

DME Hot Runner Service Center – Ensuring the Productivity of every Hot Runner System

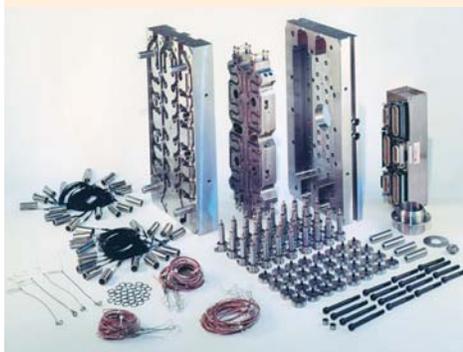
Full-Service Hot Runner Support

Mold technology leader DME – known for our innovative family of hot runner systems including Galaxy, Meteor, and Stellar – now also provides total support for your hot runner systems. Whether it's a DME system or not, we can repair, reconfigure – even totally rebuild it to help ensure maximum uptime and performance of your system.

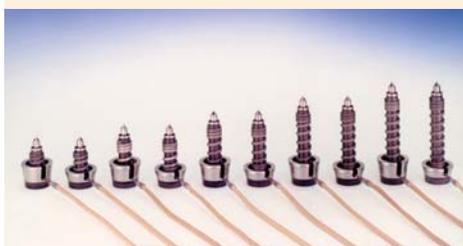
A Dedicated Center for Hot Runner Systems

Our new Hot Runner Service Center, located in Madison Heights, Mich., is exclusively dedicated to supporting your hot runner systems. Staffed by a team whose sole focus is hot runner systems, we're quickly able to get your system operating at maximum efficiency. This group has over three decades of experience installing, assembling, and repairing hot runner systems. And, because we're centrally located, we can get your system back in your shop quickly and cost-effectively. If appropriate, we can also perform many basic operations in one of our DME regional centers – further speeding turnaround.

Hot Runner Services Overview



The DME family of hot runner products and services offers a comprehensive array of solutions for a wide range of applications.



Unrivalled Support When and Where You Need It

Since the 1970s, DME has developed and marketed a full spectrum of hot runner systems and components. From Moldflow analysis to turnkey hot half systems and everything in between, the DME family of hot runner products and services offers a comprehensive array of solutions for a wide range of applications. Whether your need is for standard, off-the-shelf components, customer engineered manifolds, or fully assembled systems ready for bolt-on installation, DME has a proven solution to match your application.

Moldflow Services

As the first mold technologies supplier to earn Moldflow's silver certification, DME is highly adept at applying Finite Element Analysis (FEA) techniques to help optimize part and mold design. Whether you need Mold Fill, Mold Pack, Mold Cool or Warp analyses, DME can assist you in maximizing the results of your next application.

Applications Engineering and Technical Service

Our dedicated and experienced team of mold designers and applications engineers assists DME customers with product selection, system design, performance analysis and technical advice. DME technical service representatives are globally located for complete coverage and quick availability no matter where your hot runner production takes place. Technical experts employed worldwide are available for start-ups, personnel training or system service.

Comprehensive Hot Runner Service

Staffed by a team whose sole focus is hot runner systems, the DME Hot Runner Service Center offers a single source for hot runner system optimization and maintenance. Our services include expedited repairs, system cleaning, system rebuilds, re-configuration and mold tryouts for virtually any type of hot runner system.

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A Wide Range of Services

DME recognizes the value of your time – that's why we've developed a comprehensive suite of hot runner services to provide a single source for maintenance and optimization of your system. Key services include:

- Repairs – including expedited service
- System cleaning – including complete bake-out
- Total system rebuild
- Re-configuration
- Operator training
- Mold tryouts

Repairs Get You Back Up Quickly

Time is money. When a critical tool is out of commission, productivity is lost and production schedules can be threatened. We understand this at DME. That's why our team of hot runner repair specialists are always available to get you back in service.

Whether you're experiencing leaks, heating issues, flow problems, or would simply like a system bake-out, we'll repair your system quickly and cost-effectively.

Standard turnaround for repairs on systems from 1-12 drops (depending on parts availability for non-DME systems) is 5 working days or less. If your system has over 12 drops, contact us for an estimated turnaround time. And, we offer emergency 24-hour turnaround service.

Rebuilds Ensure Performance

After tens of thousands of cycles you may have noticed your system just doesn't perform the way it used to. Or maybe you've run high-temperature engineered materials and the tolerances just aren't as tight. Key benefits of system rebuilds include:

- Cost savings of at least 40% as compared to new systems
- Extended life for your tool
- Maximizing system uptime and performance
- Improved finished part quality

Whether you need a total system rebuild, or a simple cleaning and inspection DME can help. System rebuilds can be performed on any brand of hot runner system and typically include:

- Complete bake-out cleaning
- Check and replace heaters and thermocouples
- Inspect and correct wiring
- Replace seals and bushings
- Clean or replace nozzle components
- Check all dimensions and re-assemble system

Cost-Effective Reconfiguration

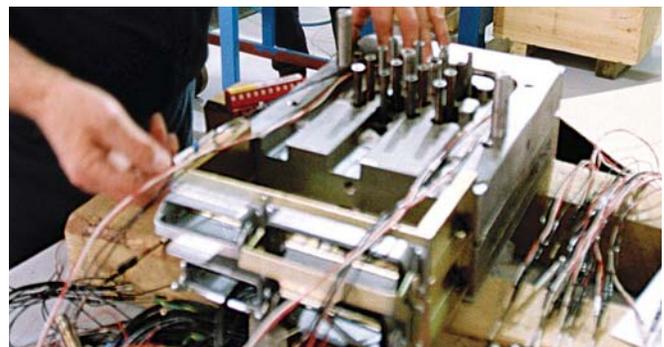
When your process needs change, without a significant tooling change, we can adapt your hot runner to the new process. Whether it's a material switch, or a part design change, DME can help reconfigure your existing system.

Training Maximizes Productivity, Speeds Set-Up

The DME Hot Runner Service Center can provide comprehensive operator training in start-up or prototyping. Our hands-on programs help your operators get up-to-speed, or stay current on hot runner technology.

Mold Tryouts

We also offer mold tryouts at the Hot Runner Service Center. Injection molding machines from 110 to 1,000 tons are available to run your mold and ensure proper performance.



Whether you need a total system rebuild, or a simple cleaning and inspection DME can help.