

Basic service training

This training goes beyond the basic operating, maintenance and remote self diagnostic training. It is for those operators who want to be capable of doing the first line service themselves. It teaches the operator how to use the self diagnostic software and teaches how the operator with the support of telephone contact can localise where something is wrong. The operator is also trained to do simple repairs himself.



Advanced service training

This training goes beyond the basic service training. This training is meant for service engineers of larger companies who need to support a 24/7 operation of their machines. Engineers who successfully follow this training should be capable of mastering all problems they meet in and around their machine. Some times they will do it 100% by themselves and sometimes they will have to consult DIMA to be sure to take the right decision. For an advanced service training the trainee needs to have a technical background both mechanically, electronically and pneumatically.

Skill level and preparation of trainees.

Operators benefit from a technical background. Practice has learned that with a technical background the knowledge transfer of a technical product is much more efficient. Computer knowledge is a must. DIMA has not reserved any time in the training schedule to learn an operator how to run a computer. Basic computer knowledge has to be present with every trainee.



DIMA Dispense Technology
 Beukelsdijk 2
 5753 PA Deurne
 The Netherlands
 DIMA Dispense Technology is a division of the DIMA Group BV

Tel: +31 493 352 752
 Fax: +31 493 352 750
 Email: sales@dimadt.com
 Web: www.dimadt.com

Your Distributor



**Machine training and process knowledge
 make the difference between just ordering a machine
 and getting a total process solution!**



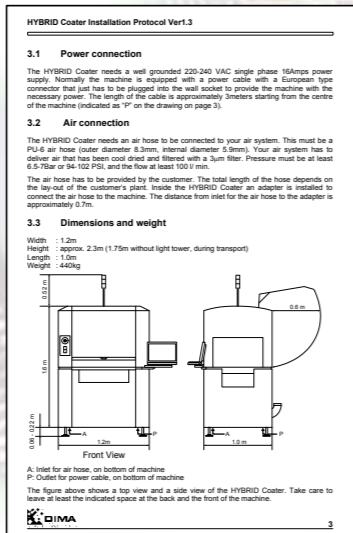
To improve your productivity

The Dispensing and Coating Solutions!

Since 1986 DIMA is offering machines and tools to the industry. From the beginning DIMA has been taking care of her customers. Selling a machine is one thing but making the application work is another thing. Making it work has been always the major objective for DIMA. This means that not only the customers are trained to operate their machines but also that DIMA offers training to transfer technology and process knowledge for those customers that do not have this knowledge already inhouse. Acting this way made DIMA one of the major players in the dispense and coating market.

To have a smooth integration of the process into your company DIMA Dispense Technology offers the following :

- Installation protocols
- Basic operating, maintenance and remote self diagnostic training
- Process knowledge training
- On-site installation
- Production startup
- Production guidance
- Advanced user training
- Advanced maintenance training
- Basic service training
- Advanced service training



Installation protocol

As soon as an order is confirmed DIMA sends an installation protocol. This protocol will provide the customer with all necessary information to prepare the installation site. Information like dimensions, floor load, air, power, extraction and other things that have to be taken into consideration are listed in this protocol. If the site where the machine needs to be installed is prepared as mentioned in the installation protocol no valuable installation time will be lost waiting for the right forklift or power, air, extraction, etc..

Basic operating, maintenance and remote self diagnostic training

Before the machine is installed in your factory we advise you to have an operator training in DIMA Dispense Technologies 150 square meter application laboratory.

Before every training DIMA sends a training questionnaire so that DIMA exactly knows what it can expect from their students. During this training we make the operator familiar with the machine, its software, how to maintain the machine and how to interpret the remote diagnostic software.

First we are going to make the operator familiar with the basic elements of the software so that the operator can work with all basic functions of the machine.

Second the operator will be trained how to program (teach) a product without using the machine. The operator will be capable of programming a product from his desk, using only an example product and a sliding calliper to measure the heights.

Third it is time for some hands-on training on the machine. Installing tools, filling the machine with chemicals, fine tuning a program and making the first production runs.

Fourth we teach how to clean the machine and how to do basic maintenance.

Fifth all attention goes to remote diagnostics and remote service of the machine.

This training teaches the operator how to operate the machine. This is no technology transfer and it does not include testing and running with various different materials. If process knowledge is not yet available at customers factory DIMA recommends that the operators follow a process knowledge training.



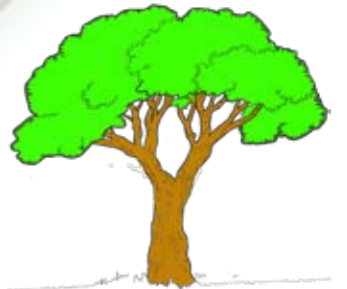
Process knowledge training

Process knowledge training is always a customer specific training developed around the applications and chemicals that are used or where is lack of knowledge in your company.

First we learn you how to handle chemicals safely and how to protect yourself against them.

Second we discuss the chemicals that need to be processed. In this discussion we study the specifications of the chemicals and how to interpret these specifications. Then we will show you how chemicals react on changing circumstances in the environment where they are used. Finally you learn how to process them through the machine so that it results in a trouble free operation.

Third we learn you how to dispose of the materials so that it is done in harmony with the environment.



On site installation

On site installation means that after arrival of the machine a service engineer of DIMA or DIMA's certified service representative comes to your site to help you unpack the machine and assist you with moving the machine to the place that you prepared for the installation of the machine. When the machine is in place our engineer will level the machine, connect it to air and power lines that you prepared and will assist making the connection to the extraction unit. After that he will install options, calibrate the machine and test it to see if the machine is fully functional. Installation does not include wet test.

Production startup

During production startup we assist filling the machine with the required chemicals, assist in making the program and assist to run the first series of products. This way we can see where the shortcomings in knowledge are and where we have to correct the operator if necessary. Normally production startup is done on one or two production runs depending on the complexity of the product. Production startup can be a part of the machine acceptance.

Production guidance

Under production guidance we understand that our process engineer is present during the days of production. He is available for questions of the operator and he can steer the operator in such a way that the production line will be operated with the highest level of quality and efficiency. Production guidance is also used when customers have to change from one to an other complicated product and they would like to have the assistance of a DIMA process engineer.

Advanced user training

This training goes beyond the basic operating, maintenance and remote self diagnostic training. It is for those operators who want to get the maximum out of their machine. During this training you learn how to get the maximum out of our software and your machine. You deeply learn to work with options that are mentioned only briefly in the basic training. This is not a process knowledge training.

Advanced maintenance training

This training goes beyond the basic operating, maintenance and remote self diagnostic training. It is for those operators who want be capable to do maintenance their self. It not only teaches how to do the day to day maintenance but it also explains how the 6 months maintenance has to take place. This training is mostly followed by maintenance people of larger companies who want to be more independent in maintaining their machine park. Although this training covers replacement of wear parts this is not a service training. DIMA offers also service training for companies with their own technical service staff. You will find more information about service trainings on the next page.

