

Serenity

From performance to Serenity



Catalogue of Services

From performance to serenity

By Bucher Vaslin Customer Service

From performance to Serenity

Close to the ground and its realities,
listening to you and your needs,
Bucher Vaslin has constantly adapted
its solutions and services to your
satisfaction.

With Serenity, Bucher Vaslin provides you
with full assistance for a more efficient,
safer, untroubled future.

Take advantage of our Master, Connect
and Assist services to develop
your skills, control your installations
remotely and give your equipment
optimal productivity.



Serenity services

Master

Skills development



With Master, you benefit from over 40 years of experience and qualified Training Center (DataDock and Veriselect certifications).

Our training sessions allow you to quickly develop useful skills in the use and maintenance of Bucher Vaslin equipment.

Connect

Connected services



Our Connect offers & solutions consist in connecting, supervising and monitoring Bucher Vaslin equipment.

Thanks to a secure, real-time access, you can follow up all your works, analyze the results and be informed in case of anomaly.

Assist

Technical Support Contracts



Assist support and service programs allow you to get instantaneous answers to all your questions, be advised, get optimal machine productivity and minimize downtimes.





Master
Skills development

Master, training provided by Bucher Vaslin



Promote your staff skills to reveal the full potential of your equipment.

Training further completes commissioning. It allows operators to optimize the operations of their equipment and become autonomous. It allows your maintenance technicians to carry out some corrective operations without wasting time while respecting the Operating Modes defined by Bucher Vaslin.

Master, what are the benefits for you?

- › Control of processes
- › Higher productivity
- › Better quality
- › Autonomous teams
- › Staff safety
- › Reduction of maintenance costs

Training

Operation

Maintenance Level 1

Bucher Vaslin trainings

Highly experienced and close to the ground, our trainers know how to skillfully pass on their knowledge and expertise to any kind of technicians. Whether inter-company (multi-company training) or intra-company (one client), our training sessions meet all participants' requirements.

A better use of the equipment also results in safer work conditions, the implementation of good practices and the reduction of breakdowns.

Training - Operation

Advantages

This training is specifically dedicated to operators. It is meant to better comprehend the raw material and to control the operations and settings of the machine

Description

- › Get to know the functions of the machines and the importance of each element
- › Optimize the various cycles
- › Understand how to program the machine and adjust the programs to the grapes or wines
- › Understand how to optimize the various operating cycles
- › Get to know the various utilities required for proper operation
- › Get to know cleaning operations
- › Learn how to use the Traceability and Connectivity tools

Target public

Machine Operators

Compatible products

Reception

Delta
Vistalys

Pressing

Bucher XPert
Bucher XPlus
Bucher RPX/RPZ
Bucher Inertys

Filtration

Flavy FX
Flavy X-Treme
Flavy X-Wine



Training - Maintenance Level 1

Advantages

This training is focused on how to master some first-rank corrective operations autonomously

Description

- Learn to make a diagnosis
- Learn to work safely
- Learn to replace components while respecting the operating mode defined by Bucher Vaslin

Target public

Technicians specialized in winery maintenance

Prerequisite

Electrician's certification
Work at height

Compatible products

Pressing

Bucher XPert
Bucher XPlus
Bucher RPX/RPZ
Bucher Inertys





Connect
Connected services

Connect, your connected service

Gain serenity by connecting your equipment to Bucher Vaslin cloud.

Bucher Vaslin Connect service offers a new dimension of services to its customers. With our connectivity system, operating data are automatically uploaded from the machine to the Cloud specifically developed for that purpose. End-users can therefore take advantage of high-end, digital services offering the latest functionalities on their machines.

From Winect mobile application to on-line services, users have a complete service offer to save time and work in serenity.

Connect, what are the benefits for you?

- › Operation achievable on compatible, new or already installed equipment.
- › Multi-operator, optimized connection to all networks.
- › On-line customer portal with dedicated space and control tools.
- › Services can be activated remotely and are immediately operational.

Connexion

Upgrading kit
Connexion to the cloud

Winect profil

Standard
Expert
Mainteneur

Customer tool

Portal
Teleassistance

Alerts

Mail
SMS

Connection

The connection to our Connect services is available on our materials equipped in series with a modem router or by an additional kit supplied and installed by Bucher Vaslin.

By subscribing to our Connect services, you finally get into winemaking 4.0.

Kit upgrade Connect

Advantages

This equipment allows any compatible machine to get connected to our Connect services.

Description

- 3G/4G compatible modem router
- Ethernet connection to PLC
- Mounted in cabinet on DIN rail
- 24VCC power supply with the existing equipment
- Different references depending on the country

Prerequisite

Bucher Vaslin compatible material

Connection to the cloud

Advantages

This services consists in activating the communication system installed in the machine and to connect it to mobile networks.

The material gets connected to the most efficient mobile network nearby the installation.

Description

- Turnkey service
- Multi-operator connection
- Mobile operator adapted to the country

Prerequisite

Machine equipped with modem and SIM card.

Machine in an area covered by at least one mobile operator.

Compatible products*

Pressing - 477 390

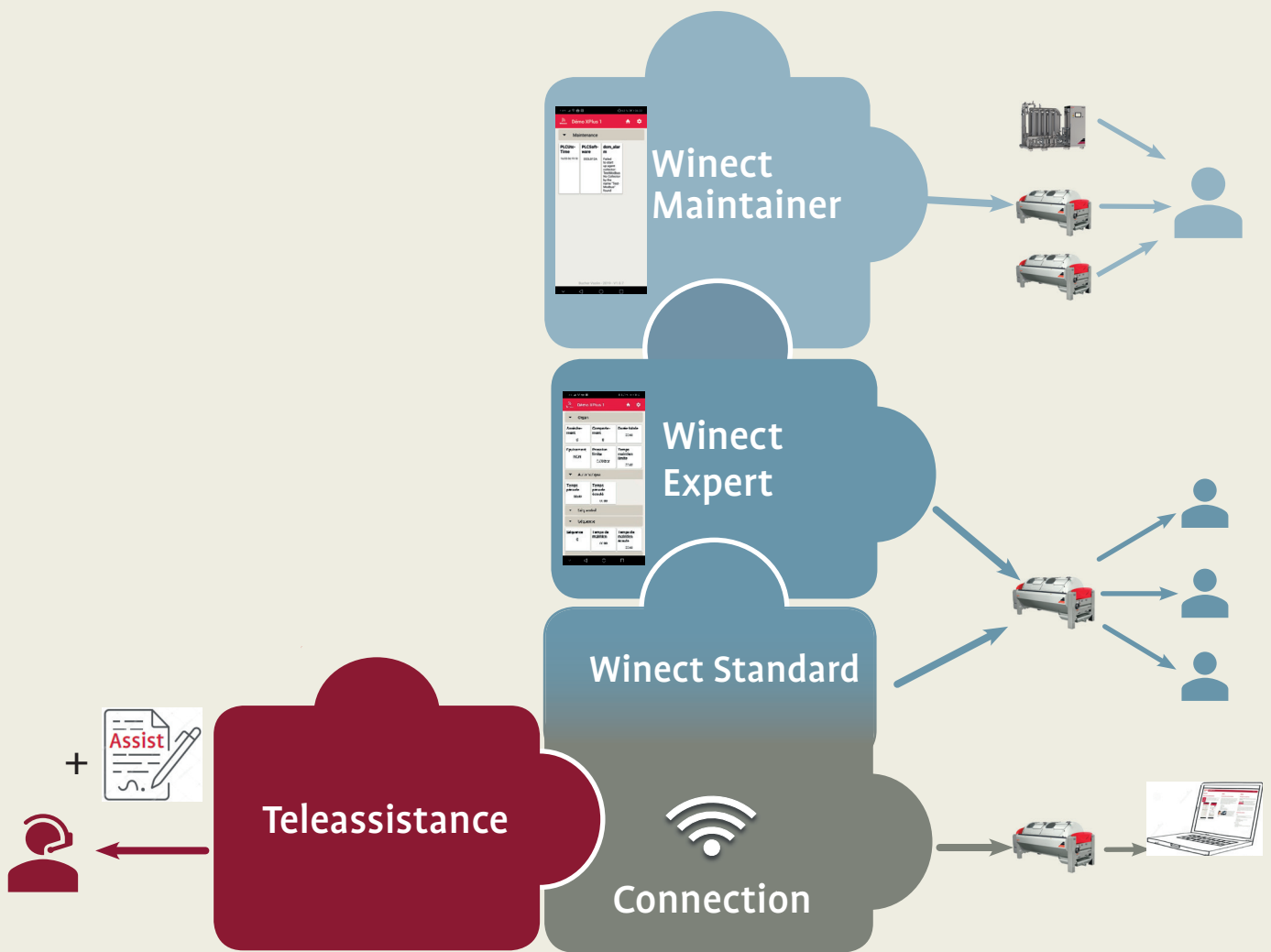
Bucher XPlus and XPert IT
Bucher XPlus and XPert ICS

Filtration - 477 374

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS



* See all our General Sales Conditions on connect.buchervaslin.com/cgu
See the details of all compatible products on connect.buchervaslin.com/faq



Winect profil

Winect is the mobile application allowing you to control your machine remotely. Wherever you are, you'll be able to see the progress of your production and receive real-time alerts if necessary. The application is available on iOS and Android.

Winect is the solution to keep calm and relaxed wherever you go.

Winect - Standard

Advantages

Free of charge and included to the Cloud connection.

The Standard user profile has been designed for any operators who need to follow its machine statute.

The reception of alerts is included.

Characteristics

- › Follow-up of parameters and basic information
- › Push alerts via the app
- › Alerts by email
- › Alerts by SMS (charged)
- › Multi user license
- › Mono machine license

Prerequisite

Machine equipped with modem and SIM card.

Machine in an area covered by at least one mobile operator.

INCLUDED

Compatible products*

Pressing - 477 387

Bucher XPlus and XPert IT
Bucher XPlus and XPert ICS

Filtration - 477 381

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS



Winect - Expert

Advantages

The Expert user profile provides the same basic information as the Standard ones. It is completed by the access to more technical information allowing the operators-enologists to further detail the configuration of their machine based on their needs.

The reception of alerts is included.

Characteristics

- › Follow-up of parameters and basic information
- › Follow-up of enological, technically more detailed information
- › Push alerts via the app
- › Alert by mail
- › Alert by SMS (charged)
- › Multi user license
- › Mono machine license

Prerequisite

Machine equipped with modem and SIM card.

Machine in an area covered by at least one mobile operator.

Compatible products*



Pressing - 477 388

Bucher XPlus and XPert IT
Bucher XPlus and XPert ICS

Filtration - 477 382

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS

Winect - Maintainer

Advantages

The Maintainer profile is dedicated to operators in charge of maintaining the machines. This profile gives direct access to a large number of technical information to make a diagnosis.

The reception of alerts is included.

Characteristics

- › Additional information dedicated to the maintainer
- › Reading of the information and settings
- › Reading of sensor raw data
- › Push alerts via the app
- › Alerts by email
- › Alerts by SMS (charged)
- › Multi user license
- › Mono machine license

Pré requis

Machine equipped with modem and SIM card.

Machine in an area covered by at least one mobile operator.

Compatible products*



Pressing - 477 388

XPlus and XPert IT
XPlus and XPert ICS

Filtration - 477 382

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS

Customer tools

As soon as you subscribe to one of our Connect offer, we provide on-line, configurable, innovative tools on Connect Portal : connect.buchervaslin.com

Master your solutions and take advantage of their continuous improvement.

Connect Portal

Advantages

This web portal allows you to manage your account autonomously.
You can administer your Winect users, order on-line licenses, modify your customer information ...

Characteristics

- › Full web portal
- › On-line orders
- › Administration of your customer account
- › Downloading of machines backgrounds
- › Follow-up your contracts

Prerequisite

Subscription to our Connect service
Connection to the cloud

Teleassistance - License

Advantages

A check at distance of the machines by your own service provider allow to set up a diagnosis to resolves a problem or to help the intervention of an authorized and expert technician.

- › Suitable directions for use in real time
- › Quick intervention
- › Costs reduction

Characteristics

- › Just one computer license
- › Service contract which has to be established with your regular service provider
- › The service provider can be internal or external
- › No services included in the license

Prerequisite

Machine equipped with modem and SIM card.
Machine in covered zone by at least one mobile operator.

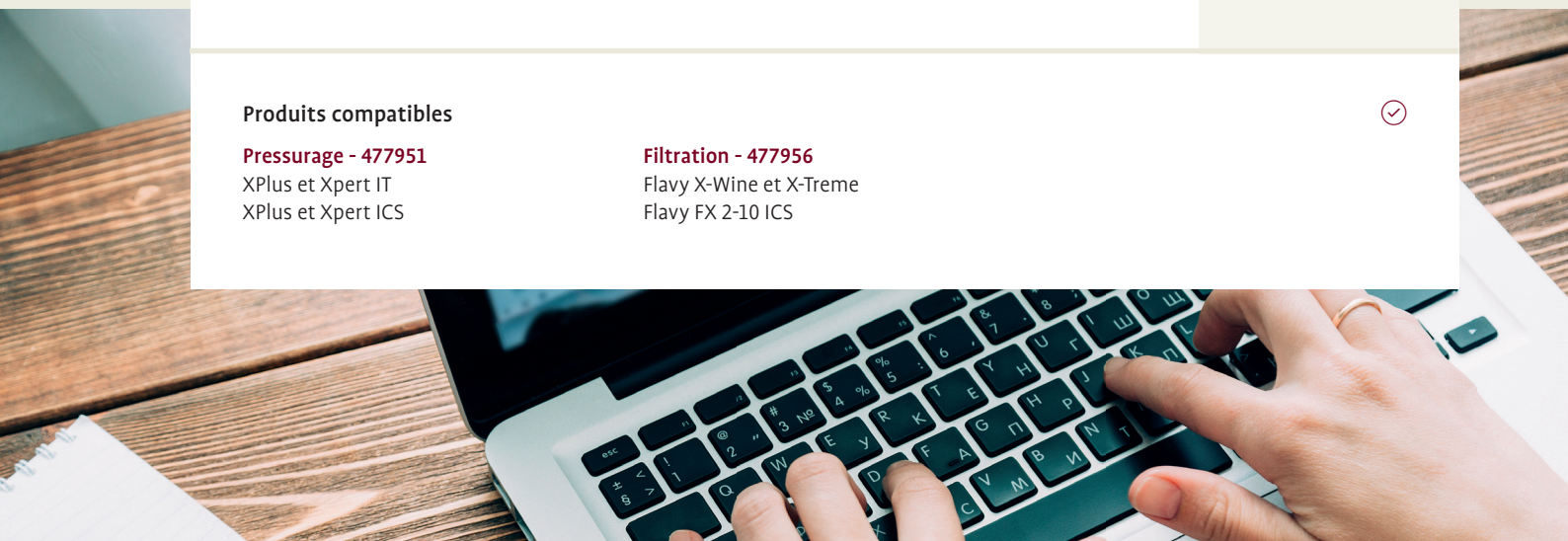
Produits compatibles

Pressurage - 477951

XPlus et Xpert IT
XPlus et Xpert ICS

Filtration - 477956

Flavy X-Wine et X-Treme
Flavy FX 2-10 ICS



Alerts *by mail*

Advantages

Option available to receive by email alerts coming from the machines. This option is included in all Winect licenses.

Characteristics

- Réception of alerts from the machines by email
- Free option

Prerequisite

The user must subscribe to a Winect license. The user must have an email address in order to receive the alerts (this address is not provided by Bucher Vaslin).

INCLUDED

Compatible products*



Pressing

Bucher XPlus and XPert IT
Bucher XPlus et XPert ICS

Filtration

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS

Alerts *by SMS*

Advantages

Option allowing to receive alerts by SMS from the machine. This option is charged (cost per SMS) and is included in all Winect licenses for a user having a license.

Characteristics

- Reception of the alerts by SMS from the machines
- Chargeable option (price/SMS)

Prerequisite

The user must subscribe to a Winect license. The user must have a cell phone being able to receive SMS. It must be connected and equipped with a SIM card in order to receive the alerts (the cell phone and subscription are not provided by Bucher Vaslin).

Compatible products*



Pressing

Bucher XPlus and XPert IT
Bucher XPlus and XPert ICS

Filtration

Flavy X-Wine and X-Treme
Flavy FX 2-10 ICS



Assist

Help Desk contracts

Assist, your help desk contract

Subscribe to Bucher Vaslin service programs and remain focused on your assets and core business.

The first contact, the help desk platform, will put you through experienced professionals for guidance. Help Desk contracts allow our specialists to get remote access to the PLC of your machines. Depending on their diagnosis, a fast, efficient intervention of qualified, skilled technicians can be organized. Regular maintenance helps to increase reliable productivity and the overall life span of the machines.

Bucher Vaslin ensures a quick availability of spare parts up to 20 years after a model is no longer marketed.

Assist, what are the benefits for you?

- Optimal productivity of the machines
- Reduction of the risks of failures and machines downtimes
- Longer life span of machine components

Service contracts

Remote help desk
Technical inspection
Operating tests
Winterizing
Help line 24h/day
Preparation of filters in wines/juice lees modes
Support for the filtration of juice lees

Service contracts

From the technical inspection of the machines to the improvement of the winery process, our service contracts provide assistance and support all year round depending on your needs to get full benefits from your installation.

Bucher Vaslin service contracts help you keep calm and relaxed.

Remote Help Desk

Advantages

By taking remote control of your machines, Bucher Vaslin technical platform helps you to make a diagnosis, solve a problem or facilitate the intervention of a qualified skilled technician.

- Adapted, real-time recommendations
- Fast intervention
- Costs reduction

Check points

- Remote control of configurations, tracks records ...
- Real-time display of operating devices to identify potentially faulty components.
- Remotely adjusted configuration

Prerequisite

Machine equipped with modem and SIM card.

Machine in an area covered by at least one mobile operator.

Compatible products

Pressing

Bucher XPert
Bucher XPlus

Filtration

Flavy FX
Flavy X-Wine
Flavy X-Treme



Technical inspection

Advantages

Technical inspection is necessary to optimize the productivity of the equipment when using it

- › Reduction of the risks of production shutdowns and machine downtimes
- › Components operating condition to the best output
- › Longer life span of the equipment
- › Better work and safety conditions of the staff in the winery

Check points

- › Checking of the state and functionalities of the major components of the equipment
- › Checking of setting data and/or calibration of measuring means
- › Tightness checking of air and gas circuits and/or water and nitrogen utilities
- › Lubrication of circuits and pneumatic components
- › Checking of oil level for some equipment
- › Checking of safety devices
- › Carrying out of operating tests

Prerequisite

Accessible material
And utilities in operation (water, air, electricity, nitrogen)

Compatible products

Reception

Delta

Pressing

Bucher
Sutter

Filtration

Flavy



Operating tests

Advantages

Operating tests are essential to start the machines successfully before grape harvesting

- › The performance of the machines is ensured before the first grapes reception
- › No stress for the staff when they start working in the winery
- › Reduction of machine failures during the campaign

Check points

- › Checking of the functions when powering on (electrical, pneumatic, compressed air, water, nitrogen energies)
- › Checking of safety devices
- › Reminder of the good practices to optimize the productivity of the machines during harvesting

Prerequisite

Accessible material and utilities in operation (water, air, electricity, nitrogen)

Compatible products

Reception

Delta

Pressing

Bucher

Sutter



Winterizing

Advantages

After grapes harvesting, winterizing is a critical step to extend the life span of machine components

- › Machine resting
- › The overall state of the machine is checked

Characteristics

- › Positioning/protection of operating devices
- › Greasing of rotating and sliding parts
- › Energies are stopped
- › Draining of compressor reserves, turbines...
- › Checking of critical operating stations (rollers, pneumatic circuit tightness, press membranes...) to anticipate and list any potential works to plan for the next campaign

Prerequisite

Material is put away, accessible and cleaned according to the instructions for use. Utilities in operation (air, water, gas, electricity)

Compatible products

Reception

Delta

Pressing

Bucher

Sutter



Helpline

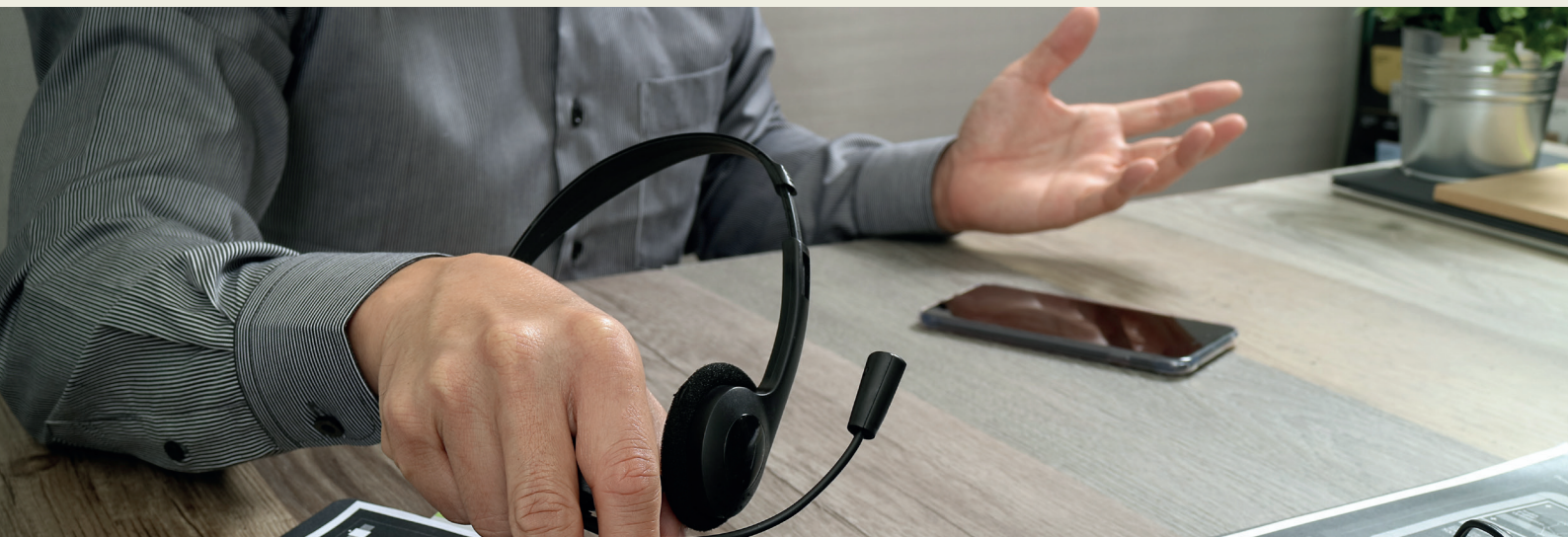
24h/day during harvesting

Advantages

The help line 24h/day allows continuous servicing (as close as possible to the winery organization) during grapes harvesting for higher serenity

Characteristics

- Technical help line overnight and out of Bucher Vaslin hours for analyses, diagnoses or recommendations



Preparation of filters in *wines / juice lees modes*

Advantages

Preparation of the cross-flow filter for the period of juice lees filtration is a critical step to ensure proper operation

- Make the juice lees filtration process secure
- Optimization of the machine productivity

Characteristics

- Fit the filter with components specific to the filtration of juice lees
- Adjust the configuration of the machine
- Check the installation and environment of the machine
- Remind the good practices to adopt while respecting Bucher Vaslin operating modes

Prerequisite

Accessible material and utilities in operation (water, air, electricity, nitrogen)

Compatible products

Filtration

Flavy FX Juice lees
Flavy X-Treme



Technical support *for the filtration of juice lees*

Advantages

Technical support during the process of juice lees filtration is an additional service to the commissioning of juice lees filters and to the training session relating to the machine operation.

It allows operators to optimize their know-how, minimize the risks of failures and secure proper operation of the machine.

Caractéristiques

- › Checking of the configurations and proper operations of the specific components
- › Checking if the good practices are applied
- › Checking of the installation and environment of the machine
- › Operators get technical support during the filtration of juice lees

Prerequisite

Material is working and utilities in operation (water, air, electricity, nitrogen)

Compatible products

Filtration

Flavy FX Bourbes
Flavy X-Treme



Assist packs

For economical and organizational reasons, Assist technical support contracts are available either « à la carte » (customizable) or in « Packs ».

« Pressing » and « Cross-flow filtration » packs have been designed to improve your performance with serenity.

Pressing

 Services	 Pack Initial*	 Pack Premium*	 Benefits
Technical inspection			Optimal machine productivity during harvesting
Remote Help Desk (prerequisite: connectivity)			Reduction of corrective interventions and machine downtimes
Winterizing			Longer life span of machine components
Operating tests before harvesting			Reduction of the risks of failures during harvesting
Help line 24h/day during harvesting			Technical support overnight

* Change of spare parts, Quotations and Corrective Actions: upon order

* Duration of contract: 3 years

Cross-flow filtration

 Services	 Pack Wine*	 Wine and Juice lees Pack*	 Bnefits
Technical inspection			Optimal machine productivity during harvesting
Remote Help Desk (prerequisite: connectivity)			Reduction of corrective interventions and machine downtimes
Preparation of filter in wines/juice lees modes			Optimization of the operations and configurations of the filter for the juice lees season
Technical support for the filtration of juice lees			Reduction of the risks of failures during the season of juice lees
Help line 24h/day during harvesting			Technical support overnight

* Change of spare parts, Quotations and Corrective Actions: upon order

* Duration of contract: 3 years

Serenity

From performance to Serenity

Bucher Vaslin

Rue Gaston Bernier - BP 70028

F - 49290 Chalonnes sur Loire

Tel. +33 (0)2 41 74 50 50

Fax +33 (0)2 41 74 50 51

E-mail : commercial@buchervaslin.com

www.buchervaslin.com

Your success is our priority

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vaslin