**Press release**     
*Trade press*

**Machine Excellence Meets Future Technology – KEB20 GREEN Live at K 2025**

*Bonn, September 2025* – At K 2025, Kautex Maschinenbau is presenting its redefined service portfolio. Under the motto **“Always On. Always Kautex.”**, the focus goes far beyond maintenance. It’s about delivering a comprehensive promise: maximum uptime, fast support, and smart solutions for sustainable production.

“Our customers don’t just buy a machine – they invest in a partnership that starts with training and continues throughout the entire lifecycle,” says **Eike Wedell, CEO of Kautex Maschinenbau**. “At Kautex, service is not a department – it’s a mindset. We always think ahead so our customers never have to stop.”

The Kautex Service structure is built on four strong pillars – all aligned to one goal: securing and extending customer production uptime.

**The 4 Service Pillars at a Glance:**

* **Training – Prepare to Perform:** Hands-on, online, and digital twin-based training ensure operators are ready from day one.
* **Support – Help Beyond Hotline:** Global field service, remote diagnostics, and expert hotline access – powered by the Kautex Tech Center.
* **Spare Parts – Fast. Original. Reliable.:** Quick delivery of original-quality parts through a global logistics network and a new digital spare parts shop.
* **Retrofit – Make Old Machines Future-Ready**: Lifecycle extensions and upgrades through automation, control updates, and energy optimization.

**Service Innovations at K 2025:**

* **New Online Spare Parts Platform:** Customers can request selected parts directly online – with fast availability.
* **Preview of the Digital Spare Parts Finder**: Using the KEB20 GREEN as an example, visitors experience how 3D navigation and smart filters simplify parts identification.
* **Virtual Machine KEB20 GREEN:** An interactive digital twin enabling training, process simulation, and intuitive operation – without interrupting real production.

“With our new website and digital tools, we’re making service smarter, faster, and easier to access,” adds **Guido Langenkamp, Director Product Management**. “For us, service starts long before the first production hour – and it never ends. We stay with our customers throughout the entire lifecycle.”

**About Kautex Maschinenbau**

Shaping and forming the industry for 90 years, Kautex has been a global leader in extrusion blow molding. With headquarters in Bonn and a dense global network, Kautex delivers German-engineered solutions backed by deep process know-how — helping customers worldwide achieve the highest levels of product quality, efficiency, and sustainability.

Website: [www.kautex-group.com](http://www.kautex-group.com)

**About the Owner: Jwell Machinery Co. Ltd**

Jwell Machinery Co Ltd is one of the leading extruder manufacturers in China, specializing in the supply of high-quality extrusion equipment for various industries. In addition to several factories in China, Jwell has increased the number of overseas factories to three through this transaction.

With its value-based philosophy, the family-owned company employs around 3500 people. With extensive experience and expertise in the field of extrusion, Jwell is a reliable choice for companies seeking first-class extrusion solutions.

Website: [www.jwell.cn](http://www.jwell.cn)

**Contact**

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