

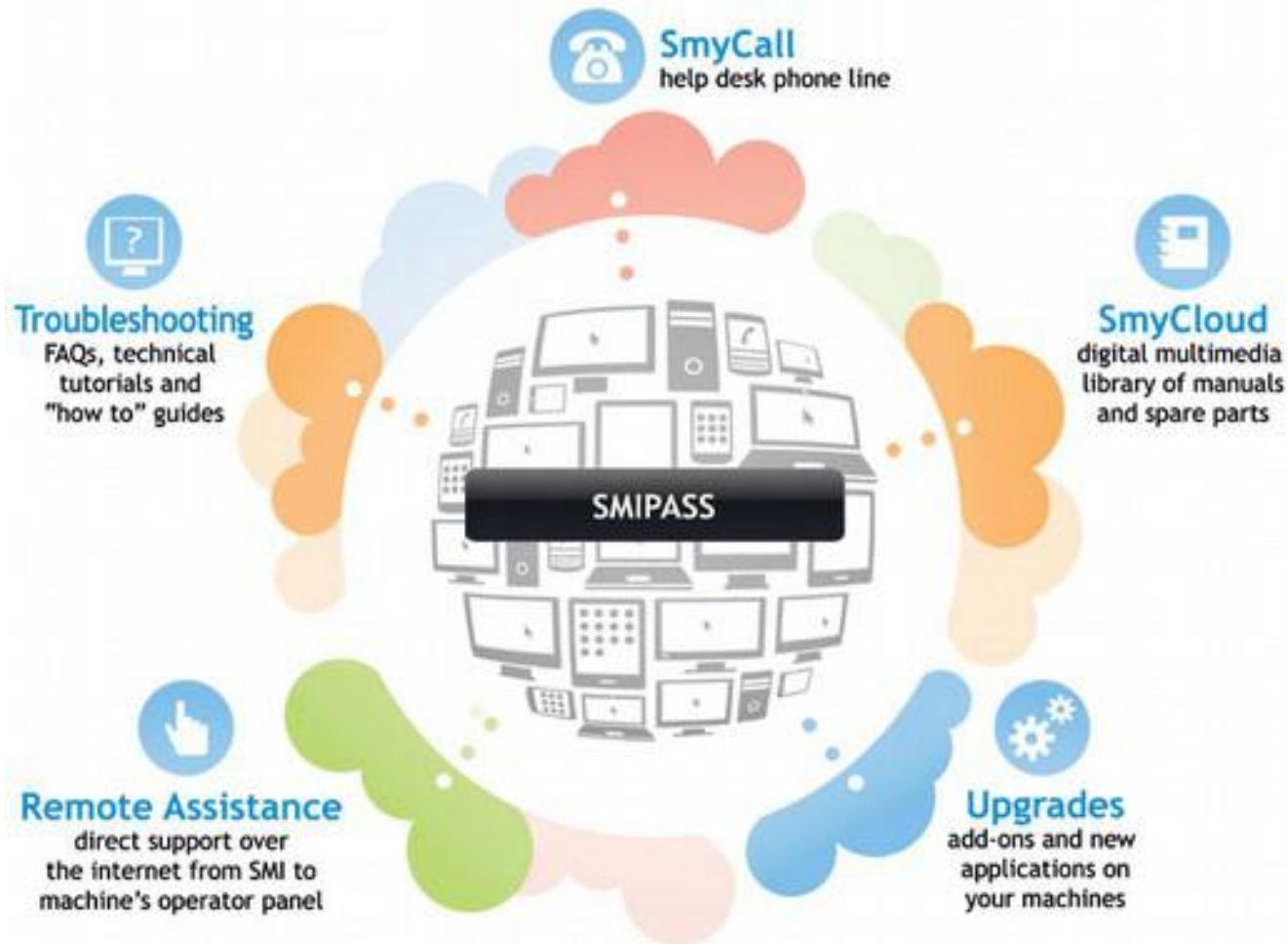


Smipass: the access key to after-sales services

- ➔ It gathers in a dedicated area all the online services for after-sales support
- ➔ Accessible anytime by logging in
- ➔ Ever-updated database of technical information related to the machine purchased
- ➔ Quick and efficient technical assistance

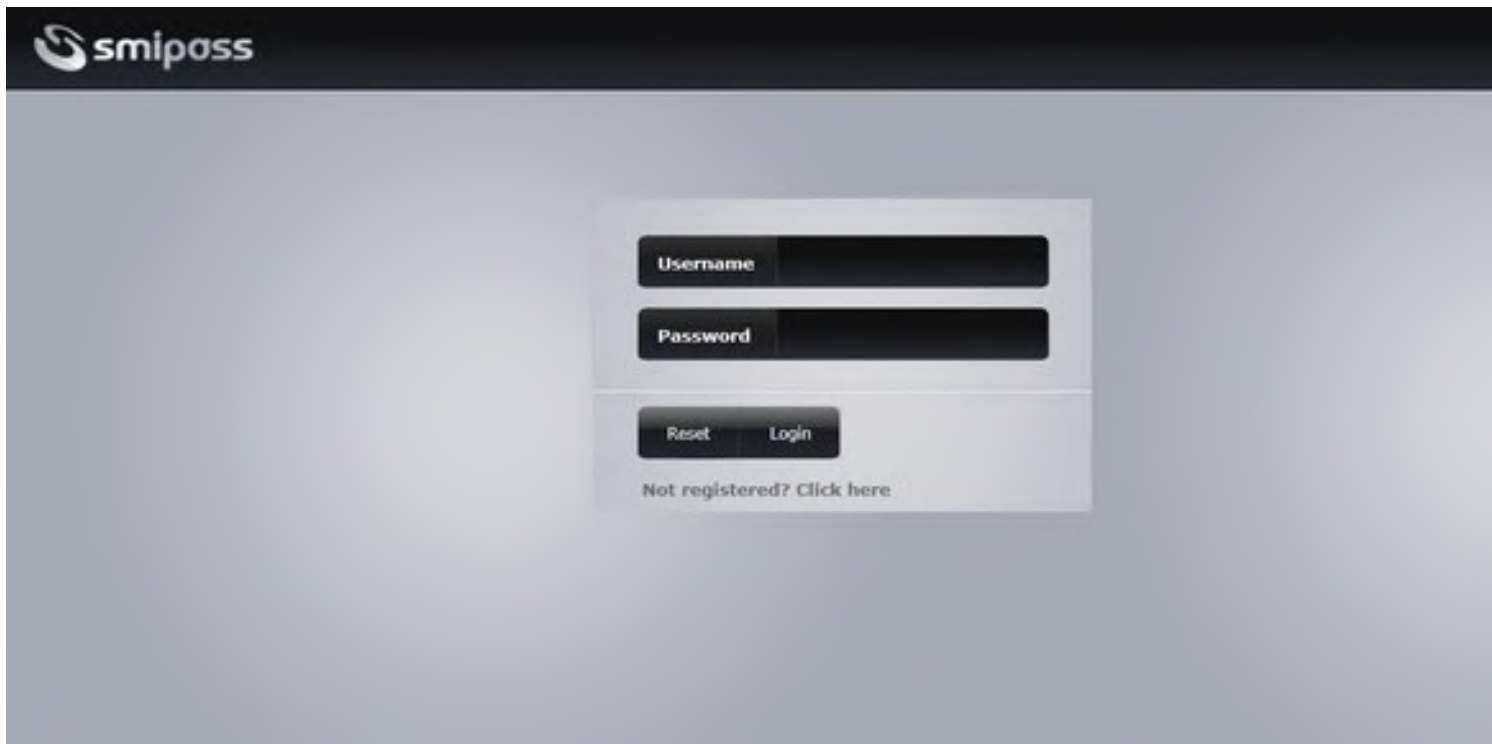


Smipass: the access key to after-sales services



Smipass: the access key to after-sales services

The access to Smipass is easy: you just have to log on to the website www.smigroup.it/smipass and enter your log-in information.

A screenshot of the Smipass login web page. The page has a dark header with the 'smipass' logo. The main content area is light gray and contains a central white box with login fields. The fields are labeled 'Username' and 'Password'. Below these fields are two buttons: 'Reset' and 'Login'. At the bottom of the white box, there is a link that says 'Not registered? Click here'.

After-sales technical assistance

The array of services provided by SMI is in constant evolution with new solutions for any kind of requirement:

- on site technical assistance
- online technical assistance
- upgrades
- training




On site technical assistance

SMI's technical staff is at customers' disposal wherever in the world to quickly and effectively provide technical support and consultancy with:

- ➔ technical problem-solving interventions
- ➔ planned maintenance interventions
- ➔ machine updating interventions



On site technical assistance



SMYCLOUD
SMYCALL
Technical troubleshooting and FAQs
Service requests
Sent service requests
[Send a service request](#)
SMYUPGRADES
FILE SHARING

Send a service request

* Required field ☐

* S.N.	Model	
<input type="text"/>	<input type="text"/>	
* Contact	<input type="text"/>	
* Position	* Company	
<input type="text"/>	<input type="text"/>	
* Address	Zip Code	* City
<input type="text"/>	<input type="text"/>	<input type="text"/>
Region	* Country	
<input type="text"/>	Please select <input type="text"/>	
* Language Spoken	<input type="text"/>	
<input type="text"/>	<input type="text"/>	
* Phone	Mobile	
<input type="text"/>	<input type="text"/>	
Fax	* Email	
<input type="text"/>	<input type="text"/>	
* Subject	* Priority	
<input type="text"/>	<input type="text"/>	

Note

Online assistance: SmyCall

Thanks to a reserved phone line reachable by dialling the number **+39 0345.40255**, it takes the advantages of the prompt support offered by phone by SMI's specialized service engineers.

- ➔ provided free-of-charge to all SMI machines within warranty period
- ➔ provided upon payment of a reasonable annual subscription fee to the machines outside the warranty period



Online assistance: remote assistance

Thanks to a remote peer-to-peer connection between the machine's operator panel and SMI's service engineer's computer, the latter can:

- ➔ see on his PC monitor the same information displayed on the touch-screen operator panel
- ➔ carry out a quick check of the machine's running parameters
- ➔ give instructions to the operator on how to restore the equipment's full efficiency



Online assistance: troubleshooting

It is an interactive menu enabling the consultation of a large library of technical information and the resolution of machine's less complex troubles, provided with:

- ➔ detailed and easy-to-read technical files
- ➔ many pictures
- ➔ various searching parameters (machine model, free search field or tags)

Technical troubleshooting FAQs > Console 10.00

ST140017 FILLBOX FLUX REPLACEMENT/SETTING THROUGH POSYC

Based on a Console ver. 13.10.
This file explains how to replace a FILLBOX FLUX (K2010314) controlling the filling process in an ECOBLOC, or how to replace the Agate/Dgate modules with Ethernet connection.

1. Fillbox flux replacement/setting

Picture 1 shows the connection of the fillboxes to the Posyc through the Ethernet switch.


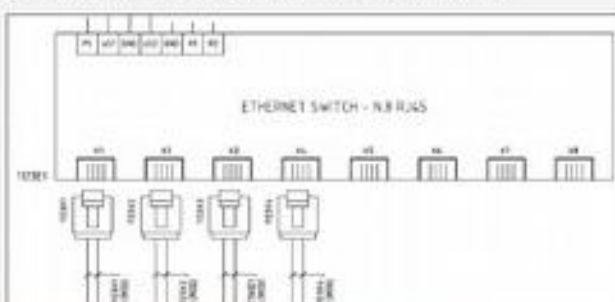


Fig. 1

Picture 2 shows the page of the electrical diagram pointing out the connected cables Ethernet switch.



Spare Parts & Upgrades

The Spare Parts & Upgrades area offers a wide range of service packages conceived to prevent the machine's efficiency decline all along its life cycle and to upgrade it to the latest technology through the implementation of:

- ➔ new applications
- ➔ additional changeovers
- ➔ new accesories




Spare parts: Smigroup e-store

It is an e-commerce service provided by SMI, accessible by logging on to www.smigroup.it/store/, which enables customers (currently only those located in the European Union) to purchase standard spare parts:

- ➔ simple and quick supply
- ➔ the items are described in a clear and complete way



Spare parts: Smigroup e-store



Welcome

to the e-commerce site for the purchase of SMI spare parts
(available to the customers of the European Union only)

[E-store](#) | [Login](#)

CREATE YOUR ACCOUNT

Enter your e-mail address to create an account

Email:

[Create your account](#)

ALREADY REGISTERED?

Email:

Password:

[Forgot your password?](#) [Login](#)

Spare parts: SmyReader

It is a free application for Android devices which enables to scan the QR code of the components mounted on a SMI machine so as to:

- immediately identify the spare parts required
- check their price
- generate a request of offer to be sent to SMI spare parts department



Release required: Android 2.3.1 or greater



Part Number	Description	Price	Quantity
EG100466	MACHINE CONTROL BOARD UNIT CONVERSIONE BELLONE SERCOS COSMOS2000	EUR 920	Quantity 5
MN200012	NOZZLE 90° Ø0.41 ** 1051016	EUR 115	Quantity 1
MA232341	PLATE F4P01 105x16x1 L200	EUR n.a.	Quantity 1

Send request

Machine updates (SmyUpgrades)

- ➔ Large offer of machine updates, new applications and functions
- ➔ Upgrades installed by specialized technical engineers of SMI after-sales service department
- ➔ All you have to do is to access “SmyUpgrades” section of Smipass reserved area and pick the type of upgrade package that better suits your production needs or the benefits you want to get



Manuals (SmyCloud)

It's an innovative multimedia digital library available in Smipass reserved area, to which users can access by means of personal username and password supplied by SMI so as to:

- ➔ consult interactively the use and maintenance manuals, the spare parts manuals and the electrical diagrams of their machines
- ➔ download technical documentation and save it in pdf format on their computers
- ➔ display on their computers a 3D rendering of the machine's various sections
- ➔ generate automatically an offer request of spare parts by clicking on the picture depicting them



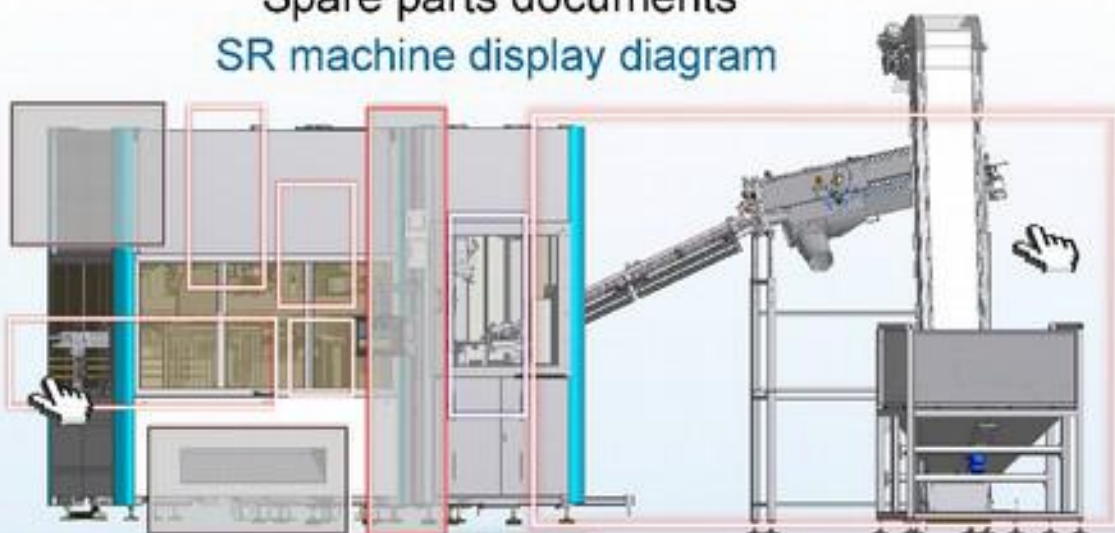
smipass Manuale Corrente Ricerca Manuali Offerta Corrente Offerta Altre funzioni

MR/EN/PC11199IF1164_270115_SR8_EN_MECC.pdf

smigroup

SR 8
Spare parts documents
SR machine display diagram

Manual code: DM230481
Creation date: 27.01.2015
Version: 0



Registration no....PC11... Year of construction...2012...

SMI S.p.A. Via Cr...
Tel. +39 0345 40.111
For any further info or need, pl...

GIOVANNI BIANCO (BG) ITALY
45 40 209 - www.smigroup.it
smigroup.it/profilo.php?it/smigroup_contactIndex/

Training courses

- ◆ The programmes of SMI Training Center allow to acquire the know-how to make the most of the installed machine's potentialities
- ◆ Trainers are expert technicians who have gained a broad experience on site
- ◆ Courses are open to line operators, maintenance technicians, mechanics, electricians, electronic managers and production managers



- **Detailed programmes** according to:

- ➔ machine model
- ➔ number of participants
- ➔ in-depth level
- ➔ days available

- Training courses are held either at SMI headquarters or at the client's plant

Palletizing

SMFORM COURSE FOR OPERATORS

This course is specific for operators handling Smipal automatic palletizing systems of the APS series.

Duration: 2 days

Models: APS

Code: TT000199

Programme:

- Description of Smipal range of machines, the position of brushless motors and asynchronous motors
- Description of the emergency areas, protections and push buttons
- Description and position of the machine controls
- Cleaning and lubrication
- Machine handling, interface menu
- Re-phasing and phase recovery
- Format changeover, adjustments.

SMFORM COURSE FOR MAINTENANCE TECHNICIANS

This course is specific for mechanical maintenance technicians handling Smipal automatic palletizing systems of the APS series.

The trainees will also learn the procedures to follow for modifying the main machine parameters and for replacing electric and electronic devices.

Duration: 1 days

Models: APS

- Description and position of the machine controls
- Cleaning and lubrication
- Machine handling, interface menu
- Re-phasing and phase recovery
- Format changeover, adjustments
- Motorist System
- Parametrization of ELH shafts and other functional groups
- Parametrization: the creation of a new layer
- Inverters programming (pallets and rotating tables conveying)
- Backup and parameters recovery
- Search for breakdowns and subsequent replacements
- Description of electrical and mechanical manuals





**“Nothing great was ever achieved
without enthusiasm”**

(Ralph Waldo Emerson)

Thanks for your attention