



Service to
keep your
production
running.

That's what we mean
by customer support.

At Axxicon, we're committed to supplying the best moulds for your machines, and your production process. But competitive production takes more than the right moulds alone. It also demands close customer support.

A partnership to cut your time to market, maximize cost-effectiveness and maintain the highest quality every time.

Proven track record in delivering state-of-the-art moulds Axxicon has a proven track record in delivering state-of-the-art moulds for world-class optical disc production. Our customers have direct access to our development team. They will work closely with you from initial idea right through the product life-cycle. To create exactly the right mould for your process; whether standard or custom-made.



KNOW-HOW

TO PERFORM



Worldwide service network We have a worldwide service network working to the same global quality standard and supported by engineers from our R&D department. Our service and support are just a phone call away.

Axxicon Parts Exchange Services – keeps your process running An important part of our service is our Axxicon Parts Exchange Services for Axxicon parts and MoldPro parts. Where the production of new moulds can take a number of weeks, our exchange parts are available from stock for immediate shipment. Refurbished to equal-to-new quality, these parts will keep your production up and running again without delay.

AXXICON

we're in it for you



New: Axxicon Parts Exchange Services.

Maintains peak performance and productivity.

Your moulds play a vital role in the output of your production line, both for the quantity of discs you produce, and for their quality. That means it's vital to keep your moulds in top condition to ensure optimum productivity on a long-term basis.

KEY BENEFITS OF AXXICON EXCHANGE PARTS

- Quality: every part refurbished to original OEM specifications and performance
- Fully function- and performance-tested before shipment
- Exchange part shipped immediately upon receipt of your part
- Six-month warranty
- MoldPro mould exchange parts available

MINIMUM MAINTENANCE, MAXIMUM OUTPUT

We take a number of factors into account in the design of our moulds to minimize maintenance time and – as a result – maximize your output. To keep your process at peak performance and productivity, our Axxicon Parts Exchange Services lets you benefit from fast availability of critical mould parts. Each product is fully refurbished according to our stringent OEM quality standards. That means you can count on as-new performance, quality and durability within the shortest downtime possible.

AXXICON PARTS EXCHANGE SERVICES

All Axxicon exchange parts are refurbished to meet stringent original OEM specifications and performance levels. Refurbishment processes are based on original manufacturing programs and quality inspections. In some cases our exchange parts even incorporate product improvements.

EQUIVALENT-TO-NEW QUALITY

After refurbishment, all exchange parts are assembled in accordance with OEM guidelines, and are fully function- and performance-tested before shipment. After this process, all exchange parts are equivalent in quality to new Axxicon parts.

HOW TO ORDER

Simply use our RMA form for return shipment of your exchange part. This will be inspected on receipt, and a replacement exchange part will be shipped immediately on approval by our QA department. In return your part will become property of Axxicon. For further details and availability, please consult your local Axxicon office.



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