



Baulé® Easy Services
Optimizing productivity and quality
with Covestro machines



Getting support has never been so easy

Covestro offers a wide range of processing machines, combining strong field knowledge in molding and extensive expertise in chemistry. Our deep skills and on-site expertise provide customers with high-quality products, reliable service, and innovative solutions. Throughout its history, Covestro has prioritized open communication to meet client needs. We've created three dedicated services to make clients' lives easier, each designed around our Baulé® machines. Baulé® easy services are aimed at maintaining the functionality of production lines and swiftly resolving any delays or issues.

Baulé® easy assist Efficient and remote troubleshooting

Production continuity is paramount. Baulé® machines are designed to simplify complex tasks and ensure uninterrupted operation. While we have a global presence through technical centers, unexpected issues can disrupt production schedules, causing inconveniences and conflicts with ongoing constraints. To address this, we've developed Baulé® easy assist, a service that utilizes the digital devices integrated into Baulé® machines.

Remote interventions for immediate solutions

Baulé® easy assist enables our technicians to remotely access clients' machines via a secure connection. This grants them the ability to monitor, diagnose, and provide assistance for various machine operations from a distance.



It offers an alternative to physical interventions, ensuring a seamless production process. Our aim is to provide clients with convenient, thorough, and efficient services, allowing their production lines to run smoothly without unnecessary downtime.

Baulé® easy parts Identify and order your spare parts online

When it comes to changing machine parts, time is of the essence. The faster the replacement part is identified, the faster the order reaches our services, the sooner our customers can get on with their schedule without worry.



Baulé® easy parts has been created to answer this need for a functional, quick and intuitive solution for machines' spare parts replacement.

Choose, Click & Order

As an online ordering service, this platform allows our customers to order spare parts the moment they realize their need for them. By giving our customers access to their own database of technical drawings, catalogues and machine documentation, Baulé® easy parts makes it an easy task to identify and order the required parts in real time. Thanks to accurate references and updated pricing, this service will be limiting the number of quotations, speeding up the ordering process and reducing possible mistakes.

Baulé® easy data Monitore and improve your production process

Baulé® machines' vast capabilities have piqued our engineers' interest. These machines are getting smarter each year, and one powerful tool they offer is data. Covestro recognized the untapped potential in this data and developed a digital tool – Baulé® easy data, to benefit from these dormant data.



This service grants customers access to their machine's data, allowing close monitoring of production line activity.

Turn dormant data into manufacturing insight

The data is instantly translated into clear graphical formats, offering insights into machine performance and evolution. This tool's flexibility is enhanced with a Human-Machine Interface that allows data monitoring and extraction from historical records. This valuable data not only ensures a smooth manufacturing process but also enables the creation of customized casting reports, a testament to production quality. Baulé® easy data provides customers with comprehensive information and a valuable selling point for their clientele.

Baulé® easy support Post your requests and track their progress

In today's high-speed industrial landscape, efficient after-sales technical support is paramount. Manufacturers rely on seamless equipment operation, and swift issue resolution is essential. For Baulé® machine users, Baulé® easy support offers a new digital solution to simplify and enhance after-sales support. Integrated into the Baulé® easy parts platform, this innovative ticketing tool streamlines the registration of after-sales technical requests, ensuring efficient tracking and resolution.

Simplifying in After-Sales support

This service marks a significant advancement in after-sales technical assistance. This digital platform facilitates the registration and tracking of technical requests, addressing machine maintenance and troubleshooting challenges.



The benefits extend far and wide, encompassing efficient tracking of machine actions, the retention of troubleshooting history, and continual access to after-sales support. This digital service underscores Covestro's commitment to comprehensive customer support, ultimately enhancing manufacturing efficiency and customer satisfaction.



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1) Please see the «Guidance on Use of Covestro Products in a Medical Application» document.