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Plastics Technology / Adhesive Bonding Technology / Metering and Mixing Technology / Service / Augmented Reality

CLEAR VIEW THROUGH THE GLASSES

Plant Manufacturer TARTLER Expands Its Range of Customer-oriented Web Services

TARTLER dosing, mixing and degassing systems are used worldwide in many different areas of synthetic resin processing. Based on their modular design and customer-oriented engineering, they are tailor-made for the specific application. Matching these offers, customers can make use of our growing portfolio of industry- and project-specific services. In a few weeks, TARTLER will additionally extend its service portfolio with two innovative applications – Augmented Reality and Mixed Reality – for rapid acceptance and commissioning of the machines.

Udo Tartler. In the meantime, he and his engineers are placing just as much emphasis on the expansion of the service portfolio as on the further development of the metering, mixing and degassing systems. Against this background, the company's latest innovations are worthy of note: The deployment of two new web-based services based on augmented reality and mixed reality technology. "We are thus expanding our portfolio with innovative solutions in the field of Service 4.0," says Udo Tartler.

Michelstadt, May 2021.

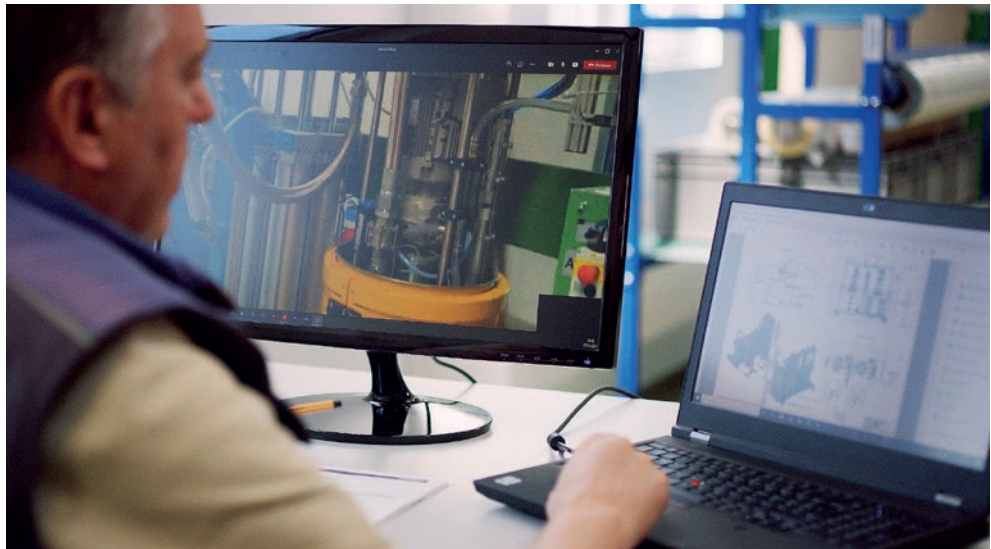
– TARTLER has always supported its customers with comprehensive services throughout the entire life cycle of its dosing, mixing and degassing systems. Adapted to the technical requirements and strategic goals of the users, the company is able to configure individually tailored service packages that ensure rapid commissioning and 24/7 availability of the machines. "Beyond the quality of our systems, this allows us to make important contributions to the high process efficiency of our customers' production and assembly lines," says company boss



Voice control and visualization of work instructions and process steps via head-mounted data glasses are the focus of TARTLER's new Service 4.0. tools.

On the Ball with CAT and SAT

The two new service modules from TARTLER are offered under the names Online-CAT and Online-SAT. CAT stands for Customer Acceptance Test and concerns the acceptance of the dosing, mixing or degassing system by the customer at the TARTLER plant in Michelstadt. The SAT (Side Acceptance Test) module, on the other hand, is used when the acceptance of the machine takes place directly on site at the customer. In both cases, the focus is on voice control and the visualization of work instructions and process steps via industry-standard head-mounted data glasses of the Smartglass generation. The user's hands remain free at all times, as all applications and files, as well as browser-based information, are communicated via voice and text commands. "On the one hand, with the new Service 4.0 modules, we are decoupling commissioning from the prerequisite of time-consuming travel and on-site presence; on the other hand, we see this as the logical further development of our previous range of services around web-based live support via a meeting platform, remote diagnostics via machine software or customer instructions via video clips," stresses Udo Tartler.



With the CAT service module from TARTLER, a service technician equipped with smartglasses guides the customer through the system commissioning. The customer is at his own workstation and follows all actions on his monitor.



With the SAT module, on the other hand, the customer wears the data glasses and is guided through the process by images and text.

Here or There with Smartglasses

The web-based CAT module provides for a service technician equipped with smartglasses to guide the customer through all process stages of plant commissioning. The customer is at his own workstation and follows all actions on his monitor. The web-based service SAT, on the other hand, takes effect when the dosing, mixing or degassing system has already been delivered and

placed on site by the customer. In this case, the customer is equipped with the data glasses and is guided through the commissioning process via image and text feeds as well as smartphone chat. This is directed by the TARTLER service, which is connected to the customer online and can also access the machine directly if required.



"With the new web-based services based on augmented reality or mixed reality technology, we are expanding our portfolio of innovative solutions in the field of Service 4.0."

Company boss Udo Tartler

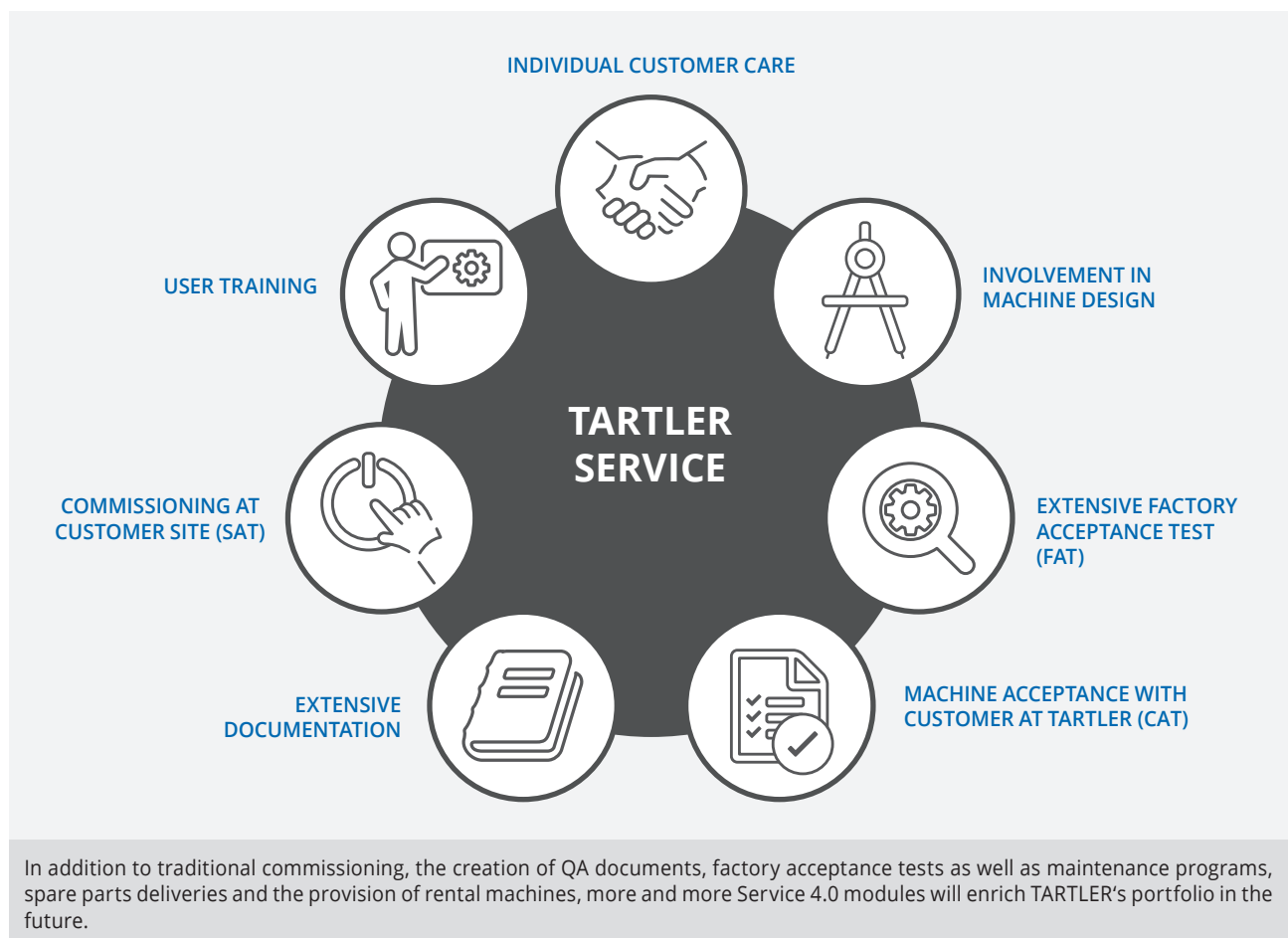
More and More Service 4.0

Both scenarios have been extensively tested and are already in practical use. "All feedback so far has been positive and customer inquiries are currently piling up. We will therefore continue to expand our portfolio in this area as quickly as possible. Especially because the demand for technical service without direct personal

contact is currently enormous due to the Corona situation," says Udo Tartler. Building on this, TARTLER will drive forward the development of innovative web-based services alongside its existing portfolio. This means: In addition to traditional commissioning services, the creation of QA documentation, output tests according to FAT (Factory Acceptance Test) as well as application-specific maintenance programs, fast spare parts deliveries and the short-term provision of rental machines, more and more modules from the world of Service 4.0 will enrich TARTLER's portfolio.



TARTLER's Nodopox dosing and mixing plant for wind vane production: The 2K complete solution processes two highly viscous adhesive components.



More Information about TARTLER's service modules and products can be found on our website.

- www.tartler.com/en/service
- www.tartler.com/en/products



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