

# SEALS

TECHNOLOGY



0312

客户杂志 Magazine for customers and partners



## Seals for the elements. 2013

Best of 2012

Service

From Moscow to Shanghai





亲爱的读者：

2012 年已临近结束，值此之际，让我们对过去的一年作一个回顾，同时也对未来作一个展望。尽管所谓的“欧洲危机”让人们对整个经济形势抱以不乐观的态度，但 Seal Maker 和我们的大多数客户在今年上半年却仍保持极佳的经济运行状况。因此，我们在第一和第二季度的销售额均创出历史新高。即便如此，我们的订单量在第二季度还是呈现出略微的下降，受夏天企业员工休假影响，这种下降趋势一直延续至第三季度。从八月中旬起，日常业务和项目才呈现出整体好转的趋势，让我们的整体经济运行状况可以在 2012 年保持在历史平均水平。

我个人对公司在 2012 年的表现非常满意 - 因为我们在前九个月内针对公司未来发展实现了重要的历史性转折。除了将我们生产的材料引入石油和天然气行业外，新型 U500 聚氨酯当然也是我们在过去几年中所设定的一个最重要的发展战略步骤。我们客户一致的积极反映表明我们必将实现建立新标准的目标。

我们在莫斯科和上海的参展情况同样也非常成功。最重要的是，我们在上海有机会在地区供应商和国际供应商的直接映衬下向公众展示我们的创新能力、技术优势和我们的质量意识。

我们在 2013 年将推出众多新颖的全新产品。未来我们将为所有机床客户提供极具吸引力的 SML 机床服务协议。通过定期对您的机床进行维护，不仅可以提高机床的使用寿命，而且有助于保障所生产零部件的最优质量。此外您还可以由此确保，自己的机器操作人员通过定期与我公司经过特殊培训的技术人员进行信息交流，始终与最新技术发展水平保持同步。

我相信，通过更多的附加服务以及相应的产品推出和改良，必将使您的市场地位得以巩固和加强。

最后，我要为我们在 2012 年的成功合作向您表示衷心的感谢，预祝您在 2013 您取得更大的成功，顺祝身体健康，万事如意！

诚挚祝愿  
Johann Glocknitzer



Dear Readers,

2012 is coming to an end and it's time to review what has passed - and also to take a look at the future. Despite the generally sceptical atmosphere conjured up in particular by the so-called "Euro crisis", the first half of the year went very well for Seal Maker and for most of our customers. Not only in the 1st quarter, but also in the 2nd quarter, our turnover reached record levels. However, the number of new orders fell somewhat in the 2nd quarter continuing into the 3rd quarter due to the summer holiday period. From mid-August onwards day-to-day business and projects generally livened up, making 2012 an average year.

From my personal point of view, I am very satisfied with the ways things went in 2012, since we were able to take some important steps with regard to future developments in the first nine months. Our materials for the oil and gas industry were introduced into the market, also our new Polyurethane U500. This latter is without a doubt one of the most significant developments made in recent years. The consistently positive responses received from our customers, makes me feel certain that we will achieve our goal of setting a new benchmark.

Our participation at exhibitions in Moscow and Shanghai also went very well. In Shanghai, in particular, and in direct comparison with regional and international suppliers, we were able to provide proof of our innovative capabilities, cutting edge technologies and quality awareness.

2013 will also bring many interesting new developments. In future, we will be offering a special service contract for SML machines to all our machine customers. Regular machine maintenance not only increases the lifespan of your machines, but also helps to safeguard the quality of the parts produced. In this way, you can also make sure that your machine operators are always kept up to date by regularly exchanging information with our specially trained technicians.

I am convinced that apart from additional services, more products will be introduced and improvements made, strengthening your market position.

In conclusion, I would like to thank you for the good collaboration in 2012 and wish that the year 2013 will be a successful, healthy and happy one!

Yours,  
Johann Glocknitzer



### SML 1800e – The lathe giant

随着我们在 2011 年底推出了 SML 1800e 机床，已获得广泛认可的 e 系列又添加了一个举足轻重的新成员。该机床是成熟可靠的 SML 1500 立式车削机床的更新换代产品。凭借着长期积累的丰富经验和在全球范围内得到公认的技术，该机床被设计成一款高效的用于加工生产密封件的 CNC 机床系统，车削直径最大可达 1850 mm。

The successful e-Series found a worthy successor to the tried and tested SML 1500 vertical lathe in the SML 1800e, introduced at the end of 2011. Its many years of implementation and technology tested all over the world make this model an efficient CNC machine system for seals with a turning diameter of up to 1.850 mm.



### SML 1000e – The power pack

该机床系统基于 SML 1800e 的设计方案，于今年春天首次向公众展示。该高动力机床作为介于 SML 500e 和 SML 1800e 这两款已得到公认的机床型号之间的高效的中间型号，其车削直径范围为 450 至 1100 mm。

This machine system, based on the SML 1800e concept, was first presented in the spring of 2012. This powerful piece of machinery has a rotation range of 450 to 1.100 mm, making it the ideal "in between" model between two other success stories, the SML 500e and SML 1800e.



### PU 500 NEW

随着新型 PU 500 的研发成功，我们找到一种适用于切削加工生产密封件的符合最高要求的最佳材料，该材料一经推出便得到客户的高度认可。

The newly developed PU 500 created an optimal material for the machining of sealing elements, meeting even the highest requirements and since its introduction, proving to be extremely popular with customers.

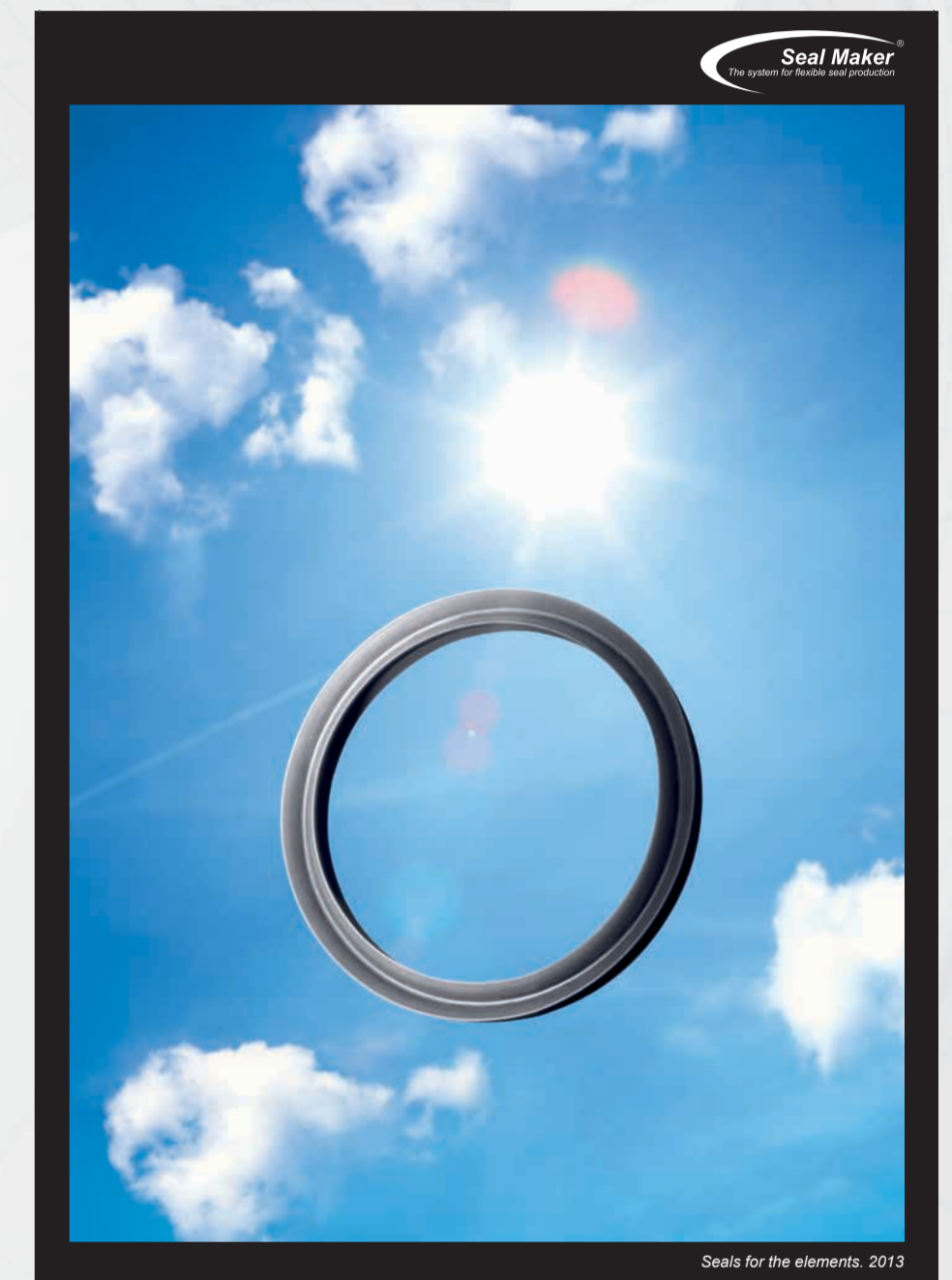
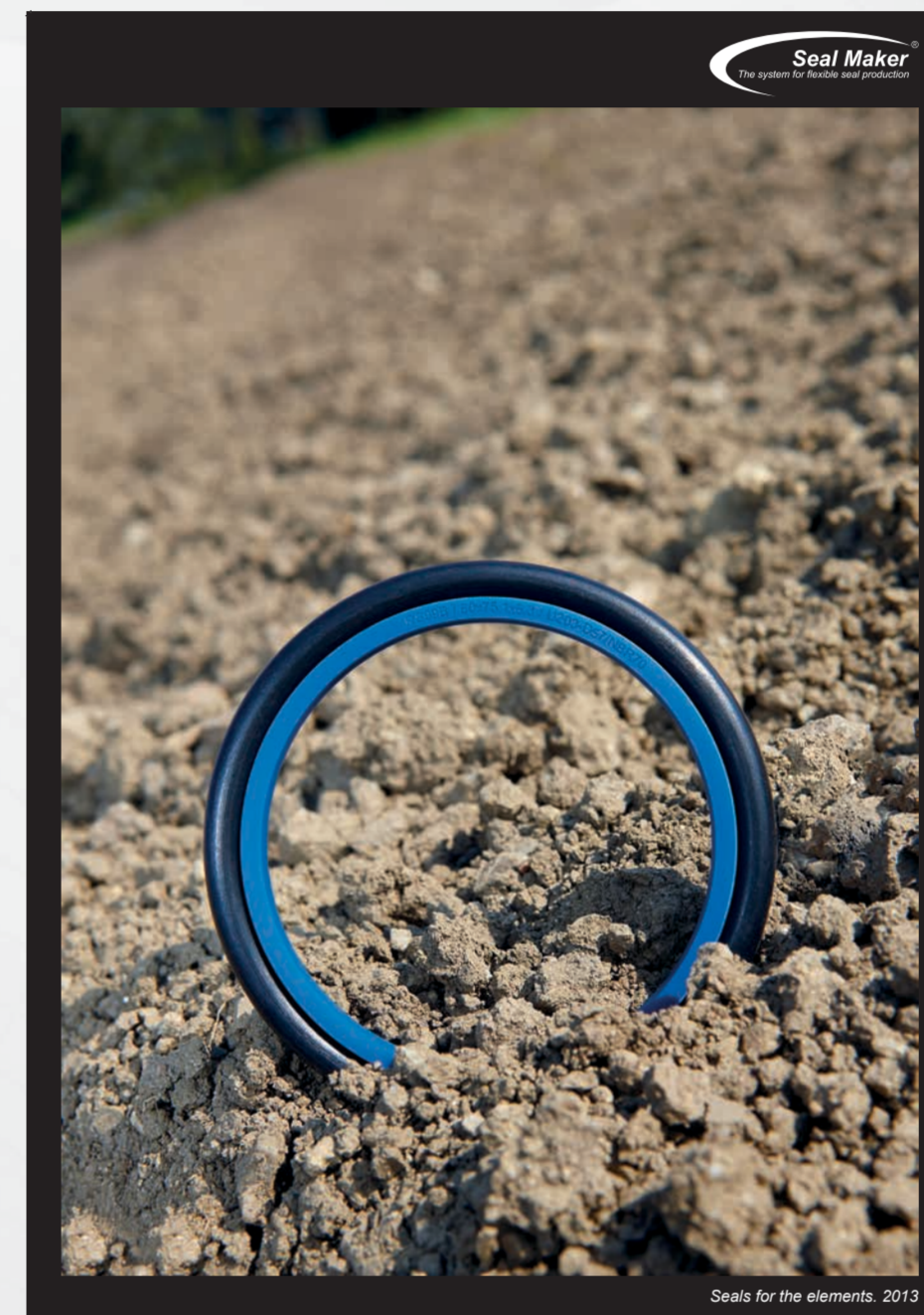
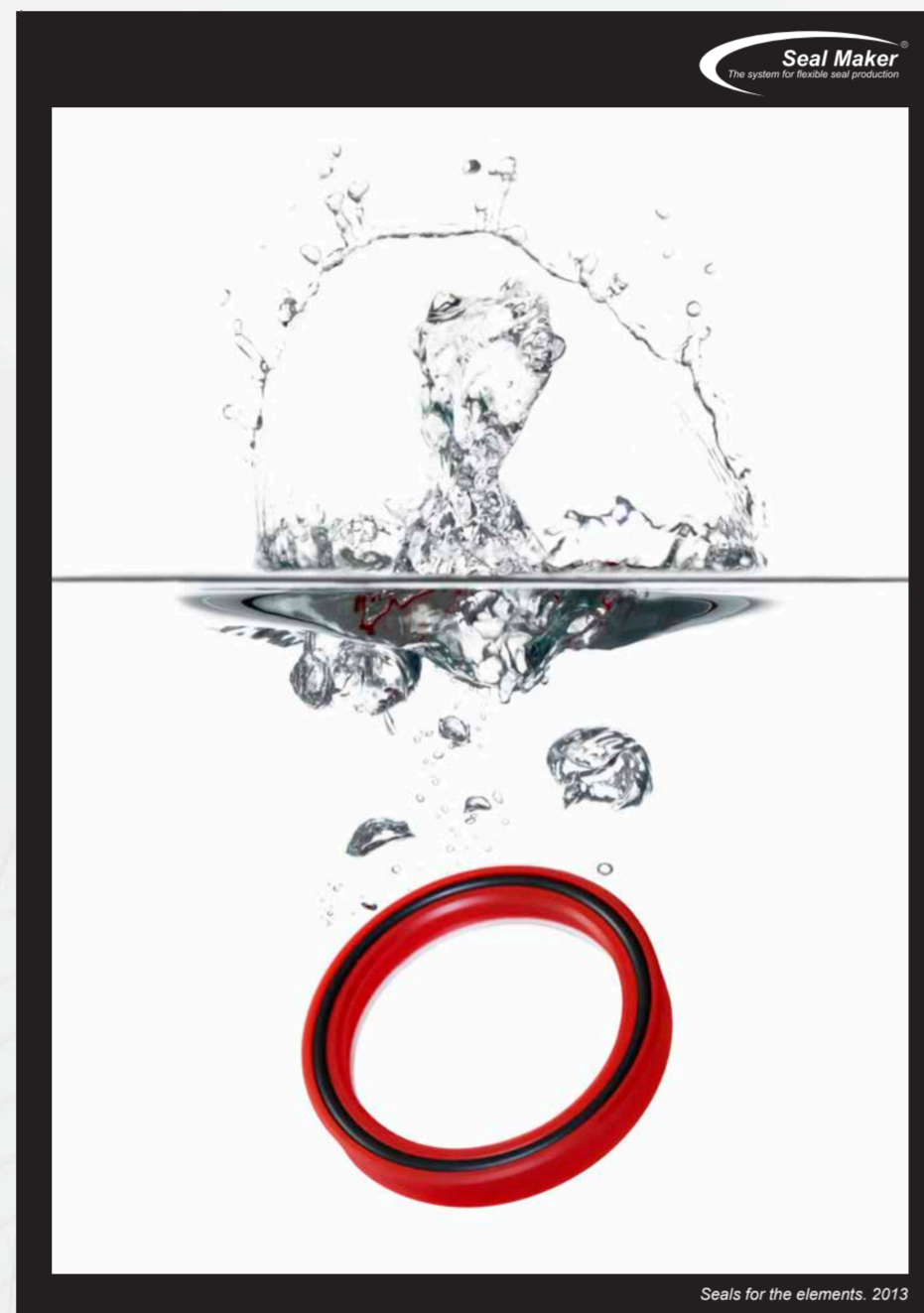
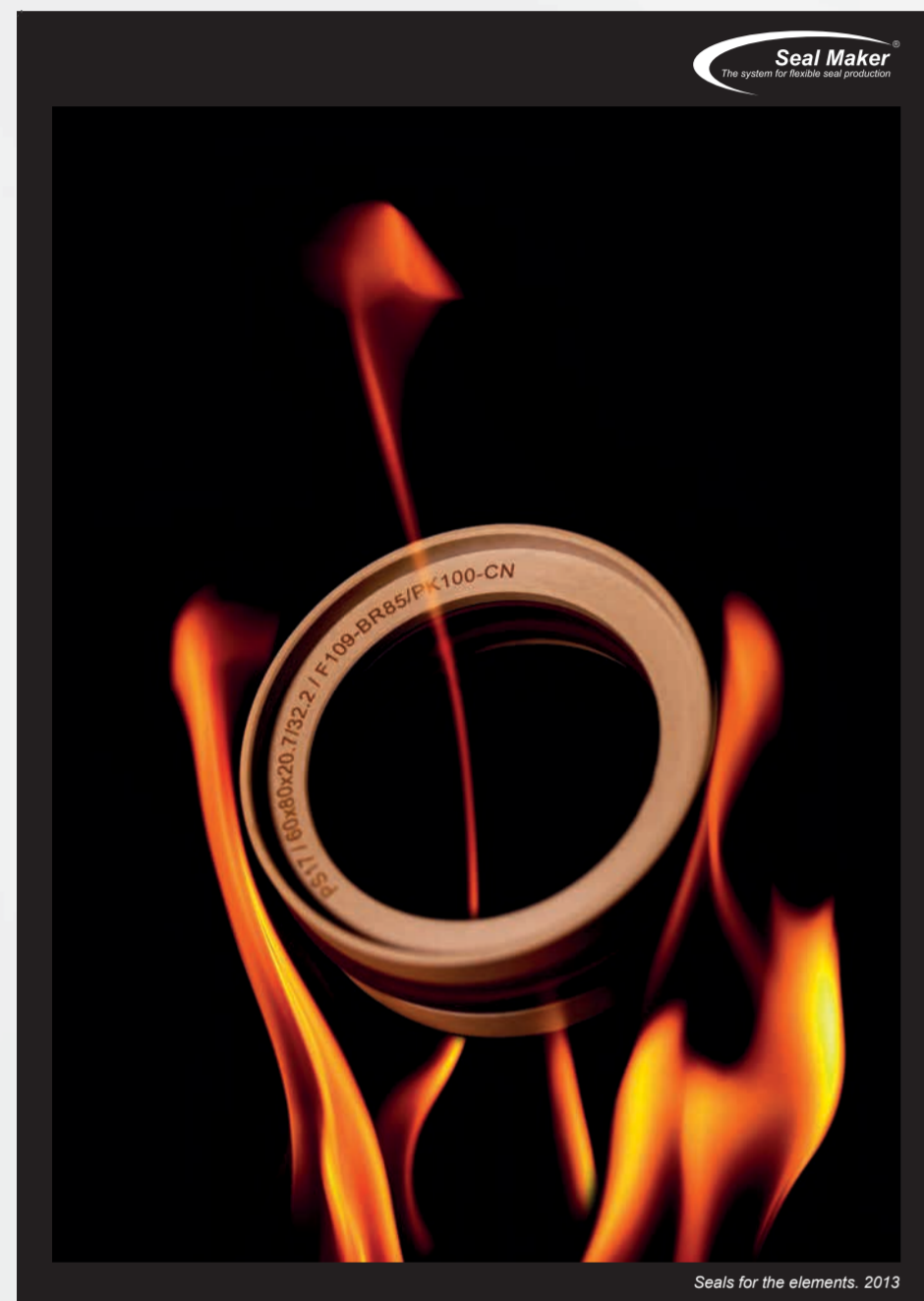


### Special Tools

从今年夏天起，Seal Maker 开始提供三种不同的专用工具手提工具箱。所有工具与 Seal Maker 的成套系统完美匹配，并囊括了专业加工材料所需的所有工具。

Seal Maker special tools have been on offer since summer in three different toolbox sets. All of the tools are perfectly adapted to Seal Maker Complete Systems, providing everything you need for professional material processing.

# Seals for the elements. 2013



## 火、水、土、气 ...

... 按照四元素说，世界由这四种基本元素组成。Seal Maker 生产的密封件正是用于抵制这些原始自然力。正因如此，2013 年新的广告系列将围绕“与原始自然力抗衡的密封件”这一主题展开。

用于切削加工生产密封件的高品质管材和棒料半成品的研发、生产和销售被视为 Seal Maker Produktions- und Vertriebs GmbH 公司的核心竞争力。

凭借现代化的生产工艺，我们可以针对广泛的密封应用提供最佳的产品和解决方案，并依靠产品的稳定性、耐受能力和强度赢得公众的认可。

每一天。随时。在地球上的每一个角落。

## Fire, Water, Earth, Air ...

... the elements the earth is comprised of, according to the Four Elements Theory. Seals from Seal Maker are making a stand against these primal forces – for this reason, the new poster series 2013 addresses the motto „Seals for the elements“.

The development, manufacture and sale of high-quality semi-finished products in form of tubes and bars for the machining of sealing elements is part of the core competencies of Seal Maker Produktions- und Vertriebs GmbH.

Modern manufacturing technologies enable us to optimally supply a wide range of sealing applications, offering durability, resilience and strength.

Every day. At any time. In any part of the world.

## 立即预订

自即刻起，可免费向我们预订全新的“与原始自然力抗衡的密封件”广告系列

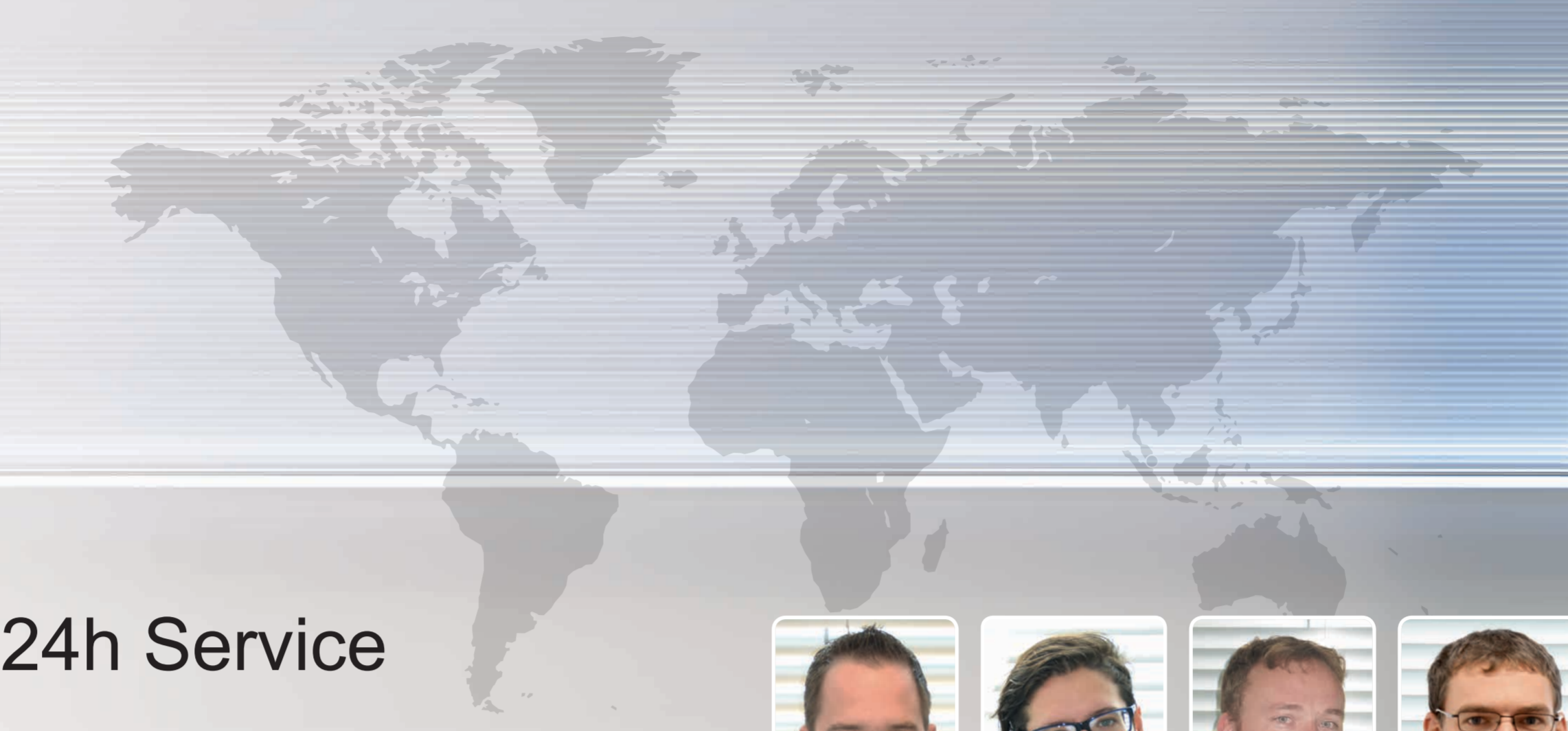
» [marketing@seal-maker.com](mailto:marketing@seal-maker.com)

## Order now!

The new poster series „Seals for the elements“ is now available free of charge, for ordering at

» [marketing@seal-maker.com](mailto:marketing@seal-maker.com)

HOT



# 24h Service

## 售后服务部简介

配备 Seal Maker 的 SML 机床能够可靠确保企业生产的无故障运行。因此，通常情况下机床在实际应用中几乎不会出现问题。如果机床出现问题，我们拥有丰富经验的维修技术人员会通过提出建议和采取行动提供全方位的支持。

我们的维修技术人员最常遇到的咨询问题主要涉及机床维修的期限协议以及针对特殊编程任务所提供的支持。尽管如此，机床部的工作还是十分繁忙：所有客户咨询和存在的问题必须尽快答复和解决。除了通过电话、电子邮件和分步骤指导说明提供咨询服务外，在遇到复杂的问题时，还可使用 3D 动画形式的维修说明。

机床部由八人组成，负责人为 Bernd Morawitz。他的主要任务包括对所有内部和外部工作流程进行协调，以及组织客户培训。客户培训可以在 Seal Maker 培训中心进行，也可直接在用户处进行现场培训。他们在运行不中断的情况下执行所有维护和维修工作，并作为联系人针对技术问题提供咨询服务。

一项重要的主题是维修技术人员的培训和深造。全面的培训需要大约一年的时间，除学习掌握一门或多门外语外，还包括机械制造、电工学和车削技术。持续不断的进修是我们的一项必修课。只有这样，才能让我们维修技术人员的维修专业水平始终与最新技术发展水平保持同步。员工在开始的半年时间里在安装部门工作，然后在生产部门工作几个月，接着在内勤服务部门工作几个月，以便熟悉客户。

### 我们的维修技术人员为您提供哪些服务？

- ▶ 可随时联系我们，客户服务在 Seal Maker 被视为企业的命脉。
- ▶ 机床的调试、检查和维修。
- ▶ 机床出现问题或功能故障时在最短的时间内解决问题，找出跨部门的解决方案，以及针对所有与机床相关的情况采取紧急措施。
- ▶ 针对完整系统包 FSP\* 每年执行一次免费机床维修！
- ▶ 定期的专门培训也直接在 Seal Maker 举行。有意者请咨询我们的售后服务部门。

\*如欲了解我们的完整系统包 FSP 的相关信息，请通过以下方式联系我们  
» office@seal-maker.com

## Our Service Department

By using Seal Maker SML machines, your company is already ideally equipped for trouble-free operations. In practice, problems with machinery hardly ever occur. Should this happen, though, our experienced service technicians are ready to assist and advise you.

The most frequent queries made to our service technicians mainly concern arranging appointments for machine servicing and support with special programming tasks. Nevertheless, our machine department is extremely busy: All customer queries and problems have to be answered and attended to as quickly as possible. In addition to a telephone advisory service, e-mail and step-by-step instructions, 3D animated repair instructions are available for more complex questions.

Bernd Morawitz is head of the 8-person strong machine department. His main tasks include the coordination of all internal and external working processes as well as the organisation of customer training which can take place on Seal Maker's premises or also at the customer's place of business. In ongoing operations, they carry out all maintenance work and repairs and are contact persons for technical questions.

The training and further education of service technicians is very important to us. The duration of this extensive training is around one year and includes, in addition to learning one or several foreign languages, machine engineering, electrical engineering and turning technology, amongst others. Continued further training is mandatory to keep service levels up to date. Our employees start by spending six months in the assembly department, then several months in production and finally, several months in the offices to get to know the customers.

### What can our service technicians do for you?

- ▶ Be there for you, since Seal Maker's top priority is customer service.
- ▶ Start-up, testing and maintenance of the machinery.
- ▶ Fast problem-solving for questions or machine malfunctioning, finding cross-departmental solutions and immediately carrying out measures for any machine related problems.
- ▶ Free machine servicing is included in the Full System Package FSP\* 1 x annually!
- ▶ Regular special training also takes place on Seal Maker's premises. In case you are interested, please contact our Service Department.

\*For information regarding our Full-System-Package FSP, please contact us via e-mail  
» office@seal-maker.com



<b>Bernd Morawitz</b> Head of department	<b>Alexander Novotny</b> Administration	<b>Jürgen Bauer</b> Service technician	<b>Herbert Gassner</b> Service technician	<b>Michael Hlobil</b> Service technician	<b>Andreas Pultz</b> Service technician	<b>Danny Szoldatics</b> Service technician
---	--	---	--	---	--	---

全球巡回中。我们的维修技术人员的航班时刻表衔接非常紧密。带着重达 40kg 的工具箱重装出发，只要是涉及您的 SML 机床的问题，不论您在何处，我们的维修技术人员都会来到现场为您服务。通过阅读下面的“Stefan Abseher 的旅行日志摘要”，您可以大致了解一名维修技术人员的日常情况：

On the move, around the globe. The flight schedules of our service technicians read themselves like the ones of airline pilots. Carrying full bags with nearly 40kgs of tools, they are available always and everywhere in order to assist whenever it comes to your SML machine. Here's a brief glimpse into the life of a service technician by reading the following "notes from Stefan Abseher's travel logbook":



**Stefan Abseher**  
Service technician

„里约热内卢：工作结束。现在前往机场。等待飞机起飞。接着经 11 小时飞抵维也纳。与家人和朋友团聚。离开家已有几周时间了。上一周即使在背阴处，温度也能达到 35 摄氏度。下一周即使在晴天，温度也只有零下 5 摄氏度。时间变化交替：3 周时间在南美洲，时差 -6 小时，然后 5 天在奥地利，无时差，之后两周在中国，时差 +7 小时。在巴西一位客户（也是好朋友）的家里品尝到一生中最高级的烧烤。2 周内行李增重 6 公斤，在下次出行时减少行李重量。早上到公司。中午接到一个电话。即将出差到印度。

有时会感觉劳累，但我非常喜欢这个工作！”

„Rio de Janeiro: The job is completed. Now, I'm heading to the airport, where I have to spend time before departure. Subsequently, I am taking an 11 hour flight to Vienna that brings me back to spend a joyful time with family, friends and my girlfriend for a short while. I haven't seen them for weeks. I am looking back to a week with 35 ° in the shade. Next week, I am expecting -5 ° in the sun. Interplay between time zones: 3 weeks in South America with 6 hours behind Central European Time (CET), then 5 days in Austria with normal time, followed by 2 weeks in China with 7 hours ahead of CET. In enjoyed the best barbecue in my life in Brazil at a customer's home, who is meanwhile a good friend of mine. I have gained 6 pounds in 2 weeks, but I am going to lose it again during my next trip. In the morning, I'm going to work. At lunch I receive a phone call. The next trip goes to India.

Sometimes it's hard work, but it's a pretty cool life! ”

**服务热线**  
+43 2626 20085 | sml-service@seal-maker.com

Bernd Morawitz 和他的团队随时准备着为您解决与您的机床有关的所有问题。

**Serviceline**  
+43 2626 20085 | sml-service@seal-maker.com

Bernd Morawitz and his team will be more than happy to answer all your questions about your machine.

**HOT**



## 经莫斯科到上海

我们每年都会把参加最重要的国际工业展会作为头等大事对待。在莫斯科举办的俄罗斯国际传动控制展 (MDA) 和在上海举行的亚洲国际动力传动展 (PTC) 上, 我们有机会向专业人士展示了我们的产品。对我们来说最重要的是, 可以在与客户和感兴趣者的直接对话中了解到有关最新趋势和需求的更多信息。

Seal Maker 休息厅充满现代化气息的氛围为我们与客户的交流提供了理想的环境。在上海亚洲国际动力传动展上, 我们的展台面积为 120 m<sup>2</sup>, 在各方面都达到很高的标准。这一点令包括展会参观者在内的所有人都感到振奋: 这一令人印象深刻的展台布置在今年还获得了 ADEBAR 宣传广告奖。

## From Moscow to Shanghai

Every year, our participation in the major international industrial exhibitions represents a highlight to us. This year, we were also able to present our products at the MDA in Moscow and the PTC in Shanghai to competent exhibition visitors. Our objective in direct conversations with customers and all those interested thereby is to learn more about the latest trends and developments.

The modern ambience of the Seal Maker Lounge provided the ideal framework thereto. Completely awesome in every respect, the exhibition stand in Shanghai with a size of 120 m<sup>2</sup> not only aroused the enthusiasm of the fairgoers: the impressive eye-catcher was also awarded with the ADEBAR advertising price this year.



Karl-Heinz Steyer

## 瑜伽培训班 身心合一

从 2012 年 9 月起, Seal Maker 的一些员工开始学习瑜伽。Seal Maker 邀请瑜伽培训师 Karl-Heinz Steyer 向学员传授禅道。目的在于通过保持正确的身体姿势、气功以及保持注意力专注学会更好地放松身体和恢复体能。

## Yoga Course With Heart and Soul

Since September 2012, a few employees of Seal Maker have dedicated themselves to the art of yoga. Initiated by Seal Maker, yoga master Karl-Heinz Steyer initiates the participants into the secrets of meditation. The aim is to experience relaxation and regeneration by maintaining proper posture, breathing technique and intense concentration.

