

Our Service

**ALWAYS ON.  
ALWAYS KAUTEX.**

**#madebykautex**



# Kautex – Future needs Origins

## 90 Years of Pioneering Extrusion Blow Molding Technology.

Since 1935, Kautex has stood for groundbreaking technologies in extrusion blow molding. Now, 90 years later, we combine German engineering tradition with global innovation to deliver sustainable production solutions for plastic products.

As part of the Jwell Machinery Group, Kautex Maschinenbau System GmbH develops smart machines and digital solutions that empower our customers to manufacture efficiently, sustainably, and with future-readiness in mind.

Our passion lies in sustainable plastics processing – whether through the use of recycled materials, the development of lightweight products, or the creation of digital twins for blow molding machines.

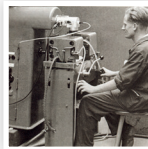
With a global team of around 150 specialists across sales, service, and R&D, we are internationally connected and locally responsive. Our worldwide locations allow us to stay close to our customers and the pulse of the market.



FIRST DECADE

### 1935 – 1944

The first 10 years of the company's existence was a time of courage. The company's founder, Reinold Hagen, became a businessman at the relatively young age of 22 following the premature death of his father.



SECOND DECADE

### 1945 – 1954

Experiments with thermoplastic materials lead to the idea of blow molding plastics in such a way that they retain their shape. The first blow molding machines are developed for series production.



SIXTH DECADE

### 1985 – 1994

Mechanical engineering becomes digitized and paves the way to optimizing control and monitoring processes.



THIRD DECADE

### 1955 – 1964

Kautex enters the international market. Its global expansion begins with the export of machinery to the USA.



SEVENTH DECADE

### 1995 – 2004

This decade sees a boom in demand for machinery for producing plastic fuel tanks. Kautex continues to thrive despite a series of takeovers and a merger.



Our legacy of innovation began with the invention of the world's first commercial extrusion blow molding machine – and today, we continue to shape the future of the industry with smart technologies and sustainable solutions.

**Kautex – Extrusion Blow Molding Technology with Responsibility.**



FOURTH DECADE

## 1965 – 1974

Kautex sets the standards in machinery performance with breakthroughs such as the 5,000-liter tank and the introduction of international servicing.



FIFTH DECADE

## 1975 – 1984

The machinery division goes its own way: Kautex Maschinenbau GmbH is established as a spin-off of the main Kautex company and is taken over by Fried. Krupp GmbH.



NINTH DECADE

## 2015 – 2024

Plastech Beteiligungs GmbH (family holding Neumann / Knünz) takes over ~93% of the company shares.



EIGHTH DECADE

## 2005 – 2014

The self-discovery phase has paid off: Kautex focuses on its goals and takes the lead in the global blow molding industry.

TENTH DECADE

## 2024 until now

Together with our new strategic partner Jwell, we are looking into a bright future!



TRAINING



SUPPORT



SPARE PARTS



RETROFIT



## Kautex Services

Always On. Always Kautex.

At Kautex, service means more than support – it means keeping your production running: seamlessly, reliably, and ahead of time. Our promise is simple: Always On. Always Kautex.

Built on four strong pillars – Training, Support, Spare Parts, and Retrofit – our service offering ensures maximum uptime, long-term efficiency, and future-proof performance.



### Training

Knowledge is power. Our training programs deliver practical expertise that empowers your operators and technicians. Whether at your site, at our facilities, or virtually through our unique Digital Machine Twin, we provide hands-on learning that builds confidence and technical know-how – anytime, anywhere.



### Support

Our support is designed to keep production flowing. Field Service teams assist on-site with troubleshooting, inspections, die head cleaning, and even full machine relocations. For immediate response, our Remote Service connects directly to your machines for real-time diagnostics and expert hotline assistance. Beyond day-to-day operations, our Consulting Services deliver preventive maintenance audits, process and safety audits, and technical inspections. With our Tech Center, we further support you through prototyping, sampling, and material testing – accelerating product development from idea to production.



## Spare Parts

Availability without compromise. We provide fast access to original Kautex parts with guaranteed fit, quality, and performance. Our intuitive online request system and user-friendly webshop make ordering simple, while regional hubs and multilingual expert support ensure short delivery times. Even for discontinued parts, we deliver functional alternatives to keep your systems running reliably.



## Retrofit

Machines that grow with your business. Our retrofit solutions extend machine life, boost performance, and adapt production to new requirements. From component replacements and control upgrades to intelligent automation solutions like DataCap and the Ewon Box, we keep your systems ahead of the curve. We also provide mechanical upgrades – molds, extruders, die heads – and coordinate relocations in close partnership with our engineering and service teams.

**Our Commitment: Technically grounded, solution-driven, and globally connect.**

## Adding Value at Every Step:



### SKILLED PEOPLE & LASTING VALUE

Your team grows more confident through hands-on training, virtual simulations, and tailored programs. At the same time, upgrades, lifecycle extensions, and audits ensure that your machines stay valuable and productive for many years.



### RELIABLE PRODUCTION & EXPERT SUPPORT

We keep your machines running – with preventive maintenance, remote access, and fast on-site help. Our global service team and multilingual hotline connect you instantly with real experts, so downtime never becomes a problem.



### SAFETY, COMPLIANCE & ONE TRUSTED PARTNER

Our safety audits help you meet CE regulations and protect your team and equipment. Whether it's relocation, modernization, training, or daily support – you rely on one trusted partner, while you focus on production.



### EFFICIENCY, QUALITY & SAVINGS

With smart retrofits, automation solutions, and process audits, you save on materials, energy, and cycle time. Regular head cleanings, sensor checks, and audits reduce scrap and guarantee consistent quality with every cycle.

# Our Training

Train for Confidence with Excellence.

## Benefits of Kautex Training:



Increased machine performance and process reliability



Practical training on-site or flexible online sessions



Risk-free training on virtual machines



Customized programs for every application and user group



No production interruptions during training



Access to our comprehensive online training catalog



Unlock the full potential of your Kautex machines with our professional training solutions!

## For Maximum Machine Performance.

Our tailored training programs equip you and your team with the essential know-how for efficient and trouble-free production on Kautex extrusion blow molding machines. Whether operator, process engineer, or purchaser our trainings are precisely adapted to your needs.

## In-Person Training – Hands-On and Practical.

Our expert trainers come directly to your site or welcome you at our modern training centers. This allows you to improve skills under real conditions, operate machines optimally, and perform maintenance confidently.

## Virtual Training – Innovative and flexible

A unique advantage of our training offering is the use of our virtual Kautex machine one of our USPs. This digital simulation enables risk-free learning without any production downtime. You can practice processes safely and fine-tune machine settings perfectly to your requirements.



Explore more about our Training  
and see our available Products!



## Our Virtual Machine

### Train without Risk.

Airline pilots use simulators now your machine operators can too. The Kautex virtual blow molding machine delivers hands-on training in a completely safe, digital environment without material consumption, production stops, or risk.

Designed for new hires, product training, and emergency handling, the virtual machine replicates real-world processes using the original Kautex control software. It builds operator confidence long before the physical machine is even powered up.

### Unique in the Blow Molding World

The virtual Kautex machine is a hands-on training system that realistically simulates production processes with the original machine control panel, real control software, and a fully digital twin. It's designed for safe, efficient, and effective learning in extrusion blow molding.

### Train without Fear of Mistakes.

There's no risk to real machines, products, or output. Whether onboarding staff, changing products, or preparing for emergencies training is done independently of live production.

- Realistic simulation with original control system
- No material cost, no risk of damage
- Learn from mistakes safely
- Ideal for remote sessions and self-paced learning
- Plug & Play setup (standard 230V)
- Available as a physical training unit





# Our Support

There for You before Problems arise.

At Kautex, support means more than reacting – it means anticipating. We see ourselves as your trusted partner in safeguarding uninterrupted production. Whether on-site or remote, our expert teams are by your side whenever and wherever you need us.

Through proactive error detection and fast, precise troubleshooting, we help reduce unplanned downtime and secure long-term equipment availability. Our Field Service specialists perform inspections, preventive maintenance, die head cleaning, and even full machine relocations directly at your facility. At the same time, our Remote Services provide instant digital access to your machines – enabling real-time diagnostics and direct hotline expertise, worldwide.

But our support goes further. With strategic consulting services such as preventive audits, safety and process optimization, and technical inspections, we ensure that your machines don't just perform today – they stay reliable for the future.

Kautex Support means more than keeping production running. It means keeping it running stronger, longer, and without compromise.

## Consultant Services

**Expert Guidance to Boost Reliability and Efficiency.**

When it comes to your production performance, it's not just about technology – it's about having a strategic perspective. Our Consultant Services help you prevent downtime, optimize processes, and keep your systems performing at their best.

Our consultants analyze your machines, processes, and safety standards to uncover hidden potential. Technically or operationally – we identify areas for improvement before they become costly problems.

You receive clear documentation and action plans, helping you plan reliably and make smart decisions

## Our Field Service

**On site. Reliable. Always by your side.**

Our Field Service ensures personal, hands-on support exactly where it matters most – at your machine. With deep technical expertise, experience in both Kautex and third-party systems, and a strong focus on minimizing downtime, our specialists provide fast and reliable solutions. Whether you need troubleshooting, regular inspections, or a complete machine relocation, our service teams work flexibly and in close coordination with your production. The result: smooth operations, extended equipment lifetime, and the peace of mind that your system is always in the best hands.

## Our Remote Services

**Digitally connected. Global help in real time.**

Our Remote Services provide fast, seamless support — exactly when and where it's needed. Using secure digital connections, our experts deliver real-time diagnostics, troubleshooting, and solutions without the delay or cost of sending a technician on site. Whether it's an urgent malfunction, a process-related question, or long-term optimization, our remote access capabilities keep your machines running smoothly. With worldwide reach and direct integration options, you gain flexibility, reliability, and maximum responsiveness



## Benefits of Kautex Support:



### MINIMIZE DOWNTIME BEFORE IT HAPPENS

With proactive error detection, preventive audits, and fast troubleshooting (remote or on-site), we identify risks early and prevent costly breakdowns.



### GET EXPERT HELP ANYTIME, ANYWHERE

Whether through global field service, flexible inspections, or secure remote access — experienced Kautex specialists are always by your side, worldwide.



### KEEP PRODUCTION RELIABLE AND EFFICIENT

From head cleaning and machine audits to process and safety checks, our support ensures consistent quality, stable output, and compliance with regulations



### RELY ON ONE TRUSTED PARTNER

Maintenance, relocations, spare parts advice, or strategic consulting — Kautex offers everything from one source, tailored to your production goals.



**Explore more about our Support  
and see our available Products**

# Original Kautex Spare Parts

Because Your Production can't afford Downtime.

When it comes to uptime, reliable spare parts are key. At Kautex, we provide genuine OEM components perfectly matched to your blow molding systems, old and new.

With decentralized warehouses, fast shipping, and a global network of service partners, we get you the parts you need quickly and reliably, even for legacy machines or third-party systems.

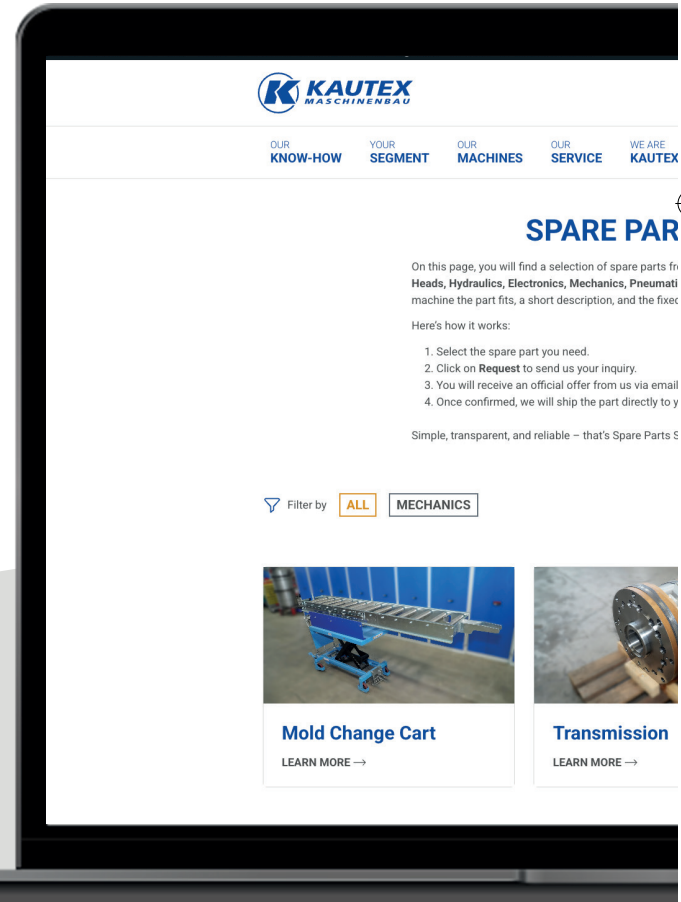
**Trust Kautex Spare Parts for precision fit, proven quality, and total peace of mind.**

## Genuine Kautex Parts. Direct. Online.

Looking for spare parts for your blow molding machine in stock and ready to ship? Our online store offers a selection of Kautex components: overstock items, fast-delivery parts, and dedicated items for older machine generations.



Browse now and order online!



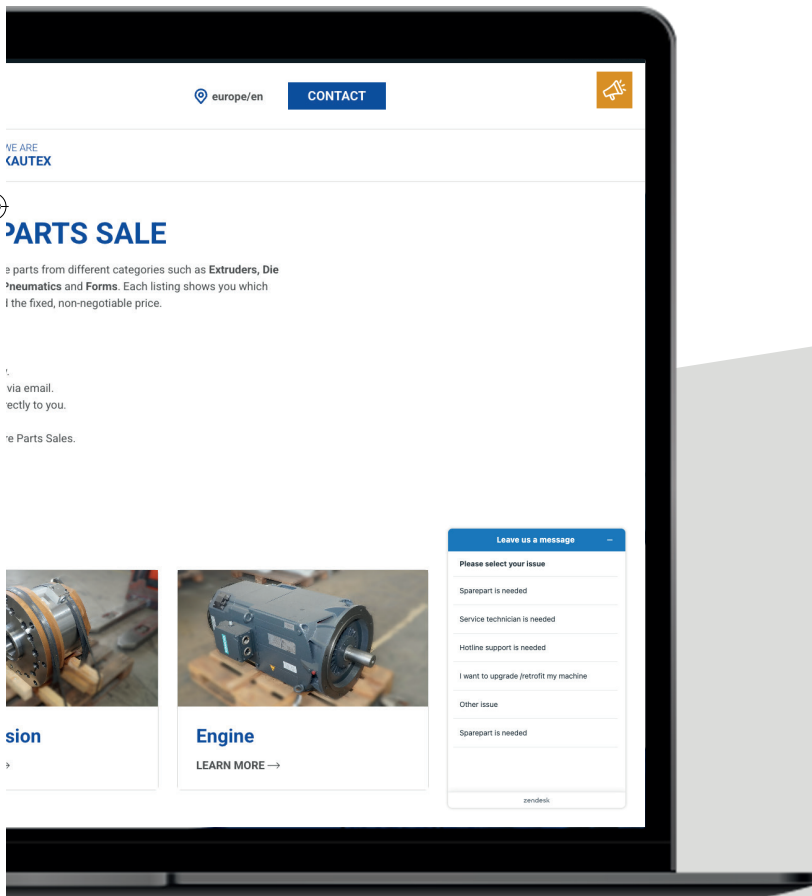
# Online Request Form

Your Fast Track to Kautex Support.

## Faster. Easier. More Efficient.

Welcome to Kautex's digital support hub: here you can submit any request spare parts, technical support, general inquiries quickly and effortlessly.

Industrial leaders use centralized ticket systems like Zendesk to streamline requests and enhance efficiency. That means less back-and-forth, faster responses, and full transparency from the start.



## Benefits of Kautex Spare Parts:



### 24/7 AVAILABILITY

submit anytime, worldwide, even outside office hours



### STRUCTURED SUBMISSION

required fields ensure all key information is included



### FULL VISIBILITY

ticket ID, status, and updates all in one place



### FAST ROUTING

your request goes directly to the appropriate specialist



### EFFICIENT RESOLUTION

fewer follow-ups, fewer delays faster outcomes



### CENTRALIZED DOCUMENTATION

everything logged for you, your team, and Kautex support

# Our Retrofit

## Future-Proof Modernization for Maximum Efficiency.

Standing still is not an option especially in manufacturing. With our retrofit program, you can modernize your existing extrusion blow molding systems in a targeted and cost-effective way. This includes both current and older Kautex machines, as well as third-party equipment.

We upgrade control systems, heads and extruders, automate processes, and integrate new technologies directly into your existing setup. The result: extended machine lifetimes, improved efficiency, and maximum production flexibility.

**Choose Kautex Retrofit for efficient, sustainable, and forward-thinking production.**

### Typical reasons to extend your machine's lifecycle:



Controls or parts are outdated or unavailable



Production reliability needs a boost without buying new equipment



CE compliance must be ensured



Operators benefit from modern interfaces and easier handling



You want to reduce energy and cycle time

## Efficiency Increasing

### Performance optimization that pays off long term.

More Power, Same Machine.  
Upgrade Performance, not the Machine.

You don't need to replace your machine to achieve better performance. Our targeted retrofit upgrades help boost productivity, quality, and energy efficiency across your existing Kautex system. Whether it's via new extruders, advanced controls, or data-driven process optimization – we unlock the full potential of your line.

Our performance optimization solutions are ideal for manufacturers who want to achieve more with existing equipment – without compromising on safety, usability, or sustainability.

More output, less waste – and long-term results. Lifecycle Extension

### Upgrade Instead of Replace – Efficient and Future-Proof.

Why replace when modernization delivers more?

You protect your investment – and gain performance, safety, and peace of mind.

Even if your production line has delivered reliably for years, technical requirements, regulations, and part availability continue to evolve. Instead of replacing your machine, our lifecycle extension retrofits allow you to modernize it – economically, sustainably, and future-ready.

With Kautex Lifecycle Extension, we upgrade your extrusion blow molding machine to meet today's standards – technically and legally. From replacing discontinued parts to upgrading control systems, we make sure your system performs reliably for years to come. And the best part: your existing infrastructure stays in place.

## Machine Adaption

### **Adapt Today, Stay Competitive Tomorrow.**

When markets shift, your machine adapts – efficiently, precisely, and future-ready.

When markets shift, your machine adapts.

Product lifecycles are shortening, customer demands are rising, and production locations are changing. With Kautex machine adaptation, you can retrofit your existing equipment to meet new requirements – without the cost of buying new.

Whether switching to new products, molds, materials or relocating a machine, we technically and mechanically adjust your system – precisely, efficiently, and fully integrated. Your production stays flexible and future-ready, with exactly the capabilities you need.



## Benefits of Kautex Retrofit:



### **STAY COMPETITIVE AND FUTURE-READY**

With smart technical upgrades, automation tools, and process integration, we help you adapt quickly to new demands, reduce scrap, and secure long-term competitiveness.



### **EXTEND THE LIFETIME OF YOUR MACHINES**

Retrofit extends the lifecycle of Kautex equipment – and even third-party systems. From control upgrades to component replacements, we make older machines perform like new.



### **LOWER COSTS AND OPERATE MORE SUSTAINABLY**

With RWDS/PWDS technology saving up to 10% material, shorter cycle times, and reduced energy use, you cut costs every day while increasing process stability and quality.



### **IMPROVE USABILITY AND COMPLIANCE**

Modern controls and visualizations make operation easier and safer. At the same time, CE compliance checks ensure your equipment meets today's safety and legal standards – even for legacy machines.



**Explore more about our Retrofit and see our available Products!**



# Kautex Service Hubs

Service where You need it.

**1** **Bonn (Germany):**  
Service Headquarters for EMEA and global coordination, equipped with service and process technicians, spare parts warehouse, hotline support, and a training center.

**2** **Flemington (USA):**  
Headquarters of KMI and Service Hub for North America, providing field service, spare parts warehouse, hotline support, and a training center.

**3** **Valdosta (USA):**  
Central Service Hub for the Americas Region, offering field service technicians, customer support, and coordination services.

**4** **Mexico City (Mexico):**  
Service Hub for Central and South America, delivering field service technicians and bilingual (English/Spanish) hotline support.

**5** **Foshan (China):**  
Main Service Hub for Asia and Mainland China, featuring service and process technicians, spare parts warehouse, hotline support, and a training center.

**6** **Bangalore (India):**  
Field Service Hub for India, staffed with service technicians specialized in inspections, troubleshooting, head cleaning, and installations.



## Our Global Footprint

### Because proximity matters.

To us, service means more than just being available in emergencies. With strategically located hubs across continents, we ensure that support is always close – fast, competent, and personal. Whether in the US, Mexico, Europe, or Asia, our service hubs combine local accessibility with global Kautex expertise. The result: strong customer relationships and maximum production reliability.

**Always near. Always there for you.**



**Explore more about our Global Footprint!**

## Your Benefits of Our global Presence:

### Globally connected – close to our customers.

Our global footprint is more than geography – it's a strategic advantage for our customers. With local sales offices, service hubs, and certified partners, we provide short response times, personalized support, and tailored solutions – whether you're operating in Americas, EMEA, or Asia.

This proximity builds trust, simplifies coordination, and accelerates project execution. Our international presence ensures planning reliability – combined with the quality of "Made by Kautex".



#### IN YOUR TIME ZONE:

Direct communication with no time lag.



#### SHORT TRAVEL TIMES & LOWER COSTS:

Fast deployment with reduced travel expenses.



#### LOCAL LANGUAGE & CULTURAL FIT:

Technicians who speak your language – literally and professionally.



## Get in touch

We are happy to help! Please feel free to contact us for any inquiries or assistance you may require.

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

