



Service to
rely on today
and tomorrow

Contents

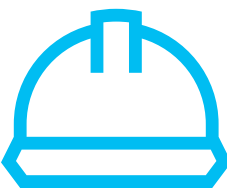
Introduction		Service offerings	08	Service solutions	18
Future-proof your business	03	Tetra Pak® Maintenance Services	09	Tetra Pak® Plant Care	19
How we support you	04	Tetra Pak® Parts	10	Tetra Pak® Plant Perform	20
Sustainable operations	05	Tetra Pak® Consumables	11	Tetra Pak® Plant Secure	21
Quality excellence	06	Tetra Pak® Upgrades	12		
Operational excellence	07	Tetra Pak® Plant Components	13		
		Tetra Pak® Training Services	14		
		Tetra Pak® Automation & Digital Services	15		
		Tetra Pak® Installation Services	16		
		Tetra Pak® Expert Services	17		

Future-proof your business

Achieve smooth and reliable operations

We offer more than just maintenance through our highly skilled service engineers – we provide you with peace of mind. With almost 5,000 highly skilled service engineers worldwide, 24/7 support is just a call away. Whether you need assistance today or are planning for tomorrow, we’re here to deliver the right expertise, at the right place and time to keep your operations running smoothly.

We cover every aspect of your food production from start to finish. By understanding your unique needs, we help you stay resilient and ready for the future. From providing the exact spare parts you need to optimise production, our services enhance your productivity, reduces energy, water and waste, all while maintaining the highest standards of food safety and quality.



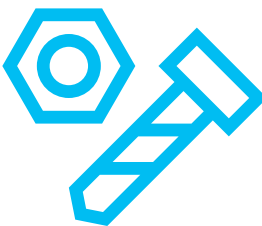
~5,000

highly skilled service engineers worldwide



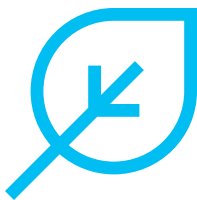
Global

coverage and performance benchmarking



~86,000

spare parts delivered, per day, everyday



Reduce

energy, water and waste

We work with you to strengthen your production capabilities, helping you to address challenges before they arise and prepare your operations for tomorrow. We work to extend the lifespan of your equipment and keep you ahead of the competition, exploring new technologies and ingredients, to help you grow and adapt to industry advancements.

With us, you’re not just getting a service – **you’re enabling stable operations, today and tomorrow.**



How we support you

Where service begins

Whether you need a quick fix or a full service plan, we're here to help. We tailor our support to fit your needs – large or small. After assessing your operations and immediate challenges, we'll work with you to identify the best solution.

From individual services like parts supply to comprehensive service agreements, our commitment is to provide the right expertise, right when you need it, to keep your production running smoothly and support your growth.



We tailor our support to fit your needs – large or small

Service offerings

We're here to support your business growth with a wide range of services that not only boost your efficiency and reduce costs but also ensure consistent quality and safety throughout your production process. Our reliable service is designed to help you increase your productivity and profitability and put sustainably into every step of your operations today and tomorrow.

Service solutions

Our service is built on a commitment to improve operational performance. We offer flexible solutions – customisable or standard – to enhance maintenance, reduce waste, and lower costs, all tailored to meet your specific goals.



Sustainable operations

Helping you reduce energy, water, waste and chemicals

Efficient resource use isn't just good for the planet – it's good for business. By optimising energy, water, chemicals, and waste, we help you lower costs and environmental impact. Through tailored solutions or services, we ensure your operations are both competitive and resource-efficient.



Identifying the right solutions for your plant

Optimising resources starts with a Tetra Pak® Expert Services Sustainability assessment. By examining your processes, we identify challenges, losses, and waste streams, creating a foundation for tailored solutions that combine equipment, upgrades, and advanced system integration.

Optimising your resource consumption

Older, inefficient, or outdated equipment drive up your utility expenses and waste. Tetra Pak® Upgrades use the latest technology and automation to enhance equipment performance and optimise your energy, water, and waste consumption. The result? Lower utility costs and increased operational efficiency.

Choosing the right component

What if you could reduce your energy consumption by up to 80%*, or reduce water and chemicals by 90%**, simply by choosing the right agitator or valves – and improve your bottom line while doing so? Our range of innovative plant components is designed to lower energy, water, and chemical usage, reducing waste and enhancing efficiency in food processing.

Tetra Pak® Plant Components

- * Replacing conventional agitators with ALS agitators with EnSaFoil design.
- ** Replacing classic ThinkTops with ThinkTop V70.

Take charge of your equipment's health

By combining our OEM (Original Equipment Manufacturer) expertise with your operational know-how, Asset Health Monitoring (AHM) transforms data into actionable insights, helping you evaluate the best decisions based on your assets' current health and unique operating conditions. AHM also helps monitor utilities by constantly analysing electricity, water, and compressed air consumption.

Where we add value

We combine cutting-edge innovation and food expertise to identify the most effective production upgrades for your needs. Solutions like a homogeniser head can save up to 26% energy*, while a Tetra Pak Water Filtering Station reduces wastewater by up to 95%**. Smart plant components such as the ThinkTop V50 & V70 can save you up to 90% on water, chemicals, heating and wastewater during CIP of mixproof or drain valves***.

* Calculations based on Tetra Pak Homogenizer 350 running 3.5% fat white milk at 200 bar, 30,000 litres per hour, 6000 hours per year.

** Installed in 3 X Tetra Pak® A3/Speed running 4,000 hr/year.

*** Based on filling machine running 4,000 hrs/yr without the kit installed.

Quality excellence

Driving food safety and quality everywhere

Meeting demand for safe, high-quality food requires reliable support. From parts and upgrades to tailored quality measures, we help maintain high standards, safeguard your brand, and ensure consistent performance. Our experts provide audits, training, and insights for continuous improvement.



It starts with listening first

We start with an open and honest conversation, understanding your quality ambitions, current challenges, and market context.

Based on our assessments, we develop the right solution based on our global operations expertise and best practices together with you to address your specific needs – ensuring the design fits seamlessly into your operations.

Staying proactive

Rather than playing catch-up with reactive solutions, we help you focus on proactive quality control to ensure your business remains competitive and to protect your brand while working to minimise environmental impact.

This involves continuous monitoring, implementing best practices, regular quality assessments, and optimising quality assurance processes to prevent food safety issues before they occur.

Always meeting regulatory standards

To ensure you meet regulatory standards, we help optimise your quality control systems, reducing defects, protecting your reputation, and enhancing your overall operational efficiency.

We can even help you quantify quality in your operations with our Total Cost of Quality methodology. This enables you to prioritise quality improvements with the most cost benefits and operational efficiencies.

Where we add value

We help reduce financial loss, waste, and reputational risks through right first-time quality. With food safety costing the industry significant amounts annually, our focus on quality helps minimize recalls, reduce waste, and protect your brand's reputation.

Operational excellence

Increasing operational excellence today and tomorrow

Operational excellence means optimising every aspect of your operations to boost efficiency and reduce costs. From minimising downtime to enhancing production, we provide tailored support to meet your challenges, helping you lower your Total Cost of Ownership and achieve lasting profitability.



Reducing your Total Cost of Ownership

By examining your operation and the overall costs, we pinpoint opportunities to optimise production, reduce losses, and minimise costs.

But it's more than calculations – we work with you to design and implement practical, measurable solutions that enhance operational efficiency to reduce your Total Cost of Ownership.

Enhancing your operational efficiency

Enhancing operational efficiency means minimising downtime, reducing changeover times, and eliminating activities that don't add value to your business. Our tailored Service Solutions deliver stable, verified, controllable, and predictable factory operations.

Doing so, we help you increase production throughput and make the most out of everything in your plant.

Optimising your equipment needs

Assessing and fine-tuning your equipment needs is crucial to enhancing your production, and it's not always about newer or better.

By analysing your production requirements and your existing operations, we can find the best ways to fulfil your long-term goals and improve overall efficiency, so your operations run smoothly and cost effectively.

Where we add value

Results were not immediate, as in the short-term costs rose slightly, but Operational Cost Guarantee is a long-term commitment where both Tetra Pak and the customer need to be fully committed to the long-term goals. After this initial period, operational equipment efficiency (OEE) rose by 11.4%, operational costs were reduced by 7%, and the productivity improvements enabled Jumex to produce more without increasing costs. This allowed the business to meet consumer demands in a more profitable way.

Service offerings

Enhance your food production at every stage of the process

Whatever challenge you face in your food and beverage production, we're here to listen and provide the service that best fits your situation – covering all your needs, from daily maintenance and spare parts to strategic upgrades and business insights. We assist you in enhancing your operations to prevent problems before they occur, prolong the life of your equipment, and keep you ahead of the competition.

- **Tetra Pak® Maintenance Services**
- **Tetra Pak® Parts**
- **Tetra Pak® Consumables**
- **Tetra Pak® Upgrades**
- **Tetra Pak® Plant Components**
- **Tetra Pak® Training Services**
- **Tetra Pak® Automation & Digital Services**
- **Tetra Pak® Installation Services**
- **Tetra Pak® Expert Services**



Tetra Pak®

Maintenance Services

Making your equipment operate efficiently and reliably

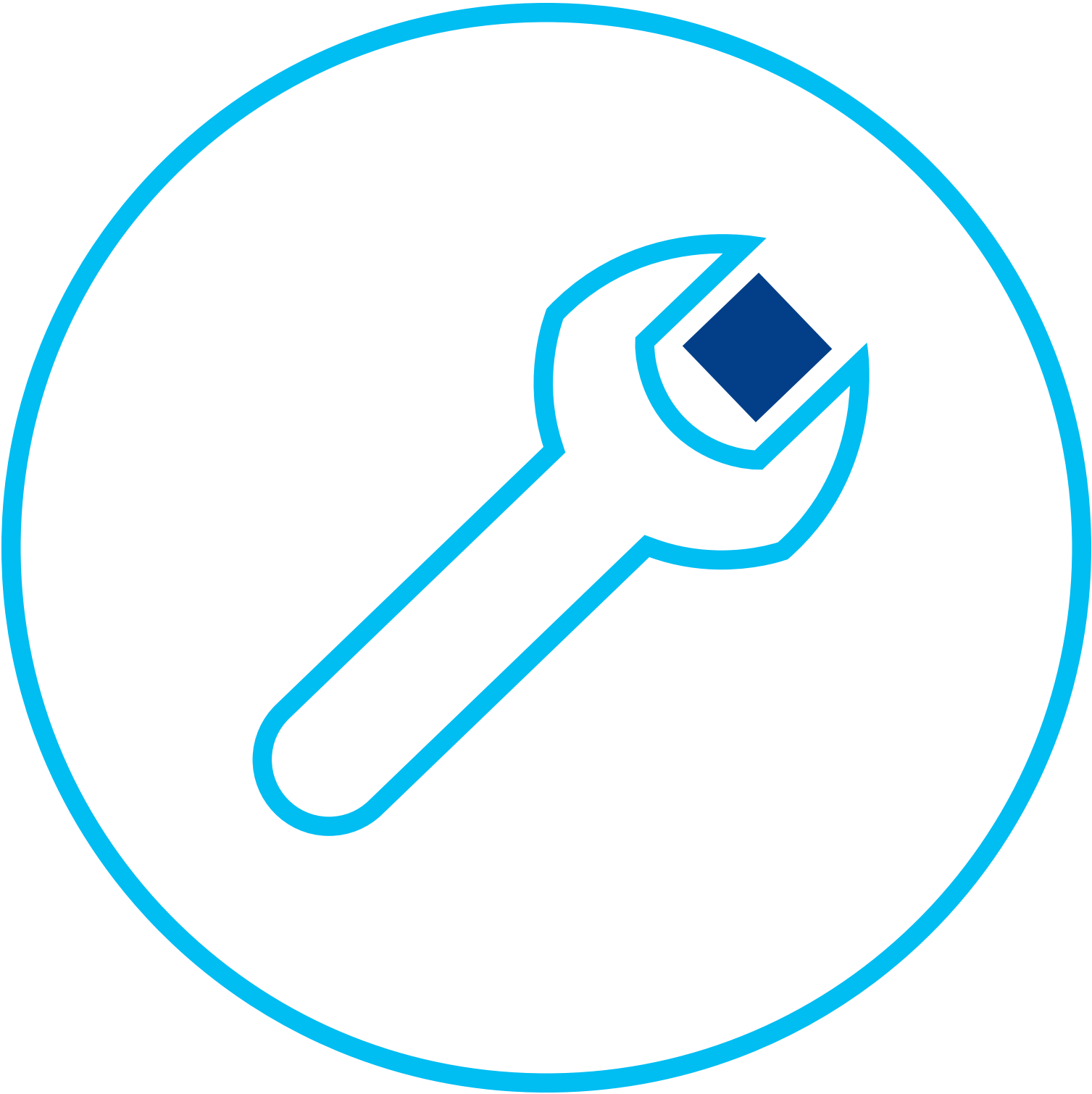
Equipment often runs under tough conditions, which makes it crucial to check and replace critical parts regularly. That’s where we can help you stay one step ahead. Drawing from a reliability-based methodology built on insights from our global installed base, Tetra Pak’s Maintenance System combines the best predetermined, condition-based, and corrective maintenance strategies to support continuous high performance and production.

Tetra Pak® Maintenance Services offer you

- Proactive **equipment maintenance** to prevent breakdowns and avoid unexpected failures
- **Site support** with our experts available in person or remotely to help you wherever you are
- Assessment services to **inspect, validate and calibrate your equipment** to ensure it meets food safety regulations and maintains product quality
- **Maintenance management** that identifies improvement areas and balances cost, risk, and performance to align with your strategy, using global benchmarks

What you gain

- Consistent equipment **performance**
- Equipment **availability and reliability**
- Optimised operational **cost**
- Consistent product **quality**



Tetra Pak® Parts

Maximising equipment performance

Fixing and replacing parts is a constant fact of doing business, but finding the right part fast isn't always easy. Supplies can run low, and logistics can become challenging. That's why we make it our business to guarantee that high-quality parts are always available where and when you need them.

Tetra Pak® Parts offers an extensive range of premium parts and services for both Tetra Pak and third-party equipment. This includes the convenience of easy ordering, remote inventory management, and 24/7 customer support designed to meet your needs effectively, reduce your expenses and ensure operational reliability.



All parts make their way to you via our flexible delivery options

- **Planned:** Scheduled weekly delivery
- **Priority:** Same day dispatch
- **Express:** Emergency service

What you gain

- **High-quality** genuine parts
- **User-friendly** e-business solution
- **Flexible** delivery options
- **Support** for Tetra Pak and third-party equipment

Tetra Pak® Consumables

Optimising daily operations while aligning with industry regulations

Balancing operational efficiency, cost management, and the stringent standards of the food and beverage industry is complex. Tetra Pak® Consumables offers a solution with a range of high-quality adhesives, lubricants, and chemicals specially developed to enhance your operations, improve environmental performance, reduce product waste, and minimise your reputational risks. Our consumables portfolio supports both packaging and processing equipment, helping improve operational performance, lower maintenance costs, avoid unplanned downtime, and ultimately extend your equipment’s lifespan.

Tetra Pak® Consumables offer you

- For processing, consumables like filtration membranes, ice cream ingredients and consumables and cheese moulds
- For packaging, date code printing, secondary packaging film and micro dry lubricants
- A range of hot melt adhesives for better packaging

What you gain

- **High and reliable** performance of your equipment
- **Full system supplier**, including ingredients
- **Lower** water and energy consumption
- **Reduced** total cost

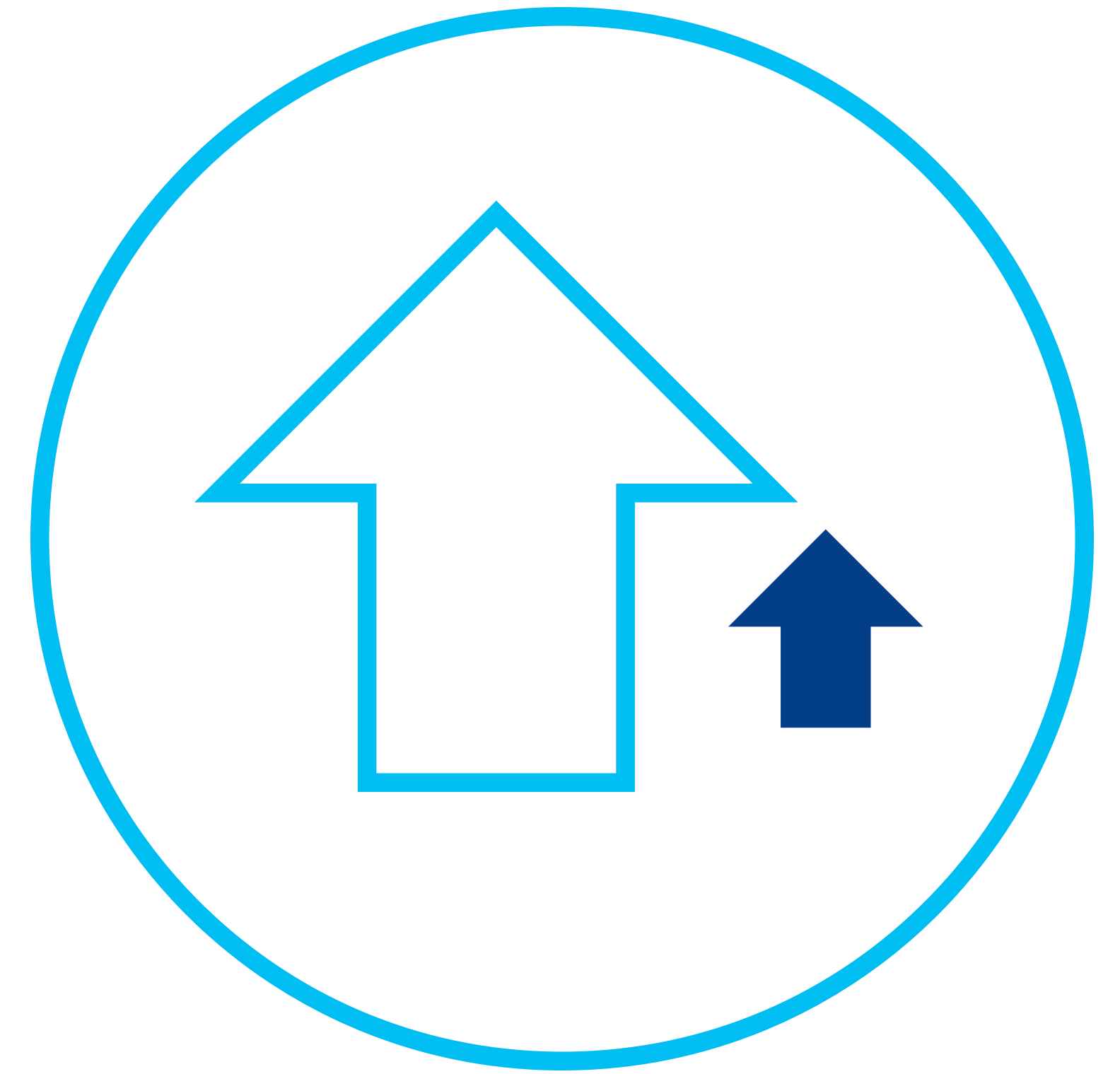


Tetra Pak® Upgrades

Boosting equipment value to stay ahead

In a rapidly evolving food and beverage industry, staying competitive means continuously enhancing equipment and processes without halting operations, increasing costs, or negatively impacting the environment. Tetra Pak® Upgrades provides advanced, compatible solutions that increase the capacity and improve the performance of your existing equipment, ensuring your business remains competitive while minimising environmental impact in your production lines by reducing product waste and the consumption of water and energy.

After evaluating your needs, we'll suggest the ideal solution tailored to them. Whether it's retrofit kits, pre-defined products, or customised solutions, all upgrades are designed to enhance the performance of your existing equipment without disrupting your operations.



What you gain

- **Extend** existing equipment's lifecycle
 - **Improved** uptime, capacity, efficiency, and quality
 - **Enhanced** usability, safety and environmental performance
 - **Reduced** operational cost and investment protection
-

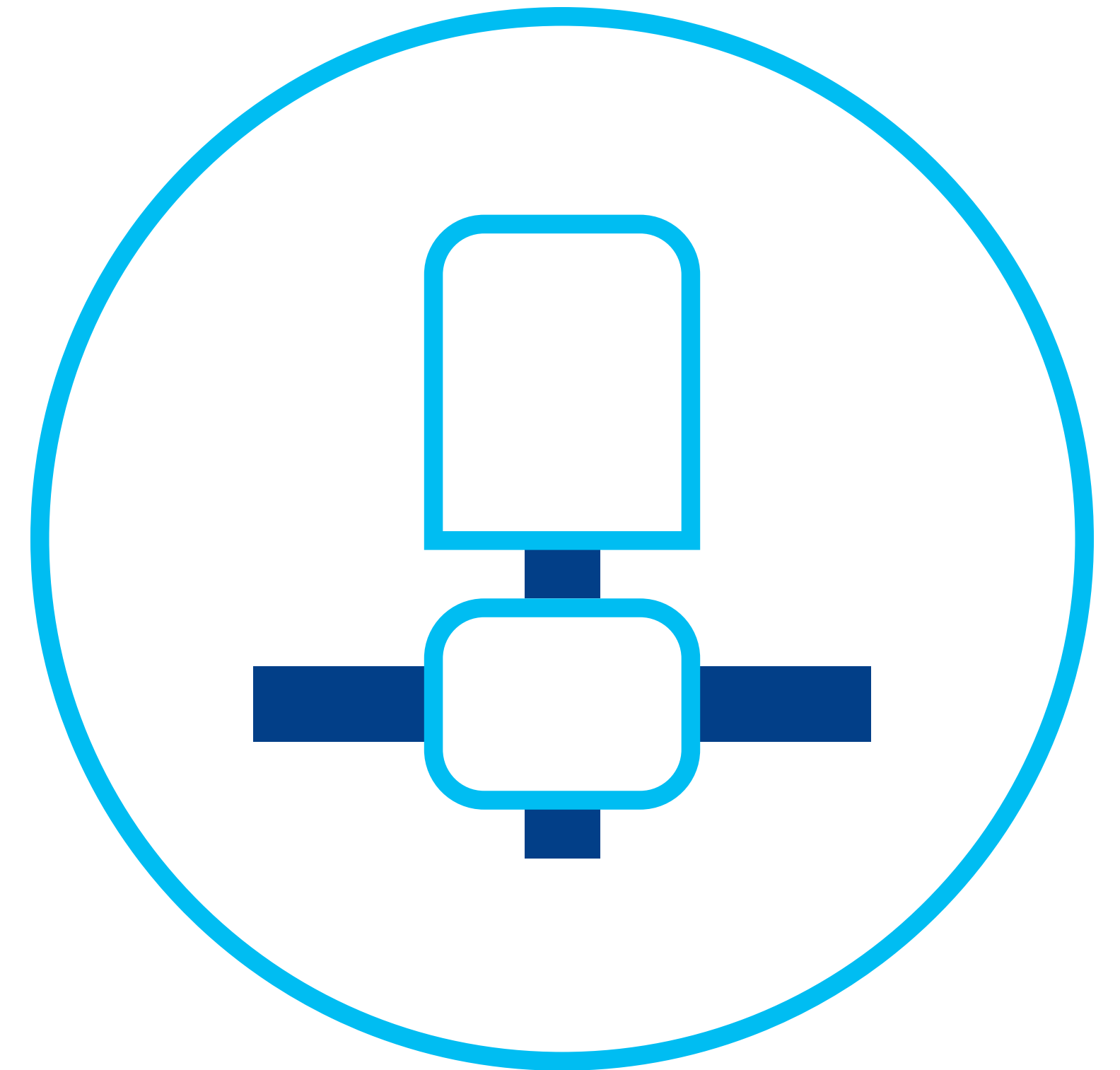
Tetra Pak® Plant Components

Control costs and keep quality high

Controlling costs means ensuring every part of your processing plant works efficiently. Tetra Pak® Plant Components delivers approved, high-quality parts designed to enhance runtime, reduce energy consumption, and minimise waste. With our components, you can reduce downtime - leading to lower TCO and higher reliability.

Smart solutions to cut energy costs

From energy-saving pumps and high-efficiency agitators to over 40,000 sanitary and non-sanitary parts, Tetra Pak® Plant Components provides everything you need to deliver smooth production. Each component is carefully selected for quality, offering high product safety and reliability while contributing to responsible resource use.



Tetra Pak® Plant Components offer you

- Pumps, both sanitary and non-sanitary
- Tank equipment
- Integrated components
- Measuring instruments
- Automation and electrical
- Valves

What you gain

- **Widest** product range in the business
- **Validation** for sanitary and non-sanitary applications
- **Reduced** water, energy and chemical use
- **Reliable** delivery

Tetra Pak® Training Services

Unlock your team’s potential to increase plant performance

Empowering your staff with the knowledge and skills to operate at their best is vital to their success and that of your business. The challenge is providing effective training that fits within busy schedules without compromising daily operations. Tetra Pak® Training Services offers a suite of learning tools tailored to your team’s needs and schedules.

Tetra Pak® Training Services equip your team with the knowledge and inspiration they need to excel in their roles. This not only boosts operational performance but also increases employee engagement, contributing to the sustainable growth of your business.

Tetra Pak® Training Services offer you

- Competence development programmes
- Skills assessment
- Certification
- Connected workforce

Choose your training location

Bring your staff to one of our eight global centres to avoid downtime, or have our trainers visit your site for hands-on practice. With more than 40 years of training experience, our global network of experts can usually teach in your staff’s local language.



What you gain

- **Increase** workforce competence, safety and motivation
- **Safeguard** product quality
- **Ensure** food safety
- **Reach and sustain** performance targets

Tetra Pak®

Automation & Digital Services

Integrate, optimise and connect your operations for better decisions, every day

In today's fast-paced food and beverage industry, efficiency, safety, and agility are key. Our automation and digitalisation services enable a **high performing and reliable operations**. They provide contextual insights and tools to **help you make better, faster decisions**. This allows you to continuously improve efficiency, safety and quality while reducing costs. Developed specifically for food and beverage operations, these leading-edge automation solutions combine our industry expertise with the latest in automation from our technology partners.

Tetra Pak® Automation & Digital Services offer you

- A **flexible, scalable, modular solution**, based on a solid foundation of core automation, with an open MES software platform and common data management system
- **Digitalisation of your entire operation** – across all your sites, regardless of your current automation level and of the equipment you're using
- **Access in-context data** at any time, with data management orchestration that leverages industrial standards (such as ANSI/ISA-88 and ISA-95)
- **Automate or upgrade** existing solutions with automation upgrades to optimise operations

What you gain

- **Transform data to actionable insights** for faster, accurate decision-making
- **Produce more using fewer resources**, reducing total cost of ownership and environmental footprint of your factory
- Achieve **full traceability** with critical control points designed according to food safety standards
- Enable insights to **secure your desired level of food quality**
- Ensure your business remains competitive by **minimising risks and unwelcome surprises**



Tetra Pak® Installation Services

Running right – from the start

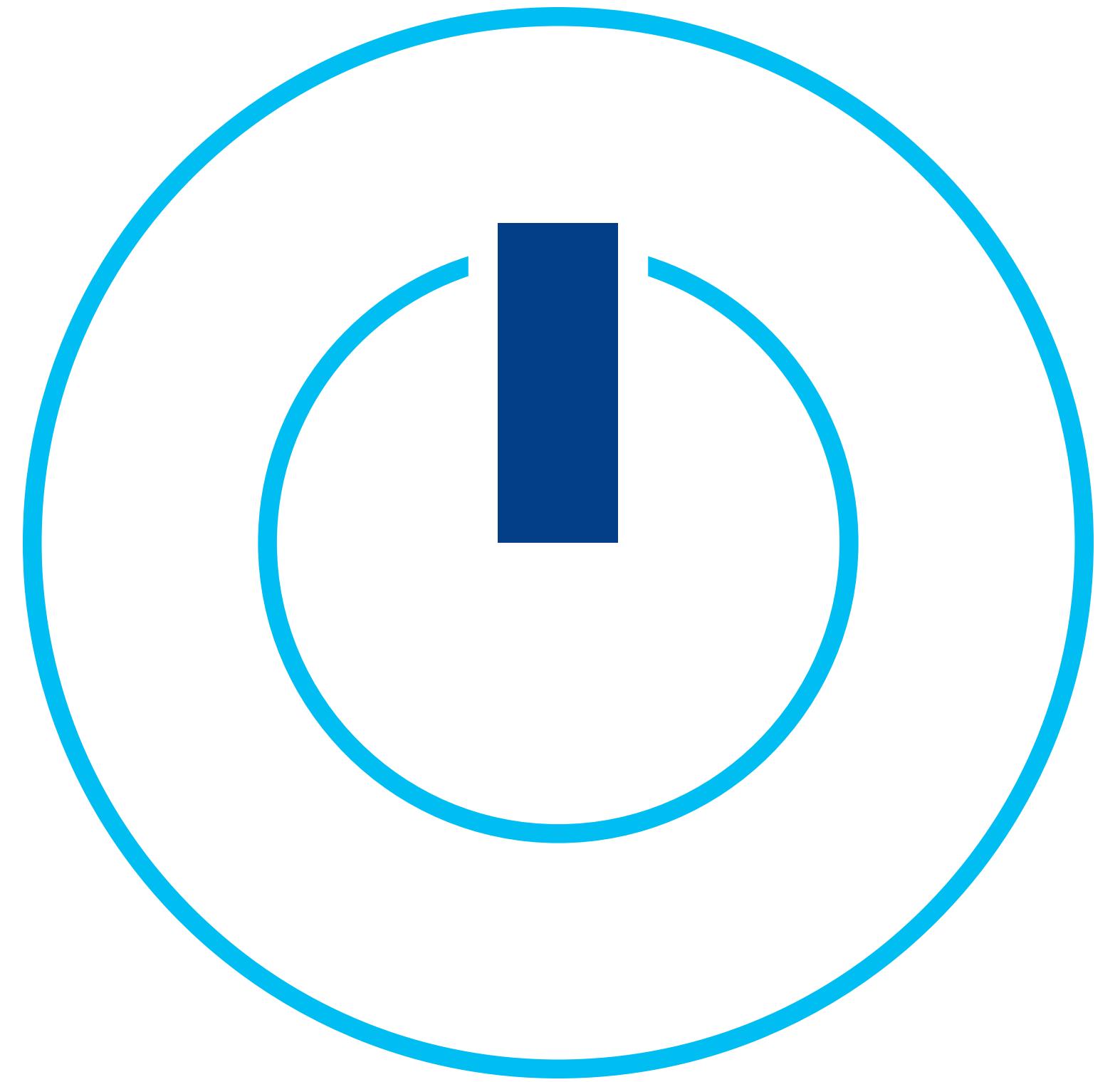
Getting your operations up and running smoothly from the outset is crucial, which makes correct and efficient equipment installation vital. Tetra Pak® Installation Services not only offers expertise in setup and commissioning but also works to optimise your line and equipment performance. With a focus on agreed pricing, quality, safety, and waste reduction, Tetra Pak® Installation Services supports you in achieving your desired operational outcomes right from the start.

Tetra Pak® Installation Services offer proven support for your operations across three key areas

- **Installation with Certified Performance** – This service ensures a successful setup and operation from the moment of handover, providing a solid foundation for your start-up
- **Aseptic Qualification** – Conducted on-site by our certified engineers, this service ensures your equipment meets all required hygiene and safety standards
- **Start-up Solution** – Designed to help you achieve your production equipment goals in output, quality, and performance right from the beginning of your asset's life cycle

What you gain

- **Solid** foundation for commercial production
- **Safe, timely and cost-efficient** installation and start-up
- Production **assistance** from our experts
- Installation with **certified** performance and aseptic qualification



Tetra Pak[®] Expert Services

Proven service, support and performance

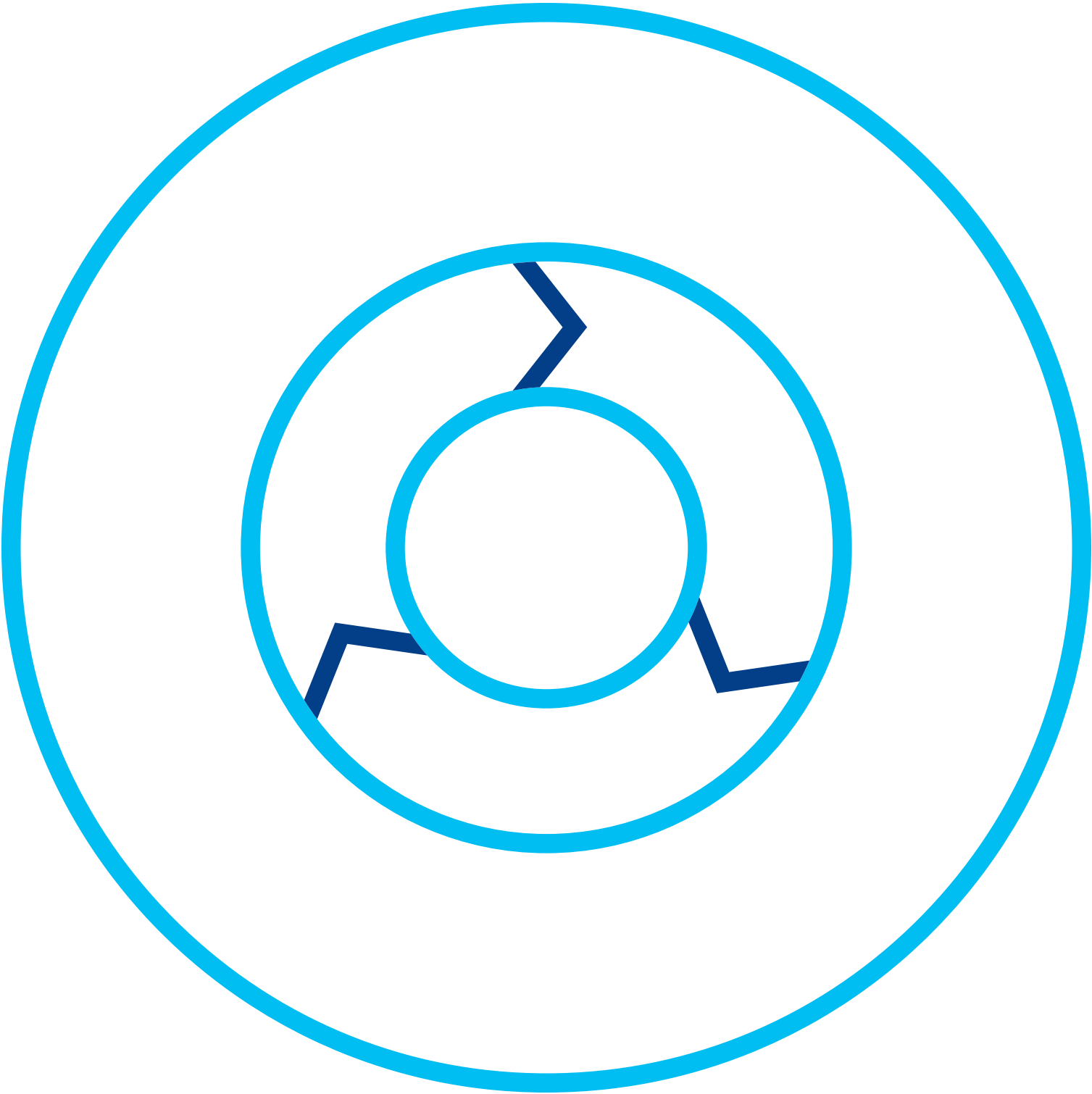
Optimising plant performance and overcoming operational hurdles while keeping your staff at the top of their game demands deep expertise and experience. Tetra Pak[®] Expert Services is here to assist, offering a well-proven model of specialised knowledge to take on your challenges and boost staff engagement and responsibility. This global team of specialists collaborates with you to provide measurable performance improvements across your operation through actionable insights.

How we help in three steps

- First, enter basic information about your plant into Tetra Pak's online, operational benchmark tool to **measure** how you compare with others and establish a baseline
- Next, with this **benchmark**, Tetra Pak experts will help you define your desired outcomes using a Total Productive Maintenance approach to define necessary capabilities and assets
- Finally, to **improve**, Tetra Pak provides practical support, including training and floor coaching, to resolve quality issues and boost output and team engagement

What you gain

- 300+ global **experts**
- Proven track record in **operational improvements, quality and food safety**
- Proven **cost reduction**
- Proven **OEE improvements**



Service solutions

Driving operational success and profitability with tailored agreements

Transform your operational hurdles into strategic advantages with customised service agreements from Tetra Pak. By applying global expertise and industry benchmarks, Tetra Pak offers a comprehensive suite of services to support your operations and staff around the clock. Together, we work to ensure you reach your desired outcomes and drive results and growth.

Choose from three tailored service agreements that offer measurable operational success and profitability.

Tetra Pak®

Plant Care



Tetra Pak®

Plant Perform



Tetra Pak®

Plant Secure





Tetra Pak® Plant Care

Maintaining optimal performance and reliability in your operations

Juggling the demands of daily operations, including parts supply, maintenance, training, and administration, can be overwhelming. Tetra Pak® Plant Care is here to help with a cost-effective, convenient solution and a monthly fixed fee per 1000 packs.

It guarantees proactive maintenance, timely upgrades, sourcing and supply of spare parts, and expert support while minimising downtime and ensuring smooth production. With Tetra Pak® Plant Care, you can concentrate on your business, confident that your operations are in expert hands.

Ideal for customers
seeking proactive
maintenance services
at a fixed cost.

What you gain

- **Predictable** maintenance cost
- **Optimised maintenance** plan according to your production needs
- Reliable **asset performance**
- **Convenience** – we take care of planning, administration and training

Tetra Pak®

Plant Care



Tetra Pak® Plant Perform

Guaranteeing improvements across your plant

Achieving guaranteed performance in any area of your plant requires a strategic approach. By identifying potential enhancements and collaborating closely on actionable plans, Tetra Pak® Plant Perform ensures performance boosts where they matter most.

Benefits include guaranteed performance in key areas, cost-effective solutions, and smarter decision-making through digital tools that aim to achieve tangible results and set industry benchmarks.

Ideal for customers seeking to guarantee consistent performance across their plant.

What you gain

- **Comparison and benchmarking** against industry standards
- **Guaranteed improvement** in your selected focus area, such as enhancing food safety and quality or boosting output
- **Value delivered** exceeds the cost
- **Enhanced decision-making** using digital tools



Tetra Pak® Plant Secure

Enhance your plant's performance efficiently and cost-effectively

The food & beverage industry uses just 20-40% of its production capacity. Tetra Pak® Plant Secure is here to tap into that leftover potential. The team ensures your plant operates more effectively by offering on-site services that include gap identification, employee training, and uncertainty reduction.

Focused on both financial and operational improvements, these services open new opportunities for enhanced daily management and cost savings. They provide tailored recommendations to help you achieve your delivery and cost-reduction goals.

Ideal for customers
looking to optimise
plant operations for
a guaranteed cost.

What you gain

- **Sustainable** enhancement of operations throughout the entire plant
- **Fixed** operational costs
- **Improved** asset strategy and utilisation
- **Complete** integration and traceability across the plant
- **Better** decision-making through digital tools
- **Optimised** inventory management

Tetra Pak®
**Plant
Secure**



Questions?

We're always happy to help!

Connect with our dedicated team to discuss your needs and find solutions to your challenges.

Please contact us [here](#).