

IKA®

**Service**

**Quality**

**Availability**



Visit our website [www.processworld-online.com](http://www.processworld-online.com)



## ***The IKA® philosophy***

IKA®-Werke are one of the leading manufacturers of mixing and dispersing machines employing approximately 450 people world-wide. 300 of these are at our headquarters in Germany, one third are employed in this, the process division, and about 10% of our total personnel are engaged in the field of research and development.

An IKA® product means a combination of the latest, innovative technology and highest quality. The use of an IKA® machine or plant must be economically justified but at the same time must guarantee a constant production quality over a long period of time and with guaranteed, repeatable, results.


We carefully establish a clear plan, to determine which machines, or plants, are most suitable for each and every application. Our philosophy is: „The product to be processed and the production machine have to be matched in order to achieve the optimum result.“

The feeding and dosing of raw materials is the customers' responsibility, however it is our desire to help and support you in this sphere and our engineers and service department are at your disposal at all times to assist you in this area.

## ***Make use of our multiple services***

- ✓ IKA® designs complete production plants  
(see our website [www.processworld-online.com](http://www.processworld-online.com))
- ✓ We conduct trials and product development
- ✓ IKA® plans and conducts mechanical, electrical and pneumatic installations
- ✓ We commission, run trials and instruct operating personnel
- ✓ We have a 24-hours spare parts service
- ✓ IKA® conducts repair and service work at site or at the IKA® facility in Germany
- ✓ We have rental machines and plants at extremely competitive prices and conditions



IKA®-Werke have been certified by  to DIN EN ISO 9001 since 1996.

Most of our machines have been certified to the 94/9 EG (Atex95) regulation since 2003 and our in-line machines have 3A-Sanitary Approval by the FDA of the USA.

Our service management team is comprised of experienced mechanical engineers, electronics engineers, chemists, chemical engineers and technicians



Our service team at IKA®



quickly and reliably at site



Our team in the pilot plant laboratory

**Our pilot plant laboratory, a supplement to theory and practice**

- product development
- conduction of trials
- paid production of small product quantities for bridging production bottlenecks



Spare parts, rental machines and machines no longer in normal production



Contact:  
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If you have questions or requirements regarding installed machines, we will be of assistance at any time. For quick and accurate attention to your enquiry we need the following details. Please complete and send this page by fax to +49/76 33/70 87 to get our immediate support.

Company .....

Street .....

City/Post Code .....

Dept. ....

Phone ..... Fax .....

E-Mail .....

Machine/Plant

Model .....

Serial No. ....

Please supply us with:

- quotation for spare parts
- quotation for spare or rental machine
- service/maintenance
- service-/maintenance contract
- details required for conducting trials
- advice and planning on site
- miscellaneous .....



Automatic high racking system for storage of thousands of parts



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DIN EN ISO 9001:2000  
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