

**IKA®**

Application Center  
Support + Training + Service



**IKA®**  
Service for You



IKA®-Werke GmbH & Co. KG in Staufen, Germany can now look back on a century of company history. The company, which was founded in 1910 as a distributor for pharmacies and hospitals, relocated from bombed-out Cologne to Staufen in 1942. There, it quickly became the global market leader for laboratory technology as well as dispersing, stirring, and kneading machines. Today, IKA® employs over 600 people at six different locations on four continents.

## Laboratory & Analytical Technology

IKA® laboratory technology offers a vast spectrum of innovative devices for numerous applications in research and development. In the last few years, the company has been able to significantly expand its leading position worldwide with a remarkable line-up of devices including magnetic stirrers, overhead stirrers, dispersers, shakers, mills, rotary evaporators, lab reactors and calorimeters.

## Process Technology

In the past few decades, IKA® has also achieved a leading position in engineering through innovative technology when it comes to dispersing, kneading and plant engineering processes. The high-quality stirring, mixing and kneading machines are used in the pharmaceutical, chemical, food, paint, cosmetics, and plastics industries. Large brand manufacturers count on our machines. From single machines to modular lines all the way to complete systems - IKA® offers the entire spectrum. We are a one-stop supplier offering everything you need from design, prototype development and production to after-sales service.

*D. Dockweiler*

**Daniela Dockweiler**  
Head of Application Center



### Quality

Our high standard of quality is further supported by our new spaces as they enable intensive collaboration between our application specialists and the research and development department.

### Laboratory

Our team of 8, consisting of lab assistants and chemical engineers, is in direct, daily contact with users and developers which helps us to continuously improve our products. We offer you the opportunity to witness firsthand the processing of your sample with our devices, right here with us, onsite. We look forward to making an appointment to meet with you in our Application Center.

### Experience

Our extensive experience in sample processing has been compiled in our application database. With just a few clicks on our website, you can make use of our knowledge.

### Answers

We look forward to answering your questions! We consider your feedback and your questions as an opportunity to constantly improve. So please don't hesitate to contact us.

### Innovation

As part of our new Application Center, our research and development department does research and creates innovative devices with appealing designs.

### Seminars

We will gladly inform you on a regular basis of any seminars that will take place at our facilities and are therefore offering you the opportunity to learn more about our product portfolio. These seminars are held by IKA® specialists as well as outside speakers.

### Customer Service

Our toll-free hotline gives you direct access to our application specialists.

### Training

We look forward to sharing our know-how with you and invite you to a detailed training session about our devices in order to introduce you to the special features of our products.

### Sample Processing

In our new Application Center, we are able to process your sample with our devices. The sample will then be returned to you along with a detailed test report as well as a recommendation for a device that best suits your application.

### Demo Equipment

Our demo equipment service enables you to carry out sample processing and testing of our devices in your laboratory.



## Even more customer service at our new IKA® Application Center

„When it comes to the development of new devices, IKA® has always worked closely with its customers,“ says René Stiegelmann, the owner and managing director of IKA®. „The Application Center now offers even more space and possibilities to test and improve upon lab devices and processes.“ Research and hands-on testing, development and application, sales and customers are now even more closely connected at IKA®.

Our new Application Center spans 400 sqm and offers modern facilities for presenting and testing lab devices and processes. This brings us even closer to our customers and improves our service. Here, prospective buyers and customers can test out processes that involve stirring, shaking, dispersing, grinding, heating, analyzing and distilling. In addition, it also further extends the opportunity to test your own devices and to develop new models. The official opening is on Thursday, May 5th, 2011.



# Application support

## Online application database

Thanks to our long-lasting collaboration with partners representing a variety of research fields, we have acquired extensive application know-how. This along with further daily insights, is entered into a database on a regular basis. More than 1,100 application reports are at your disposal on our internet page. There, you are able to search for your desired application by entering a keyword, and your search result will be a detailed test report on the sample processing with the respective IKA® device. This allows you to receive detailed information.

Search for your application here:  
[www.ika.com/applications\\_db](http://www.ika.com/applications_db)

## One-on-one application support

Our Application Center consists of application specialists who have extensive experience with sample processing. We offer the necessary support so that you are able to achieve optimum test results. We look forward to supporting you in finding the perfect device for your application.

Call our toll-free hotline:  
**00 8000 4522777 (00 8000 IKAAPPS)\***

Or send us an e-mail - we will process your request in a timely manner: [applicationsupport@ika.de](mailto:applicationsupport@ika.de)

\* Monday - Thursday from 8:30 am - 4:30 pm  
Friday from 8:30 am - 3:30 pm

# Sample processing

## We will process your sample at our facilities

You can also send us your sample directly. We will test it for you with a device suitable for your application. Assuming all necessary information has been made available to us, we guarantee processing within 48 hours!

In order to ensure a smooth process, please send your sample along with the filled-out data sheet\* to:

**IKA®-Werke GmbH & Co.KG**  
**Application Center**  
**Janke & Kunkel-Str. 10**  
**79219 Staufen**  
**Germany**

Tip: You can also send your request in advance via e-mail. This enables us to clear up any questions upfront:  
[applicationsupport@ika.de](mailto:applicationsupport@ika.de)

\* The data sheet can be found on our internet page:  
[www.ika.com/applications](http://www.ika.com/applications)



## Processing your sample with us

We would also like to invite you to process your sample here with us in close collaboration with our specialists. Our modern customer lab with its adjoining conference room enables you to experience the IKA® portfolio live and to move a step ahead when it comes to your sample processing or the testing of new production processes. We offer you the chance to be convinced of the functions and advantages of our products before you purchase them.

"The customer would like to ensure that the desired process actually works before he invests in devices and machines," explains Daniela Dockweiler, head of the Application Center. „We provide the devices and documentation of the experiments.“

This option offers you an unbeatable service that enables you to not only receive the processed sample along with a test report, but to also witness the user friendliness of the IKA® devices firsthand. We look forward to your inquiry!

## Demo equipment services

Another way of witnessing the IKA® quality firsthand is to use a demo unit, free of charge. Let us know which sample you would like to process, and we will send you a suitable device. This way, you will be able to carry out your test series in your laboratory.

But we will also gladly come to you to show you our range of devices.



## Pilot plant and pilot projects

New products and formulations being developed in laboratories all over the world carry the IKA® signature. When it comes to successive production, our high-duty systems are once again in use on the front line. Additionally, IKA® offers a one-stop, smooth transition of formulations and technologies from laboratory to large-scale production, thereby solidifying pilot systems as an indispensable link. Findings that were acquired in the laboratory translate from process and recipe development to the production scale in a consistently reliable manner.

The pilots that are used during the pilot plant stage play a significant role in determining whether or not a product becomes a success. Here, the process technology to be used is defined, the required machine or system size is determined, and the necessary energy requirements are established.

IKA® pilots therefore have a direct influence on the quality and character of the final product.

For more information, please see:  
[www.ikaprocess.com](http://www.ikaprocess.com)



## We will share our know-how with you

We look forward to sharing our knowledge with you and invite you to a detailed training session on our devices where we will introduce you to the special features of the IKA® products. Here, we will be able to individually respond to your needs and cater the training content to those needs. In general, we split our seminars into a theoretical section and a hands-on section. Here, we use our conference room, which is equipped with very modern technology. The customer lab, which is directly adjacent to the conference room, enables you to immediately apply what you have learned and to clear up any questions that might arise then and there. Particularly for our products that are in need of explanation, such as calorimeter systems and lab reactors, for example - but also when it comes to other devices - we offer an installation service with on-site instructions.

We will gladly discuss any training needs you might have. We also look forward to providing training for service technology. You will gain insight into the function, history and tips regarding the repair of our devices as well as all necessary documentation. If requested by you, our qualified technicians will gladly visit you in your office and carry out the training session there. We will gladly make you an offer if you are interested in this service.



### What will the IKA® Service cost me?

*Our goal is to recommend the optimal device for your process. We therefore look forward to any direct contact with you! A consultation via telephone or e-mail is, of course, free of charge. A small processing fee will be charged for any samples that are sent in. This fee, however, will be deducted from the purchase price if the recommended device is indeed purchased.*

### My processes are strictly confidential.

#### How does IKA® deal with this?

*Of course we are more than willing to arrange a confidentiality agreement with you in order to protect the privacy of your processes and applications.*

### Is it possible for me to use equipment on loan?

*We will gladly send an IKA® device suitable for your application for processing of your sample - free of charge. Please take a look at our terms for equipment on loan at [www.ika.com](http://www.ika.com).*

### I am interested in attending a seminar.

#### How does it work?

*We are looking forward to your request about our seminars. Please arrange for an appointment with our specialists via our free Application Support hotline.*

### What should I take into consideration when sending a sample to IKA® for processing?

*In order to ensure that everything runs smoothly, please send the corresponding data sheet, which can be found at [www.ika.com/applications](http://www.ika.com/applications) via e-mail to [applicationsupport@ika.de](mailto:applicationsupport@ika.de). We will promptly process your sample and contact you directly if there are any questions or concerns. After completion, the processed sample will be returned to you along with a detailed test report. If the recommended product is purchased by you, the processing fee will be deducted from the purchasing price.*

### Is it possible for you to do a device demonstration onsite?

*Our product specialists look forward to visiting you and educating you on our product portfolio. Even once a purchase is finalized, we will still be available for advice and will support you when it comes to the installation of the purchased IKA® device.*



**IKA® Know-how  
for You**

# Hotlines

By entering your application or a keyword, you will be able to find detailed test reports here on the use of IKA® devices:  
**[www.ika.com/applications\\_db](http://www.ika.com/applications_db)**

But we also look forward to helping you find a suitable device for your application over the phone. You can reach our application specialists via our toll-free hotline:  
**00 8000 4522777**  
**(00 8000 IKAAPPS)\***

Or send us an e-mail - we will process your request in a timely manner:  
**[applicationsupport@ika.de](mailto:applicationsupport@ika.de)**

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**Designed  
to work perfectly**

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