactly when it matters.

MACHINE CHECK - FOR RELIABLE EXTRUDER AVAILABILITY

Our annual machine check for extruders combines a comprehensive technical inspection with a precise gearbox endoscopy. Our service technicians systematically inspect your machine using a detailed checklist - from measuring wear on screw/s and barrels to checking the quality of the oil.

Thanks to the endoscopy, potential damage to the gearbox can be recognised at an early stage. The check is supplemented by an in-depth service assessment and specific recommendations for action to increase operational reliability and prevent future breakdowns.

