

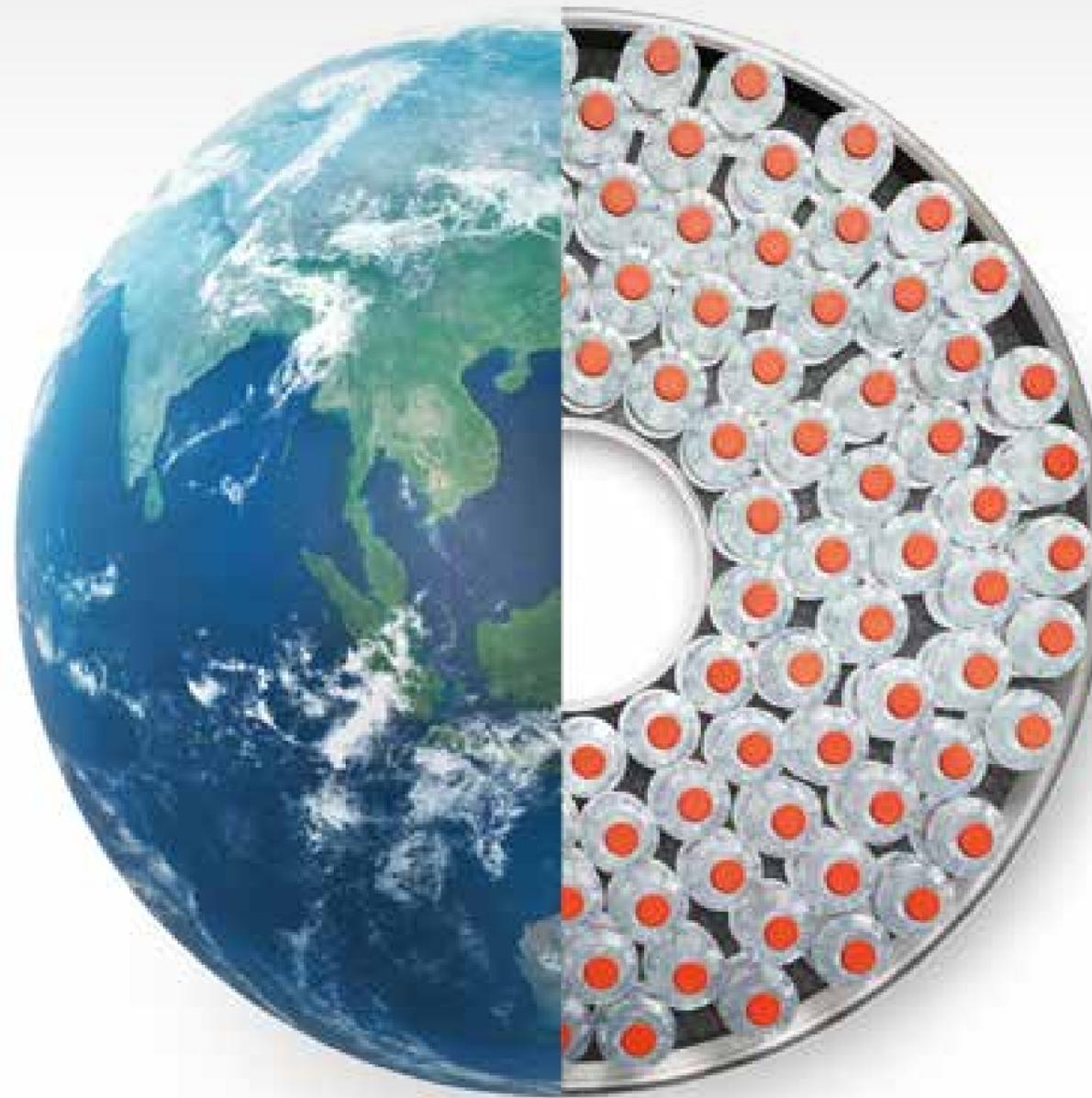
THERE IS MORE TO SIDEL SERVICES  
**THAN YOU MAY THINK**



*Performance  
through  
Understanding*



**THE WORLD IS  
CONSTANTLY  
CHANGING**



**AND THIS DIRECTLY  
AFFECTS YOUR  
PRODUCTION LINE**

#### **THE TRENDS THAT AFFECT HOW YOU DO BUSINESS**

Many changes happening in the world today have a direct effect on your beverage production – and will continue to do so in the future. Such changes include:

- Population growth and increasing demand
- Urbanisation and globalisation
- Growing regulations
- Economic volatility
- Rising raw material and energy prices
- Intensified competition and the introduction of new media

#### **The rise of a new consumer**

Consumers of beverage products today want a brand they can trust, one that is both sustainable and ethical. They require safety, quality and a variety of tastes. They also want healthier, more natural products with greater transparency of how and where they were made. They look for innovative packaging that appeals to them and is convenient to their lifestyle. And in today's economy, they demand more value for money.

#### **Coming out on top**

Current and future trends put a lot of pressure on beverage producers to deliver. You require flexible production to meet changing demands while consistently delivering safe, quality products, all backed by reliable equipment and an efficient team. You expect packaging to protect the integrity of your beverages and brands throughout the supply chain. Additionally, you need to reduce consumption and lower costs in order to stay competitive.

At Sidel, we understand the many challenges of the beverage market, and we can help you meet them.

We do it with Sidel Services™.

# SIDEL SERVICES CAN GIVE YOU A LITTLE BIT MORE VALUE



## A LITTLE BIT MORE CAN TAKE YOU A VERY LONG WAY, AND LOWER YOUR TOTAL COST OF OWNERSHIP

### A little bit more value

With Sidel Services, we put your needs at the centre. We use our range of services and years of experience to give you a little bit more of a lot, adding value to your installed Sidel equipment, your products and your bottom line.

### Product quality

In our world, there is only one product that matters: Yours, the liquid and the package together.

That's why our experts are able to perform numerous tests and analyses to verify the safety and quality of your beverages during production and in their packaging throughout the supply chain.

### Efficiency

We can train your operators to deliver results consistently. We can also deliver spare parts when you need them, or even before with planned stock replenish-

ment. In addition to proactively reducing downtime, we can help you maintain your desired overall equipment effectiveness, and even improve your line specifications.

### Flexibility

We work to expand flexibility – for your line, your people and your costs. We can design new packages and convert your lines quickly and effectively so that you can

produce more or different products in record time. We can also handle maintenance and training on your behalf, and future-proof your line with more of the upgrades and improvements you need.

### Cost optimisation

Cost efficiency is a consideration and an objective at every stage of your production lifecycle. With our range of services, we can increase the productivity of your

people, reduce the downtime on your line, and cut your energy consumption, all to optimise your costs.

### Brand support

From concept to consumer, we can help make your innovative product idea an industrial reality with a fast time to market. We help your packages stand out from the competition as well as withstand the various pressures

along the supply chain, protecting the quality of the beverages inside. We can also reduce your use of PET, while ensuring your package is still strong and true to your brand.

## WE PROVIDE A LITTLE BIT MORE WITH EVERY SERVICE

**INDIVIDUALLY OUR SERVICES OFFER YOU A LITTLE BIT MORE.  
TOGETHER THEY CAN INCREASE THE VALUE OF YOUR BEVERAGE PRODUCTION**

As a local partner with a global reach, we aim to deliver more to your beverage production and optimise your performance anytime, anywhere in the world. To help you do this, we listen and make sure to understand your specific needs. We challenge ourselves and the limits of technology to continually innovate new ways to help you.

**Our six service areas are equipped with:**

- **8 decades of beverage industry expertise**  
80 years of filling, 50 years of blowing, 40 years of aseptic packaging and 30 years of PET packaging

- **3,200 employees**  
Over 60 nationalities across five continents, representing a wide range of expertise and specialities
- **30,000 machines**  
Installed in 191 countries, including over 300,000 moulds
- **26 locations worldwide**  
Production facilities in 13 countries, with headquarters in Switzerland
- **8 research and 7 training centres**  
Dedicated to innovating and improving beverage packaging and production

### MAINTENANCE

Whether planned or unplanned, we can help you maintain your line efficiency, turning costly downtime into profitable uptime.

- Maintenance agreements
- Technical and field support, including hotline assistance
- Diagnostic visits
- Asset management

### SPARE PARTS & LOGISTICS

For emergencies, stock replenishment or planned maintenance, we deliver original spare parts wherever you are in a timely manner.

- Original Sidel spare parts
- Intelligent replacement
- Global logistics and delivery

### LINE IMPROVEMENT

We can help you determine your line's potential and benefit from the very latest technology, taking your line to the next level.

- Remote data analysis
- Line audits
- Options and upgrades
- Second-hand equipment

### LINE CONVERSIONS & MOULDS

We enable you to package new liquids, shapes and bottle sizes on your existing line with speed, quality and peace of mind.

- Line conversions
- Original Sidel moulds

### TRAINING

We offer courses, seminars and tailored programmes on how to safely and efficiently operate, maintain and troubleshoot equipment.

- Training programmes and solutions
- Competence audits

### PACKAGING

From design to industrial production, we can create bottles that cost less, protect the liquid and result in high customer satisfaction.

- Packaging and preform design
- Packaging optimisation
- Packaging qualification
- Liquid-package interaction analysis



## MAINTENANCE

# THE SUPPORT YOU NEED WHEN YOU NEED IT

### THE FAST RESPONSE TIME YOU REQUIRE AS WELL AS PREVENTATIVE MEASURES TO REDUCE DOWNTIME

We offer reactive support during emergencies as well as proactive preventive maintenance to help you get your line back on track and even avoid downtime. The end goal is improved overall equipment effectiveness. Our maintenance teams can also help you reduce spare parts inventory costs, optimise cash flows and ensure efficient production without compromising product quality.

#### Maintenance agreements

The ultimate goal of any maintenance agreement is the same: To achieve total reliability and greater peace of mind. We offer several maintenance packages that range from 1 to 3 years, which include:

- Machine monitoring and skills transfer
- Machine refurbishment
- Preventive maintenance
- Spare parts and logistics (including rotation kits)

#### Technical and field support, including hotline assistance

Count on us to be there with the support you need to meet your targets and turn expensive downtime back into uptime. We provide rapid-response technical support 24/7, hotline assistance, and on-site field service at your local premises around the world.

#### Diagnostic visits

To minimise unscheduled downtime, we can perform routine on-site health check-ups of your machinery. Our analysis can give you a more precise view of your machines' current condition, identifying weak points and suggesting recommendations for corrective measures.

#### Asset management

To ensure your equipment and lines are as effective as possible we can provide recommendations based on world-class analytical techniques such as Lean Manufacturing and Total Productivity Management (TPM).

#### A LITTLE BIT MORE

# 14.3%

INCREASE IN PRODUCTIVITY

Nestlé Waters increased its output rate for Perrier Water from 1,400 to 1,600 bottles per hour per mould on a SBO 16 Series 2 blow moulder at its Vergèze bottling facility in southern France. The increased productivity resulted from a maintenance solution that included refurbishment of the blow moulder.





## LINE IMPROVEMENT

# ADVANCING LINE EFFICIENCY WHEREVER AND WHENEVER POSSIBLE

### THE FLEXIBILITY TO KEEP PACE WITH THE TIMES, AND USE RESOURCES MORE EFFICIENTLY

With equipment being such a large investment, many bottlers want to future-proof their lines. Our line improvement services can help you expand the lifecycle of your line by foreseeing issues in advance, improving efficiency and implementing the latest technologies.

#### Remote data analysis

We remotely compile critical data points from your process and manufacturing databases in order to become predictive about line conditions. It's about seeking information from multiple sources and quickly forming conclusions about what's happening, what could happen and what to do to ensure continued positive or improved performance.

#### Line audits

Our line productivity and eco audits help you identify bottlenecks and inefficiencies along your line in order to make strategic improvements, reduce consumption and optimise your

investments. Conducted by specialised engineers who assess your equipment, layout and surrounding environment, line audits can improve productivity, safety, sustainability and cost-efficiency.

#### Options and upgrades

Our options and upgrades bring the benefits of the latest technologies to your existing lines.

- **Options:** New functionalities to optimise flexibility and costs
- **Upgrades:** New technologies to improve performance, safety, functionality, hygiene and energy savings

#### Second-hand equipment

For producers interested in upgrading their line affordably, we can support you with second-hand equipment. We also buy back used equipment for resale so you can optimise the value of your assets before they become obsolete.



### A LITTLE BIT MORE

# 19%

REDUCTION IN ENERGY USE

PepsiCo Deutschland reduced energy use by 19% on a Sidel blower at its plant in Rodgau, Germany, thanks to ECO lamps installed as part of a line improvement solution. Calculations showed that the lamps had a payback time of just 12 months.



## TRAINING

# EQUIPPING YOUR PEOPLE WITH THE COMPETENCE TO EXCEL

### MORE OF THE TOOLS AND SKILLS YOUR PEOPLE NEED TO WORK TO THE BEST OF YOUR LINE'S ABILITY

Skill comes with practice. Well-trained employees are critical to the success of any business. Training builds team spirit, and can help your staff improve their performance and get the most out of your line. Over 5,000 people benefit from our training services each year.

#### Training programmes and solutions

Our innovative training centres around the world feature the very latest technologies, and our programmes are led by professional instructors who know the beverage business. We employ a mix of engaging methods, using virtual systems and augmented reality, to educate your people in various subject areas, including:

- Mechanical, electrical and general topics
- Operation and processes
- General maintenance
- Troubleshooting
- Complete line efficiency

Our training catalogue contains more than 400 programmes in multiple languages composed of online modules, in-person courses, and on-the-job training. Programmes can be adapted and tailored to your employees' needs and skills as well as your specific job requirements.

#### Competence audits

With competence audits, we can assess your team's skills at any given time. Following evaluation of your employees' knowledge, abilities and competences, we provide a comprehensive report of their performance along with a customised training plan. A follow-up assessment is performed to ensure that each employee and the team as a whole have reached their predefined objectives.

#### A LITTLE BIT MORE

# 122%

PRODUCTION INCREASE

Brazil-based Spaipa, a leading Coca-Cola franchisee, boosted production capacity by 122% thanks to the installation of a new Sidel Combi line, supported by a complete training solution for the company's on-site staff.





## SPARE PARTS & LOGISTICS

# SAME ORIGINAL QUALITY ON TIME OR EVEN BEFORE

### MORE UPTIME AND LESS COSTLY DOWNTIME WITH PLANNED PARTS REPLACEMENT AND SPEEDY DELIVERY

Being proactive about spare parts means being equipped to avoid long-term stoppages and unnecessary downtime. With our global logistics, we make sure you get the parts you need when you need them, wherever you are in the world.

#### Original Sidel spare parts

The spare parts we provide are designed, tested and approved by Sidel engineers, and are identical to those originally installed on your machine or an updated model. These quality parts can offer minimal risk of breakdowns, improved safety for your operators, long-term security of your production and food-grade safety compliance. We have three levels of priority delivery for spare parts:

- **Priority 1 - Emergency:** To get your machine running again urgently, we aim to deliver in-stock parts within 24 to 48 hours, and within five days maximum for parts not in stock
- **Priority 2 - Stock Replenishment:** To restock parts that are not needed immediately, we aim to provide them within two to five weeks, depending on your need

- **Priority 3 - Planned Maintenance:** When parts are needed by a certain date, such as a planned maintenance day, we aim to ensure 100% order fulfilment within six to eight weeks

#### Intelligent replacement

We offer all our customers a maximum availability rate for strategically critical parts and rotation kits, as well as tailored parts lists that are regularly updated to reflect your historical needs and the evolution of machine ranges.

#### Global logistics and delivery

Our distribution centres cover the world, and have been carefully selected for their central locations and close proximity to airports and shipping channels. You'll appreciate 24/7 shipment availability, speedy delivery, as well as intuitive parcel tracking from our warehouses to your front door.

#### A LITTLE BIT MORE

# 23 HOURS

FOR DELIVERY

Coca-Cola Romania received critical spare parts within 23 hours in April 2013, after utilising Sidel's emergency delivery service. In the same month, PepsiCo India received emergency parts in just 40 hours, leading the producer to state: "Carrying the part to us by hand during the weekend was well appreciated. Please keep up the good work."





## LINE CONVERSIONS & MOULDS

### VERSATILITY ACROSS THE LINE WITH SPEED AND SAFETY IN MIND

#### GREATER FLEXIBILITY TO CHANGE YOUR LINE OR MOULD, AND THE EFFICIENCY TO DO IT QUICKLY AND SAFELY

Our engineering excellence and project proficiency within line conversions and moulds enable us to help you produce new products on existing lines with no impact on product quality, while delivering high efficiency, low total costs of ownership and short start-up times. We bring you all this with the quality and peace of mind that comes with an original equipment manufacturer.

#### Line conversions

Usually beverage producers have one of three reasons for converting their lines: Introducing new liquids, changing the primary packaging or changing the secondary packaging. Our line conversions can help you package more beverages on your existing line, optimise your use of materials, minimise consumption and reduce changeover times.

A good line conversion, including original Sidel package-dependent parts, will result in the same quality as the original line or better, and will comply with hygiene and safety standards. Our engineering excellence helps to ensure

minimal downtime and fast start-up, and control analyses make sure the desired bottle quality and line efficiency are achieved over time.

#### Original Sidel moulds

We have a full range of moulds engineered for the most demanding production speeds and tested to protect your products and brands. Available in high-quality aluminium or stainless steel, they can be adapted to all generations of Sidel blow moulders, offering great freedom of shape, quick and easy changeovers, and high safety and product quality. They can moreover give you a quick and complete concept-to-consumer advantage when combined with our packaging services. In 2012 alone we delivered over 24,500 moulds. We've also designed proven and sustainable innovations, such as:

- Kohlox™ – A self-lubricating material on new original moulds that eliminates greasing and degreasing
- Modulomold™ – One mould insert allows you to produce several different shapes with quick 30-second changeovers

#### A LITTLE BIT MORE

# 36%

NECK WEIGHT REDUCTION

Erikli in Turkey, part of Nestlé Waters, saw huge potential in shortening the necks of its water bottles. Following a complete line conversion and mould solution, the preform neck weight was reduced by 36% compared to the previous weight.





## PACKAGING

# STAND OUT DESIGNS WHERE QUALITY ALWAYS COMES FIRST

### INCREASED PRODUCT SAFETY AND BRAND SUPPORT, WITH FEWER MATERIALS USED

The package is one of the best ways to communicate your brand. It can also lower your total cost of ownership and improve efficiency. And we can help you do just that, while bringing your unique bottle ideas to life on your existing line. In 2012 alone, we created and optimised over 8,000 bottle plans and designs.

#### Packaging and preform design

PET offers great freedom of shape, which can help create a standout brand. From producing the art and technical designs, preform designs, pilot moulds and prototypes, we can help you at every stage in designing a package that fits your brand and making it an industrial reality.

#### Packaging optimisation

Raw materials can account for as much as 70-80% of a bottle's cost, which is why lighter bottles can lead to substantial savings. At Sidel, we go beyond this with a unique approach we call "rightweighting." A Sidel RightWeight™ bottle design can:

- Weigh and cost less while still ensuring an attractive design
- Protect a beverage's quality throughout the supply chain
- Increase customer attention and satisfaction
- Save energy during production
- Secure optimum line performance

#### Packaging qualification

Finite element analysis and feasibility studies help to evaluate bottle stability, rigidity and quality before industrial production. We work with both internal and external designers to qualify your design while providing high accuracy, a faster design cycle and reduced costs.

#### Liquid-package interaction analysis

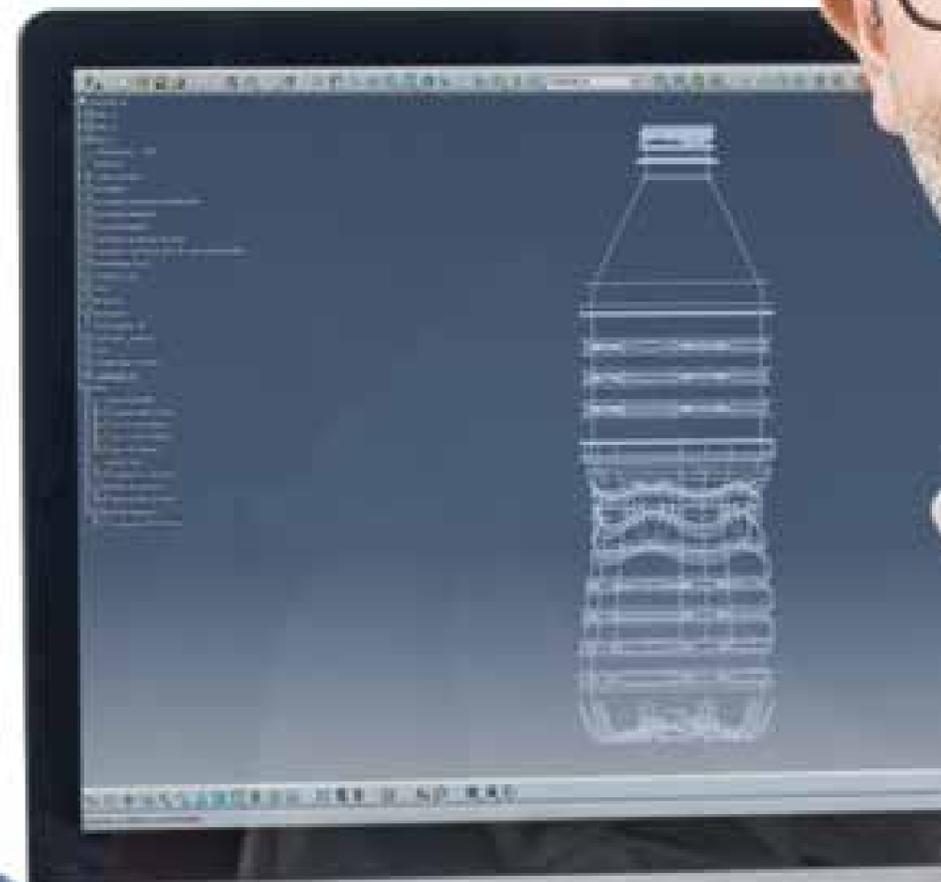
Light, oxygen and temperature can influence the quality of your end products. So our liquid-package interaction experts perform laboratory tests under real supply chain conditions using different packaging in order to determine the best packaging solution. They take into account the recipe, processing parameters and production conditions.

### A LITTLE BIT MORE

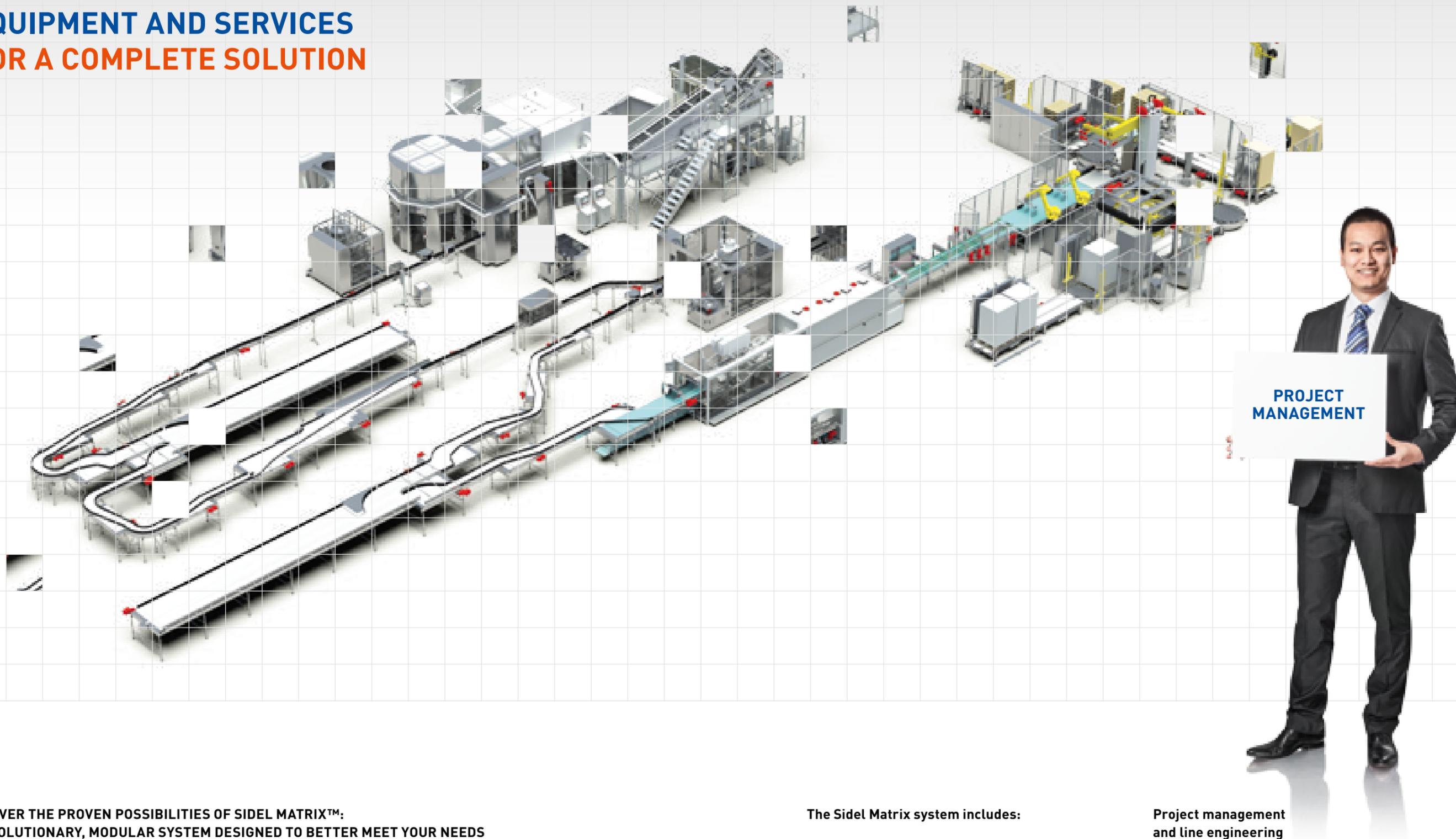
# 7.95 GRAMS

IN BOTTLE WEIGHT

Sidel's RightWeight™ 0.5 litre bottle weighs just 7.95 grams, yet offers a superior consumer experience. It weighs about 34% less than the average still water bottle, and results in raw-material cost savings of up to EUR 1.75 million per year, according to Sidel data. The bottle has been tested under real-life production conditions and is proven to work industrially.



## EQUIPMENT AND SERVICES FOR A COMPLETE SOLUTION



### DISCOVER THE PROVEN POSSIBILITIES OF SIDEL MATRIX™: A REVOLUTIONARY, MODULAR SYSTEM DESIGNED TO BETTER MEET YOUR NEEDS

When you are ready to upgrade to the latest in beverage packaging technology, the new Sidel Matrix system challenges the conventions of PET production in order to meet your individual requirements – even better than before. Designed to serve and reduce maintenance costs per bottle, it also allows you to stay in tune with a constantly changing market with a revolutionary level of process flexibility backed by reliable operations, giving you the high performance you need for years to come.

You get what you need and want, all at a lower cost and environmental footprint. Sidel Matrix gives you proven results. Proven possibilities.

### The Sidel Matrix system includes:

- Sidel Matrix Blowers
- Sidel Matrix Fillers
- Sidel Matrix Combi (blow-fill-cap)
- Sidel Matrix Labellers
- Complete line solutions

Individually and as a complete line, this equipment delivers an unparalleled level of line flexibility, production efficiency, product integrity and reduced consumption to ultimately lower your total cost of ownership.

### Project management and line engineering

Our locally based engineers and project managers possess a level of global expertise and complete line experience to integrate equipment, ensure smooth management and help you throughout your project up to the time of handover to your team.

We always strive for the fastest possible start-up, providing a stable base for continued high overall equipment efficiency.

# WE PROVIDE A LITTLE BIT MORE FOR ALL BEVERAGE CATEGORIES

WHATEVER YOUR MARKET, WE HAVE THE TECHNOLOGY AND EXPERTISE



## WATER

Whether well water, spring water or distilled water, carbonated or non-carbonated, your water product is perfectly safe in PET. We can help you maintain its pure, natural taste while giving you complete freedom of shape, higher uptime production, reduced energy consumption and increased cost-efficiency.



## CARBONATED SOFT DRINKS

Carbonated soft drinks (CSD) are non-alcoholic beverages that typically contain carbonated water, sugar (or a substitute) and a flavouring agent. In a market where variety can be a competitive advantage, we enable you to produce multiple PET products on one line with quick changeovers, lighter bottles and strong mechanical performance.



## LIQUID DAIRY PRODUCTS

Maintaining the natural vitamins for fresh milk, drinking yoghurt, UHT milk and soya milk is very important. These products are more sensitive to light and oxygen, and we can provide the special protection they require in PET to prevent the development of microorganisms and maximise their safety and shelf life.



## JUICES, NECTARS, SOFT DRINKS, ISOTONICS AND TEAS

Juices, nectars, soft drinks, isotonic and teas of many flavours and textures are becoming increasingly popular. It's all about variety. For these products, we can help you differentiate your PET packaging and protect your products' quality, taste and vitamins – without using preservatives or additives.



## BEER

As the world's most widely consumed alcoholic beverage, beer is becoming increasingly popular in PET. Due to its sensitivity to light, oxygen and temperature, careful attention is required to preserve the beer's refreshing taste. We can help you ensure higher safety and quality while maintaining high packaging productivity.



## GET A LITTLE BIT MORE AT [SIDEL.COM/SERVICES](https://www.sidel.com/services)

The Sidel Group is formed by the union of two strong brands, Sidel and Gebo Cermex. Together, we are a leading provider of equipment and services for packaging liquids, foods and personal care products in PET, can, glass and other materials.

With over 37,000 machines installed in more than 190 countries, we have nearly 170 years of proven experience, with a strong focus on advanced systems, line engineering and innovation. Our 5,000+ employees worldwide are passionate about providing complete solutions that fulfil customer needs and boost the performance of their lines, products and businesses.

Delivering this level of performance requires that we continuously understand our customers' challenges and commit to meeting their unique goals. We do this through dialogue, and by understanding the needs of their markets, production and value chains. We complement this by applying our strong technical knowledge and smart data analytics to support maximum lifetime productivity to its full potential.

We call it *Performance through Understanding*.

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*Performance  
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