



**FOR IMMEDIATE RELEASE**  
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## **Davis-Standard Global Services to Promote Customer-Centric Approach at K**

(Chicago, IL.) – Davis-Standard Global Services (DSGS), the aftermarket arm for Davis-Standard’s flagship and specialty brands (Brampton Engineering, Deacro, Gamma Machinery, and TSL Thermoforming), will share the advantages of full-featured customer service during K at **Hall 16, Booth B19**. With the largest service-installed base worldwide, DSGS is a unifying force committed to machine uptime, optimized efficiency, multiple touch points for customers, and cross-training for a streamlined and receptive process.

“Our global services value proposition is to be your lifecycle partner in polymer processing excellence,” said Luke Nims, Vice President, Davis-Standard Global Services. “Our team is dedicated to using every tool possible to help customers hit the ‘easy button’ whenever they need us.” Nims continued, “We’ve implemented improved processes to better facilitate regional service and response, OEM parts availability under original specifications, and upgrades to existing equipment to address evolving markets.”

The three pillars of DSGS service are foundational to the team’s customer-centric approach. These include **spare parts, service and support, repairs, rebuilds, and upgrades**. Advantages include the largest network of field service engineers and technicians in the industry, preventative maintenance programs, same-day shipment of in-stock OEM parts, remote monitoring service, rebuild and retrofit capabilities and customizable solutions. Genuine replacement parts are guaranteed for fit and function. Customer touch points span the equipment lifecycle, beginning with logistics and rigging, through spare parts and service, to retrofits and upgrades, to end-of-life solutions and expense management. Davis-Standard’s Service Advantage Program enables customers to customize their service package, including priority access to technicians and parts, expert advice on optimization, and flexible support options such as 24/7 assistance and machine-side training.

“We’re connecting assets and machines to provide customers with the best service experience possible. Improving efficiency and moving toward predictive solutions is essential for a seamless experience,” explained Nims. “Our equipment lasts a long time, so we need to deliver on machines installed decades ago, along with newer technology, with the latest enhancements. This includes ongoing upgrades to reduce energy consumption and address increased use of bio resins as industry standards continue to move toward sustainability.”

Several members of the DSGS team will be at the show to meet with customers. To learn more about Davis-Standard Global Services, visit [www.davis-standard.com](http://www.davis-standard.com).



## About Davis-Standard

Founded in 1848 and headquartered in Chicago, Ill., Davis-Standard is a global leader in the design, development, distribution, and aftermarket servicing of extrusion and converting technology. Our systems support manufacturing applications and customers in a wide variety of industries, including infrastructure, building and construction, consumer products, medical, and packaging. The company delivers world-class engineering and innovation under the Davis-Standard, Maillefer, Battenfeld-Cincinnati, Exelliq, and Davis-Standard Global Services brands, among others.

With more than 2,600 employees worldwide and a network of independent sales agents and suppliers in nearly every country, Davis-Standard is committed to engineering systems that are cost-effective, environmentally responsible, and offer a high return on investment. The company has manufacturing and technical facilities in the United States, Canada, China, Germany, Finland, Switzerland, Austria, the Czech Republic, Italy, and the United Kingdom.