

SASA places customer service order with Oerlikon Neumag

Up-to-date with original parts & Secure Remote Services

Neumünster, Germany – July 27, 2023 – SASA Polyester Sanayi A.Ş. and Oerlikon Neumag reinforced their partnership at the ITMA 2023 trade fair in Milan. SASA placed a customer service order with Oerlikon Neumag for its staple fiber systems. The order comprises both original parts and two secure remote service agreements.

Original parts are designed explicitly for the demanding deployment of the systems for which they are intended. Due to their superlative quality standards, they are considerably more durable than other spare parts, hence preventing unplanned production stoppages and saving money in the longer term. Mustafa Kemal Öz, Executive Board Member & General Manager of SASA confirms this: “Cutting costs when it comes to original parts makes no sense. Poor quality in wear parts used for staple fiber systems always has a negative impact – either directly on the quality of the yarn or on the system performance overall.”

Secure remote service is a ‘good-bye’ to system downtimes!

Remote service has long been absolutely essential in the globally-networked textile industry. Remote access to systems permits pinpointed intervention, with a degree of accuracy that cannot be offered over the phone or by e-mail, hence allowing system operators to increase their productivity. And for good reason: unplanned production system downtimes and the associated production stoppages swiftly drive the corresponding costs into the five-figure range. “Remote services can help us prevent or – in the event of a problem – significantly reduce these downtimes”, explains Mustafa Kemal Öz, giving his reason for opting for these service agreements.

And this is also beneficial to IT security, as Oerlikon sets high standards, constantly keeping the corresponding hardware and software up-to-date. “When customers choose a Secure Remote Service Contract, the requisite hardware, software and all upgrades are included. With this, customers no longer face additional purchasing costs and are no longer under pressure to continually update their technical security requirements. We assume these tasks for them”, comments Robert Jürgens, Regional Sales Director Customer Services for Oerlikon Neumag, highlighting the benefits.

SASA Polyester Sanayi A.Ş., headquartered in Adana, is one of Turkey’s top 20 industrial enterprises and a globally-leading manufacturer of polyester polymers, fibers and filament yarns.



Caption: Reinforcing an already strong partnership: Ömer San, Taskin Aytekin, Robert Jürgens, Mustafa Kemal Öz, Mathias Pilz, Martin Rademacher and Abdullah Keleş (from left to right).

About Oerlikon Polymer Processing Solutions Division

Oerlikon is a leading provider of comprehensive polymer processing plant solutions and high-precision flow control component equipment. The division provides polycondensation and extrusion lines, manmade fiber filament spinning solutions, texturing machines, BCF and staple fiber lines as well as nonwoven production systems. It also develops and produces advanced and innovative hot runner systems and multi-cavity solutions for the injection molding industry. Its hot runner solutions serve business sectors, including automotive, logistics, environmental, industrial applications, consumer goods, beauty and personal care and medical. Moreover, Oerlikon offers customized gear metering pumps for the textile, automotive, chemical, dyes and lacquers industries. Its engineering competence leads to sustainable and energy-efficient solutions for the entire polymer processing value chain with a circular economy approach.

Oerlikon Polymer Processing Solutions Division serves customers through its technology brands – Oerlikon Barmag, Oerlikon Neumag, Oerlikon Nonwoven and Oerlikon HRSflow – in around 120 countries with production, sales, distribution and service organizations.

The division is part of the publicly listed Oerlikon Group, headquartered in Switzerland, which has more than 13 000 employees and generated sales of CHF 2.9 billion in 2022.

For further information: www.oerlikon.com/polymer-processing

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