



## Bühler Vietnam Comprehensive Customer Services

Pham Duc Trung – CS Sales Manager, Bühler Vietnam

# Our holistic offering

Products & Plants  
Engineering  
customer success



Services  
Partnering for  
better outcomes

# Bühler Services

680

field service engineers on six continents are ready to help with their expertise.

500

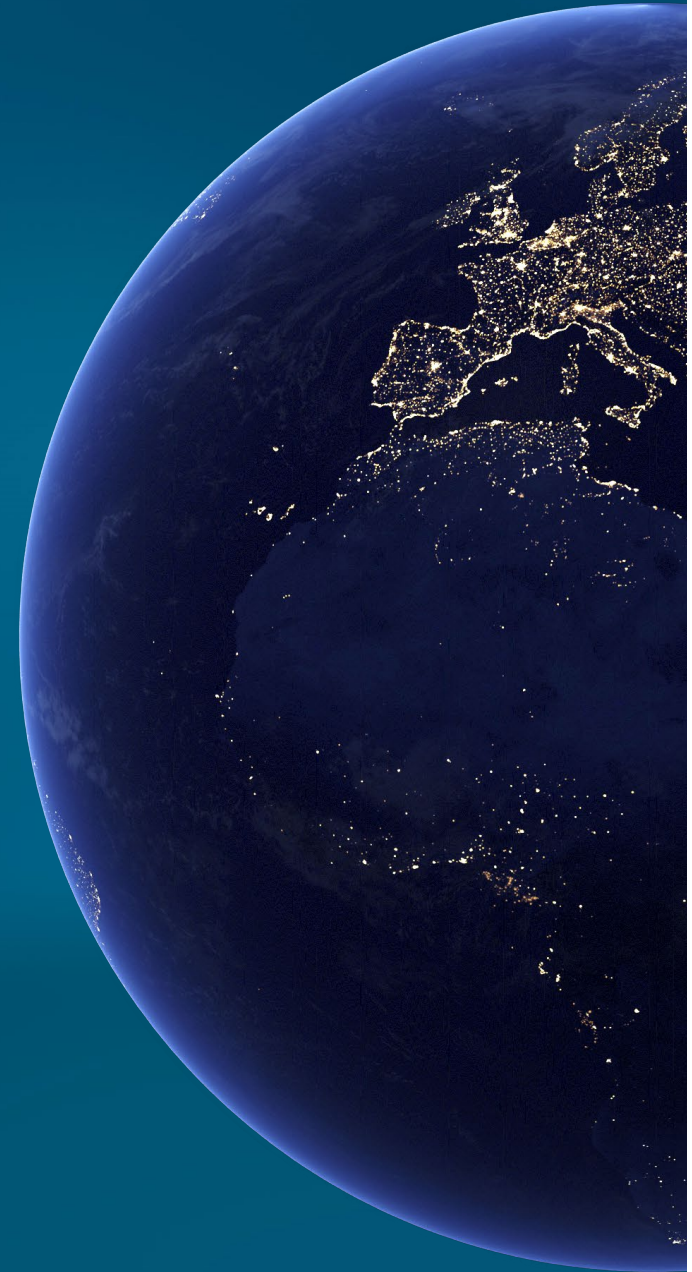
customers are visited by Bühler service technicians every day.

32,000

different parts on stock in nine locations.

14,000

machines continuously enhanced by preventive maintenance agreements.





# Our unique global service network: in the region, for the region

100

Service  
Stations

68

Service  
Workshops

23

Locations with  
Application &  
Training  
Centers

2,055

Experts around  
the world









# Customer Service SEA

In the region for the region, zoom in on SEA.

Area	Service Station
Australia	
Bangladesh	
Cambodia	
Indonesia	
Malaysia	
Myanmar	
Philippines	
Singapore	
Sri Lanka	
Taiwan	
Thailand	
Vietnam	 + 

-  sales office
-  service station
-  sales office with service station
-  regional service centre

# Bühler started serving our customers in Vietnam since 1960.

## History

1960



Active in Vietnam since 1960's, with plants supplied **directly from Switzerland** and representation by an **Agent**.

2012



Formation of "**Bühler Vietnam Company Ltd**" (BVCL) or direct sales and customer service activities.

2013



Opening of our **Manufacturing site** (4000 sq. m) at Tan Duc Industrial Park, Long An on a rented premises.

Q2  
2016



Moving to new **Manufacturing site** of 15,000 m2, located in Thu Thua, Long An province, - the only one in SEA serving both domestic and regional market.

Q4  
2016



Becoming **100% Swiss-based Enterprise** under the name **Bühler Asia Vietnam Ltd** with 150 staffs: sales and service force, process technologists, automation engineers and project managers.

2023



Continue bringing more value and innovations to customers by **2 Sales Offices** located in Ho Chi Minh & Ha Noi; **2 Services Stations** in Can Tho & Binh Duong.

# Bühler Vietnam footprints



## Hanoi Sales Office

16th Floor, TNR Tower,  
54A Nguyen Chi Thanh st.,  
Dong Da, Ha Noi



## Factory - Legal Headoffice

Lot B4, Street No.6,  
Hoa Binh Industrial Zone,  
Thu Thua, Long An



## Can Tho Service Station

555 National Road 91,  
Thoi Thuan, Thot Not,  
Can Tho



## Binh Duong Service Station

Song Than Industrial Zone,  
Di An, Binh Duong



## Ho Chi Minh Sales Office

Terra Royal, 280 Nam Ky  
Khoi Nghia, Vo Thi Sau  
Ward, District 3, HCMC





# Customer Service Bühler Vietnam



7 service engineers across Vietnam



3 Customer Relationship Officers

1 Order Processing Officer

1 Service Admin

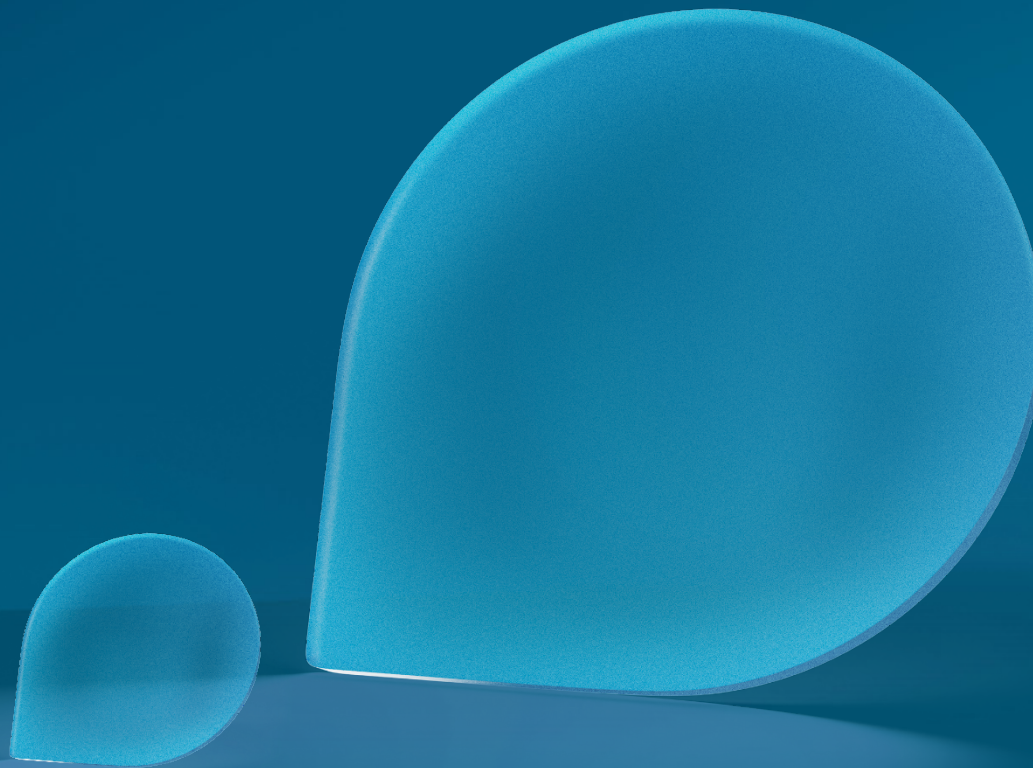


3 Customer Services Sales



3 Workshop Engineers





Spare Parts





Partnership with customers

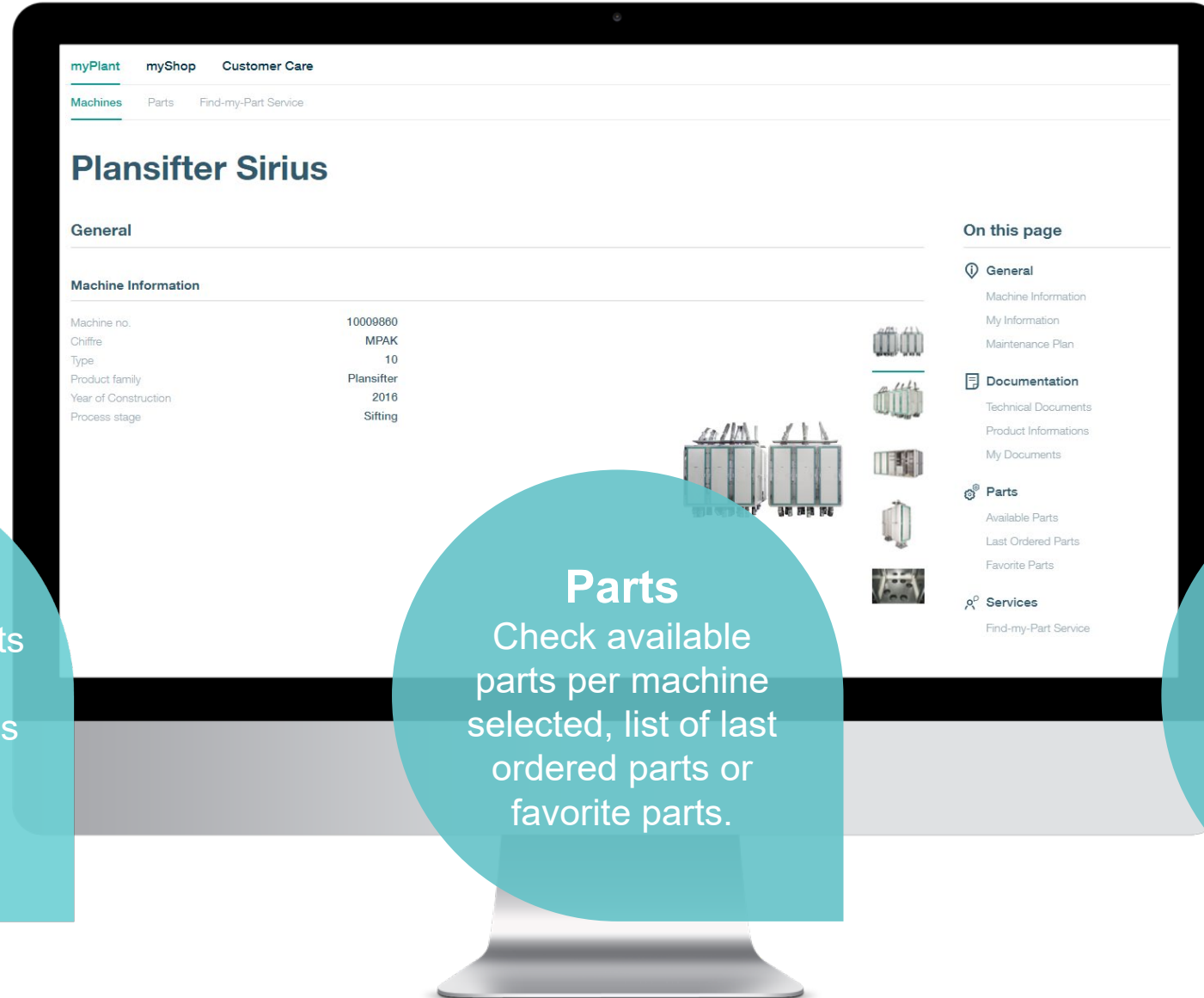
Innovations for a better world.





# MyBühler - MyPlant – Machines - Details.

## Details about your machines.



### Documents

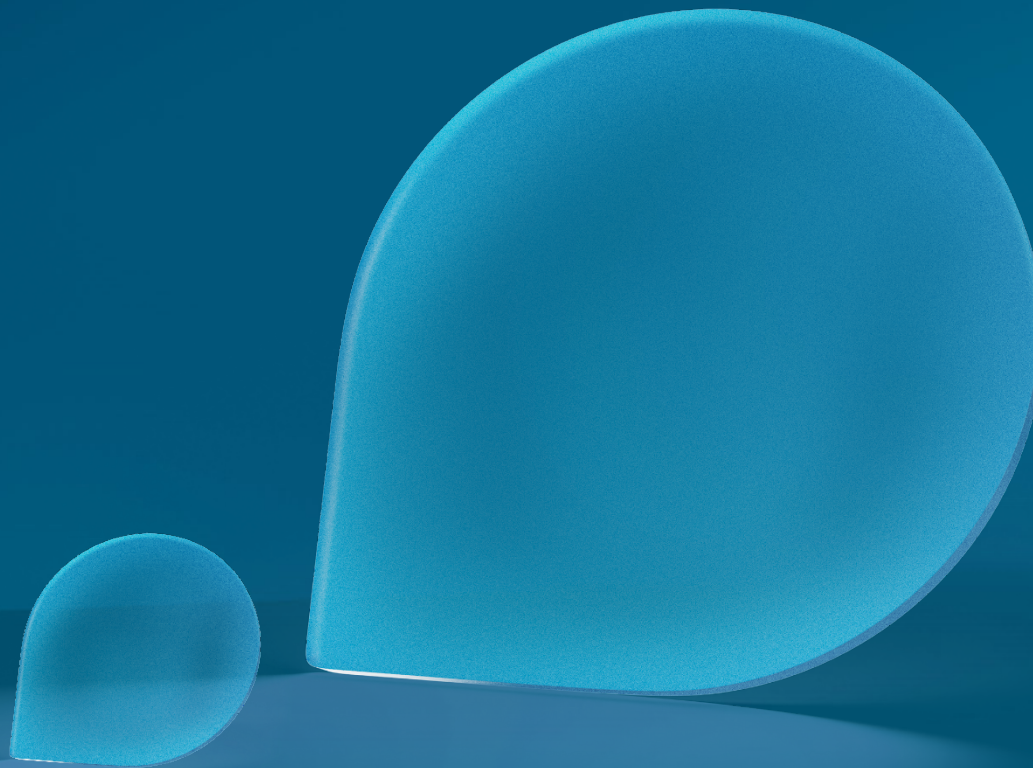
Technical documents like user manuals, spare parts catalogs and add your documents.

### Parts

Check available parts per machine selected, list of last ordered parts or favorite parts.

### Find-my-Part Service

Couldn't find your required part? Use the Find-my-Part service and we will help you out!



Maintenance & Support

# TotalCare.

Partnering for better outcome.

Bühler has continually led the way in process solution technologies everywhere. As pioneers in our fields, our expertise is second to none and we strive to bring the same level of excellence in our customer care.

MaintainCare



MaintainCare  
Plus



InspectCare



FlexCare



# Total Care







**Bühler Services**  
Partnering for better outcomes

## Remote Care

Remote troubleshooting anytime and anywhere, leading up to 30% savings on travel cost and CO2 emission.









**BUHLER**



## Your Asset Management System

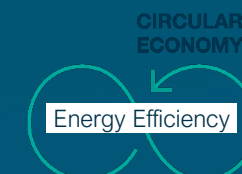
- **Plan & Prepare:** Organize your maintenance tasks with detailed instructions and clear roles and responsibilities.
- **Transparency:** History of all activities for audits and certifications, e.g. reports on maintenance work, consumed parts, recorded working times and unplanned failures and tasks.
- **Connectivity:** Condition-based running hours with Mercury MES & WinCos r2.

The screenshot shows the 'My tasks' screen of the Bühler ProPlant mobile app. The interface includes a sidebar with navigation options: Home, New, Tasks, Sync, Settings, and Logout. The main content area displays a table of tasks with columns for Activity and Equipment, Location, Target Date, and State and Resolution. Each task entry includes a small icon representing the equipment and a blue 'OPEN' button.

ACTIVITY AND EQUIPME...	LOCATION	TARG...	STATE AND RESOLUTION
 <b>Replace V-belt</b> TRVD / Shaking Predryer 2 / 1-2L-M200	Pasta Plant - Uzwil	Jun 8, 2022	<a href="#">OPEN</a>
 <b>3-yearly maintenance</b> TTHE 11 / Short-goods Dryer 1 / 1-3L-M181	Pasta Plant - Uzwil	Aug 23, 2022	<a href="#">OPEN</a>
 <b>3-monthly check</b> TRVD / Shaking Predryer 2 / 1-2L-M200	Pasta Plant - Uzwil	Aug 10, 2022	<a href="#">OPEN</a>
 <b>1-yearly maintenance</b> TPVZ / Pasta Extrusion Press 2 / 1-1A-M210	Pasta Plant - Uzwil	May 10, 2023	<a href="#">OPEN</a>
 <b>1-yearly maintenance</b> TPVZ / Pasta Extrusion Press 1 / 1-1A-M110	Pasta Plant - Uzwil	May 10, 2023	<a href="#">OPEN</a>
 <b>6-monthly maintenance</b> TTHE 11 / Short-goods Dryer 1 / 1-3L-M181	Pasta Plant - Uzwil	Jun 5, 2022	<a href="#">OPEN</a>
 <b>Monthly check</b> TTHE 11 / Short-goods Dryer 1 / 1-3L-M181	Pasta Plant - Uzwil	May 20, 2022	<a href="#">OPEN</a>
 <b>3-monthly check</b> TRVD / Shaking Predryer 1 / 1-2L-M100	Pasta Plant - Uzwil	Aug 19, 2022	<a href="#">OPEN</a>

Loaded 9 of 9

ProPlant





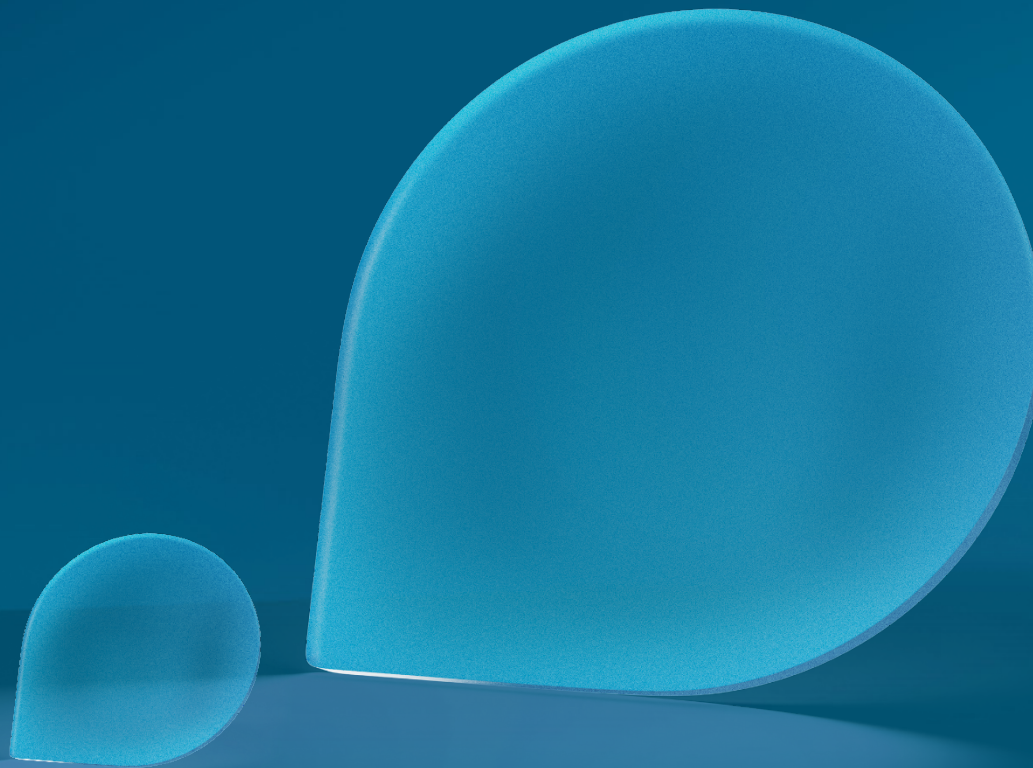
>150  
installed systems

85  
locations worldwide

15  
years of experience







Service

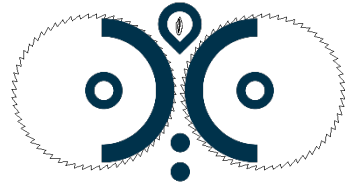


Roll Service



# Roll maintenance

Statement by a mill owner  
about rolls...



“It is a major goal to avoid  
downtime and extraction loss”.

“How can we develop a roll service that  
keeps the rolls optimized and minimises  
downtime and product loss?”



# RollDetect service

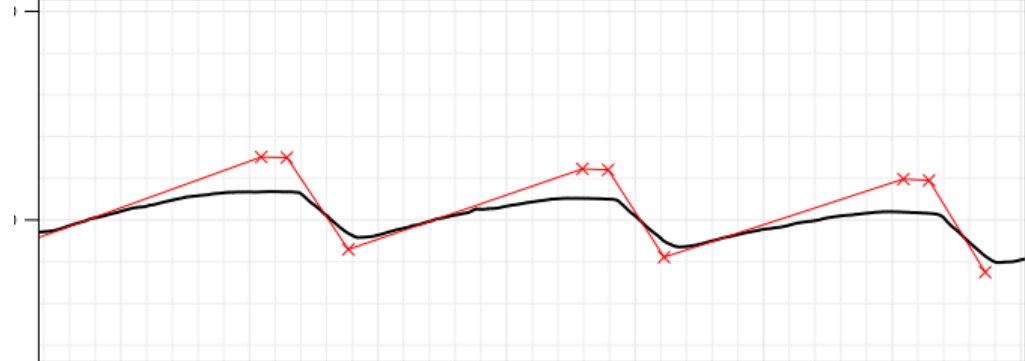
## Facts instead of assumptions

Here is an example of 4 – 1<sup>st</sup> Break milling rolls in the same mill. Manually assessed they all look the same. RollDetect quantifies the actual wear status accurately and objectively to ensure optimal time for reconditioning.

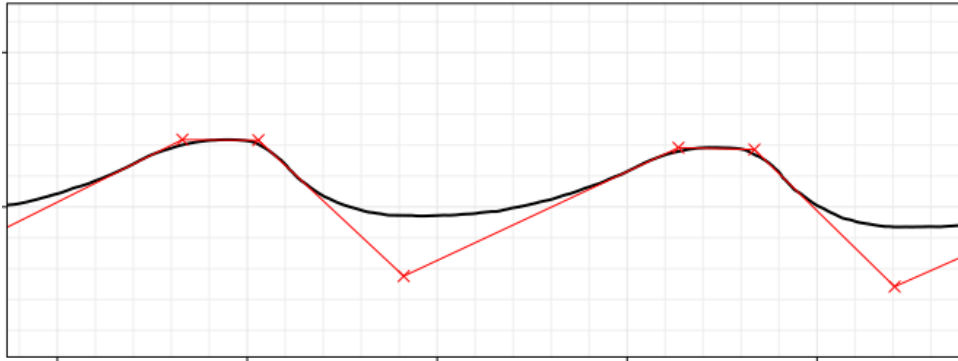
1<sup>st</sup> break 1



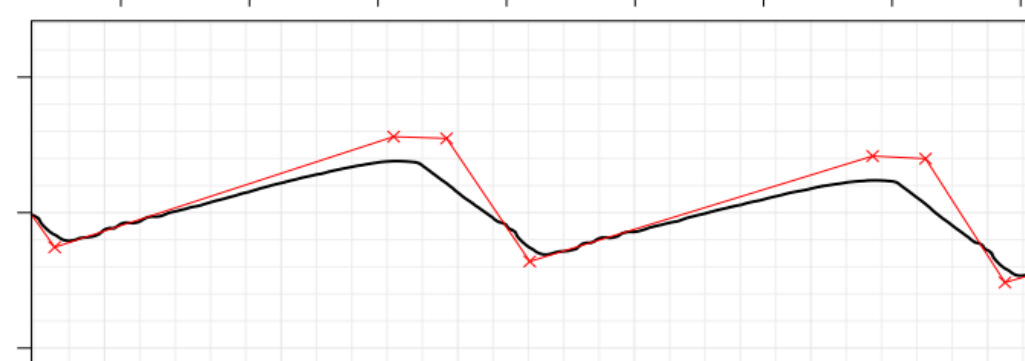
1<sup>st</sup> break 2



1<sup>st</sup> break 3



1<sup>st</sup> break 4





# Roll reconditioning

## Next level consulting with Bühler RollDetect



### Measuring

- Accurate roll profile measurements
- Insights on wear status & last change

### Input customer's operation data

- \*Operation & energy
- \*Product properties

### Report

- Data for roll revision
- Expected yield change
- Potential savings

### Roll change

- Roll revision

### Input customer's new data

- Real yield change
- Optimized report

### Realized savings

- Gain the economical benefits

\*energy costs, service costs (refurbishment, transport costs, production downtime & service exchange), buying & sales price (product) & actual & target yield, production capacity



# Sieve Tensioning

Innovations for a **better world.**

**BÜHLER**

# Sieve tensioning service

## Process steps



### Incoming inspection

First, we proof the condition of the incoming insertion frames



### Professional cleaning

Removing of dirt and adhesive remnants



### Thermal treatment

The insertion frames are up to **99.9% germ-free** after thermal treatment



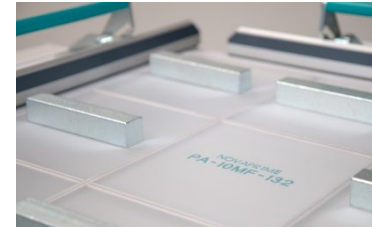
### Conditioning

To achieve the best results and service life, the sieve fabric is conditioned in a **climatic chamber**



### Tensioning

Professional tensioning of **Bühler NOVAPRIME sieve fabric**



### Bonding

Bonding of the tensioned sieve fabric to the insertion frame



Date: 05.10.2017

### tensioReport

Bühler Service Workshop Bühler AG Dufourstrasse 5 8240 Uster Switzerland		Customer: Schumacher Dufourstrasse 5 8240 Uster Switzerland	
Order / Reference number:	1234		
NOVAPRIME lot number:	1000000000		
NOVAPRIME type:	PA-10MF-132		
Tension during gluing (N/cm)	12 (+/-1)		
Minimum Tension (N/cm) after 24 hours target value (tension minimum 10 N/cm is recommended)	6		
Quantity of sieve insertion frame	3 Frames		

	11.6	11.4	12
	11.6	11.3	11.2
	11.4	12	11.8

**Certification:**  
 (Pharmacy of the Bühler Foundation) has been certified by the effectiveness of the cleaning process.  
 ISO 9001 and ISO 14001 effectiveness achieved by 100%.

**Compliance of material supplied NOVAPRIME:**  
 The material supplied by the Bühler NOVAPRIME supplier (you) conforms to the following regulations:  
 Regulation CE 1831/2003  
 Regulation EU 2003/1 and subsequent amendments  
 FDA 21 CFR 177

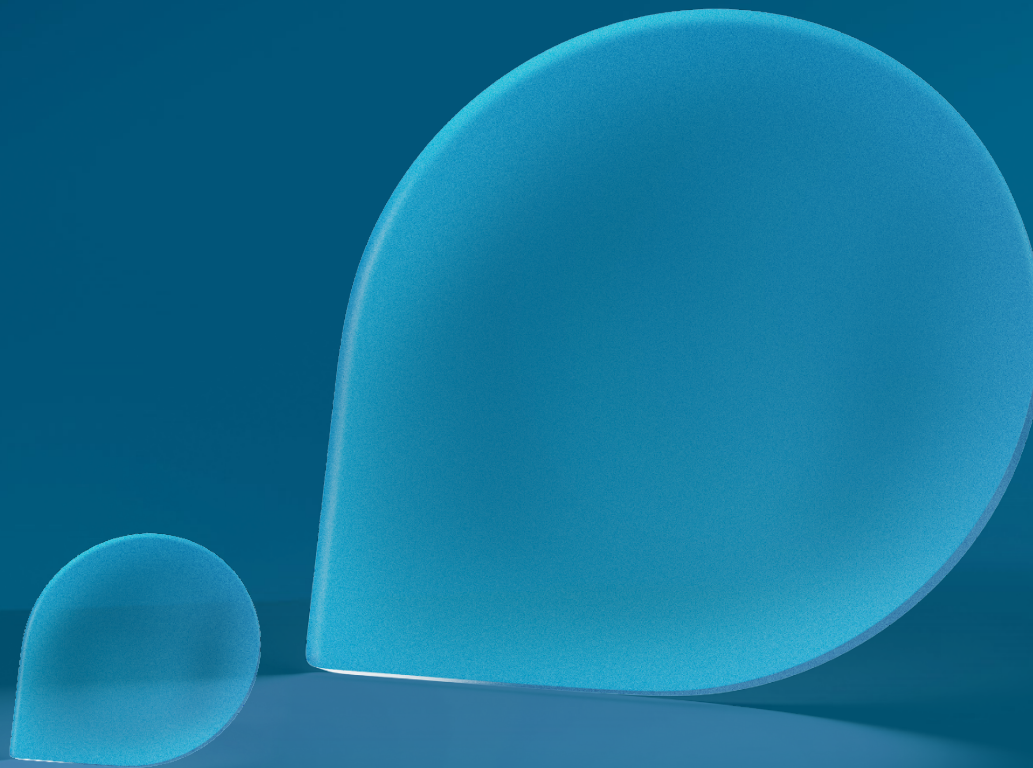
Name: John Doe  
 Signature:

Innovations for a better world.



### Quality control

Our sieve tensioning process is subject to strict quality controls and the quality of the covered insertion frames is documented in the **tensioReport** given to customers



## Upgrade and Retrofit



# In a nutshell

This retrofit includes all necessary components to upgrade your roller mills to the latest standards in scraping, with the new brushless synthetic scraper or the self-adjusting knife scraper respectively.



**Knife scraper**  
for smooth and  
fine corrugated rolls.

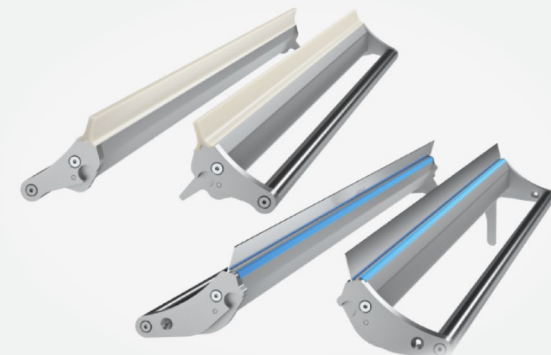
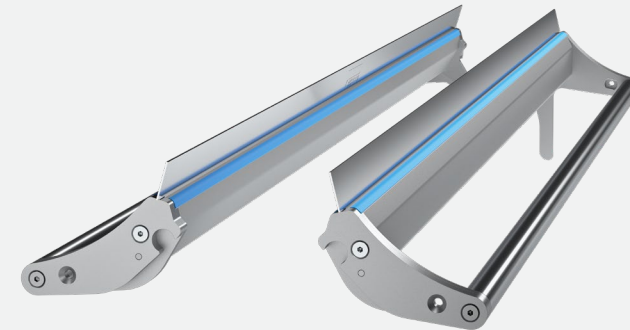
## Brushless synthetic scrapers

The brushless synthetic scraper replaces traditional brushes – getting rid of dead spots and the resulting product accumulation.

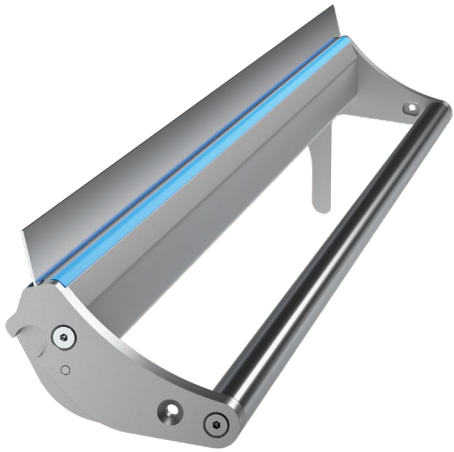


## Self-adjusting knife scrapers

The self-adjusting knife scrapers need no manual adjustments, as they align themselves automatically to the surface of the roll and maintain optimal pressure at all times.

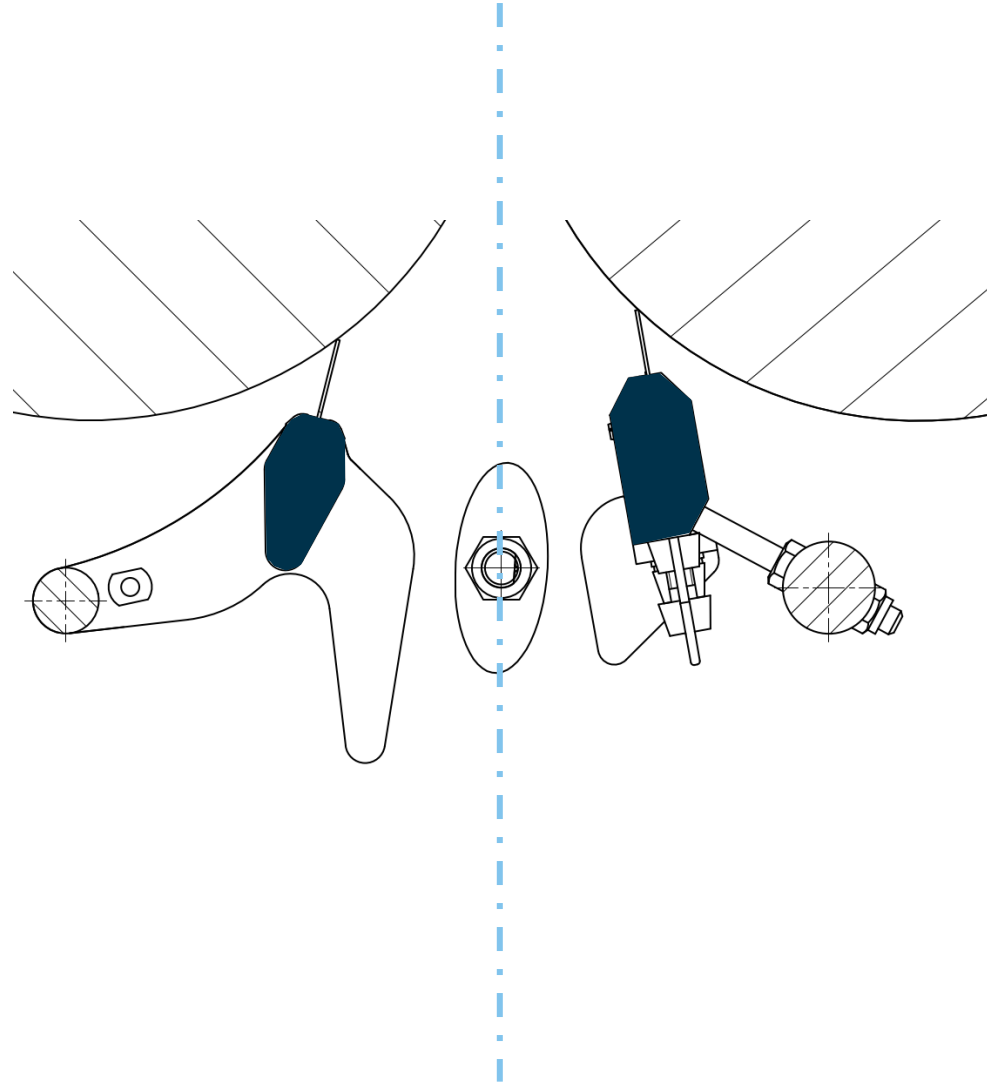


# Knife scraper – new system vs. traditional system



## Self-adjusting knife

- Self adjusting
- Reliable scraping at all times



## Traditional system:

- Manual adjustment required
- Risk of overtightening or losing parts

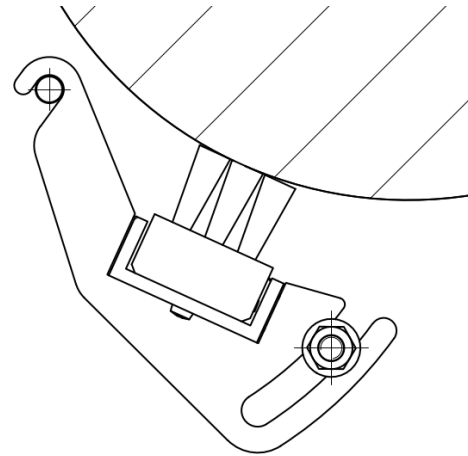
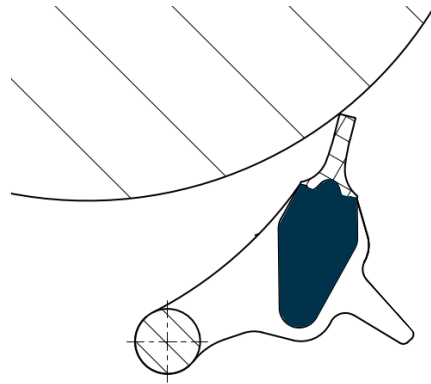


# Scraper - new system vs. traditional system



## Brushless scraper

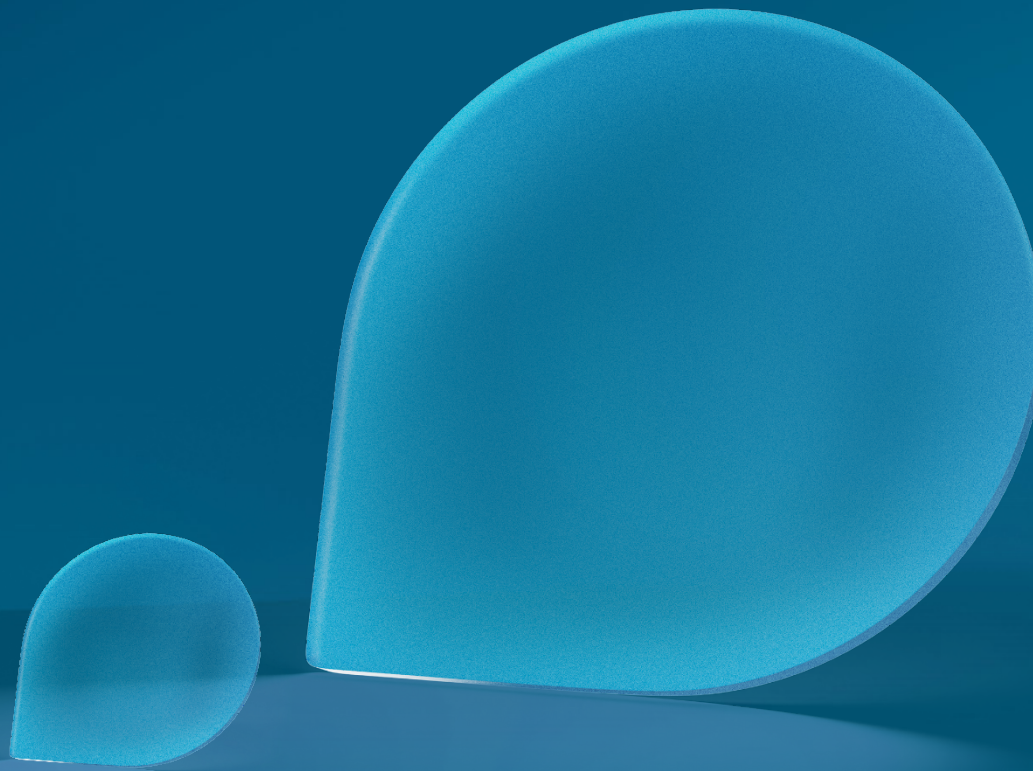
- Reduced wear
- No dead spots for product accumulation



## Traditional system:

- Flour accumulates in the brush
- Brushes need to be replaced often





Training and Knowledge



# 23 Application & training center locations globally. Covering all Bühler technologies.



# Training Concepts.

Operation		Management	
Process Technology	Maintenance	Operation Management	Executives
<ul style="list-style-type: none"><li>• Wheat Flour Milling Technology I</li><li>• Wheat Flour Milling Technology II</li><li>• From Wheat to Bread</li><li>• Speciality Milling Durum, Oat, Corn</li><li>• Sortex</li></ul>	<ul style="list-style-type: none"><li>• Mechanical Maintenance</li><li>• Electrical Maintenance</li><li>• Electrical Maintenance for Packing Plants</li><li>• Advanced Plant Automation Course</li></ul>	<ul style="list-style-type: none"><li>• Wheat Flour Expert Milling Course</li><li>• From Wheat to Bread</li></ul>	<ul style="list-style-type: none"><li>• Wheat Flour Executive Milling Course</li><li>• From Wheat to Bread</li></ul>



# Performance Assessment Workshop (PAW)

We listen, work and act together with you for the best plant performance



## Mutual engagement

Based on your targets, our experienced experts will conduct interdisciplinary analysis with your team being closely involved.



## Holistic assessment

All production relevant factors (technical, technological, operational) are analysed to show any potential for improvement.



## Structured analysis

Get an in-depth analysis of your production process with 4M approach to identify untapped resources and define the drivers.



## Customized report

Based on our expert analysis, a detailed report with action plan is customized to best support your production optimization.



# Bühler Services

Partnering for better outcomes