

# About us



**ERWEKA**

# Leading

in quality and technology



Dissolution Testers



Physical Testers



All-Purpose-Equipment



Service

ERWEKA is a leading international manufacturer of test equipment for the pharmaceutical industry. We supply testers and tablet test equipment to large pharmaceutical and life science companies, research and test laboratories, and universities all over the world.

Founded in Germany in 1951, ERWEKA is the only manufacturer to offer a product for every required test of solid dosage form drugs. Today we are proud to have the most comprehensive product range and experience in our market sector. Our benchmark is

top quality in every respect. From engineering and design to manufacturing and product support, we take a uncompromising stance on standards.

ERWEKA stands for excellent product quality, attractive design and bespoke customer support. Our clients have been trusting in us for over 60 years.

“We push digitalisation of products and services, but still what counts most to us is the happiness of our customers and finding solutions to their problems.”

**Claudia Müller**  
CEO and Managing director

# Global Player

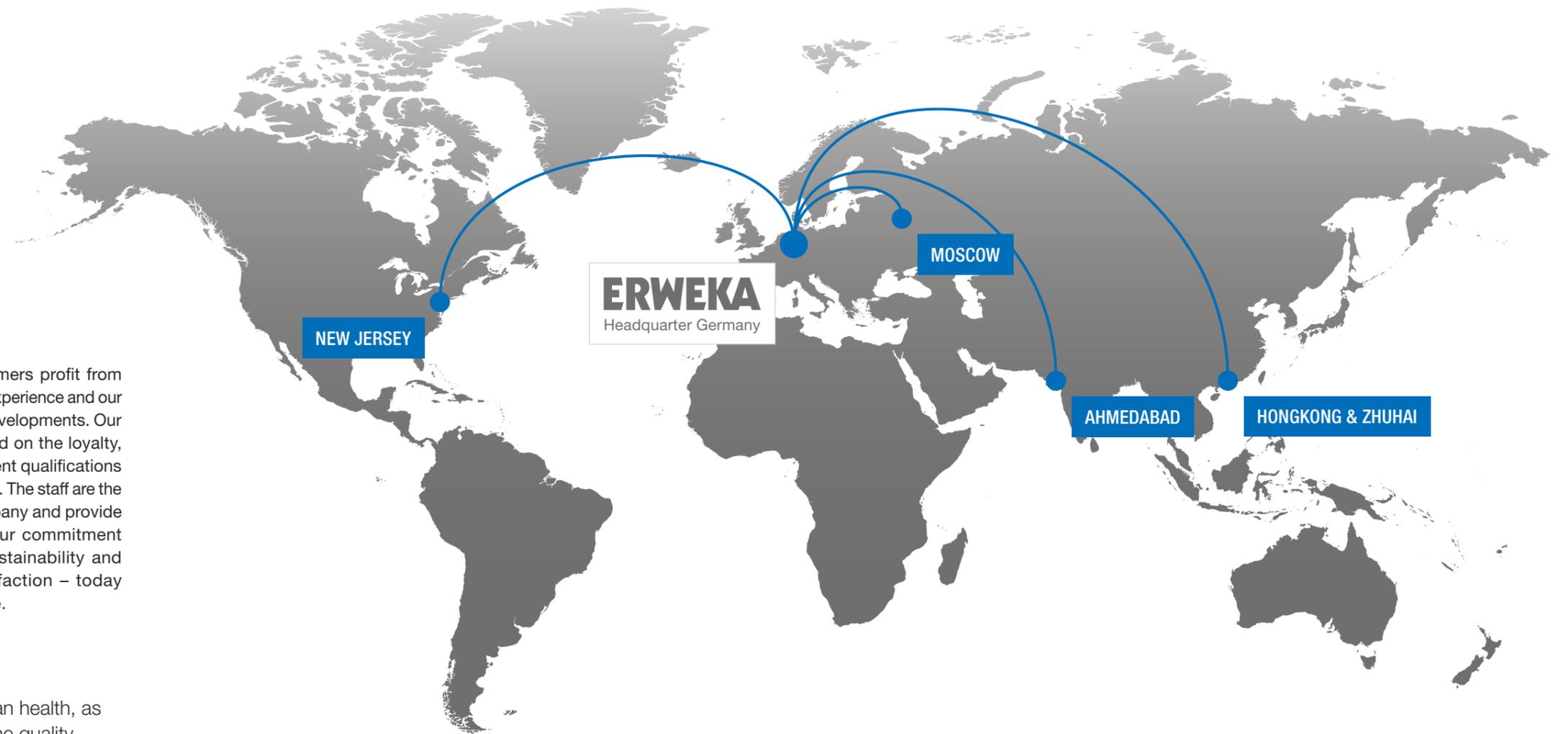
with strong roots

We value consistency. Our high quality standards are integral to our aspiration for sustainability and continuity – in corporate management as well as in strategic decision processes. Owner-run, 100% in private ownership and with a clear commitment to Germany as our base, we have sustained steady growth over six decades. In 1951, ERWEKA was the first company in the world to develop and manufacture all-purpose pharmacy equipment, providing the foundation for our present scope of products. Today we supply the most comprehensive range of testing equipment for the pharmaceutical industry.

ERWEKA customers profit from our decades of experience and our technological developments. Our success is based on the loyalty, skills and excellent qualifications of our employees. The staff are the soul of our company and provide daily proof of our commitment to reliability, sustainability and customer satisfaction – today and in the future.

“Working towards improving human health, as well as securing and promoting the quality standard of medicines around the world is what drives us and fills us with pride.”

**Werner G. Müller**  
Managing director



# Our Benchmark

is top quality and product longevity

We are rarely satisfied with 100% and set the highest standards for product engineering and manufacturing. It goes without saying that all our equipment fully meets the requirements of all pharmacopoeias around the world – but we are striving for more!

Our product engineering is guided by three core questions: Does the equipment meet all the customer requirements? Is it user-friendly? Does it integrate seamlessly into existing lab processes?

Our production series are planned on a long-term basis; our long-term planning guarantees that we release technically mature and flawless products to the market. All the materials we use are high-quality, low-maintenance and long-lasting. Suppliers are selected according to a stringent set of guidelines, and all supplied parts are additionally tested by us. This guarantees that all mechanical parts are sturdy and robust, and ensures measurement accuracy and product longevity. Before a product leaves our site it is subject to rigorous quality controls. Our own quality requirements will exceed the legal stipulations. That's what defines the ERWEKA standard!



# Combination

of attractive design  
and practical convenience



Who says there's no room for style in a laboratory? ERWEKA systems are known for their contemporary design and practical functionality. Their elegant contours and clear colours are conducive to a neat and orderly workplace. Sensitive mechanical parts are shielded by attractive casings that protect against humidity and corrosion, and provide a longer service life. Smooth surfaces facilitate cleaning

and product care. Touchscreens, intelligible user interfaces, modular structures and easy maintenance ensure optimal usability.

At ERWEKA, the aspect of appearance is not merely a matter of taste, but always also a question of functionality – so that our customers can focus entirely on their work.

“Each and every ERWEKA test unit carries the signature of our staff. Our team's extensive know-how, experience and endless ideas make our products incomparable.”

**Klaus-Peter Lehr**  
Production manager

# Total Customer Focus

and solid expertise



We go to see our customers – wherever they are in the world. For us, good service is a question of attitude. A client-focused mindset with the goal of absolute customer satisfaction is at the core of ERWEKA's commitment to quality.

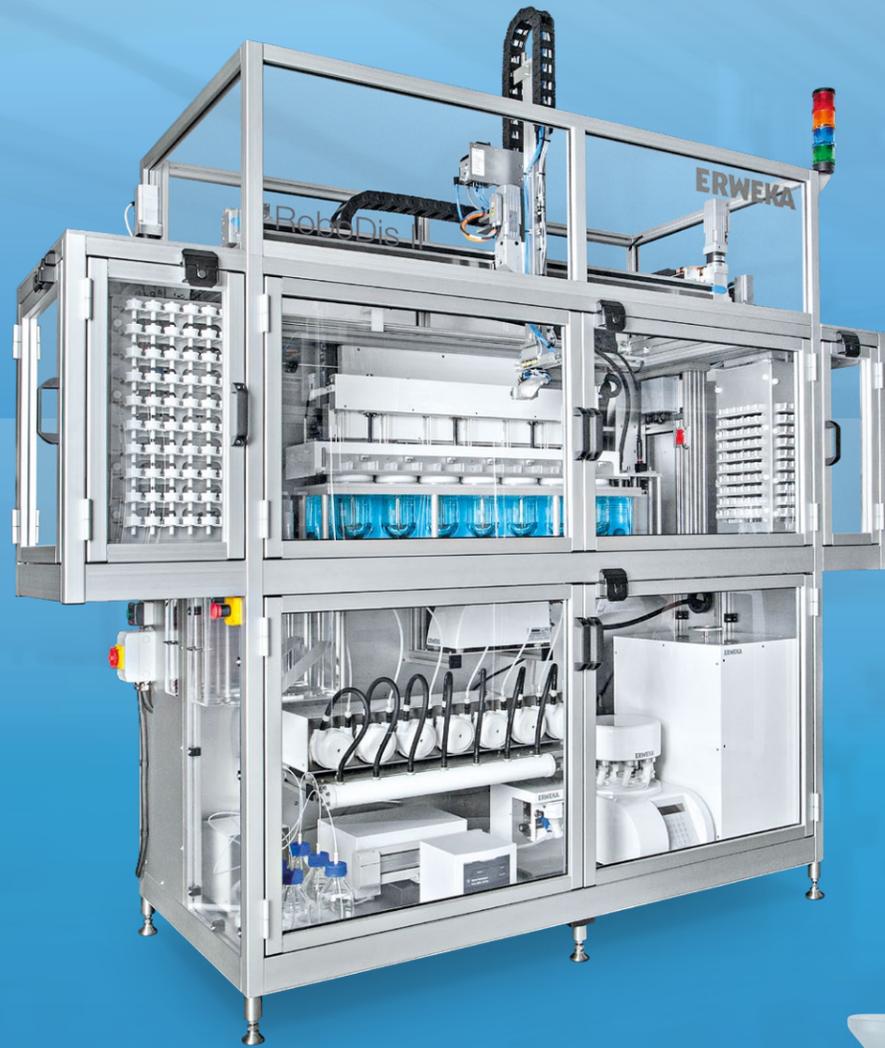
Customer service at ERWEKA begins at the point of installation. Equipment setup is provided by experienced ERWEKA specialists including, of course, a detailed product introduction tailored to the customer's indi-

vidual needs. All our technicians are trained to ERWEKA's high standards and must attend inhouse refresher courses at regular intervals.

Our global service points provide convenient accessibility and quick response times for maintenance and repairs. Fast spare part deliveries, a customer hotline and a comprehensive online support round off our service offer. ERWEKA's understanding of quality encompasses being available for our customers – always and everywhere.

“We always strive to offer our customers the best possible solution. This requires in depth customer consultation to determine the exact requirements.”

**Levent Bozkurt**  
Head of mechanical engineering



# Pacesetter

for an entire industry

We strive to make the world a better place. ERWEKA's "made in Germany" equipment improves the quality of medicines, with products such as MultiCheck 6 and RoboDis contributing to more efficiency in quality control across the world.

Our network of internationally well-reputed researchers and pharmaceutical customers, nurtured over decades, feeds us with new ideas for product engineering. And our distinct innovative spirit repeatedly brings out the very best in us and our products.

In 1982 we developed the first multi-functional tester measuring the weight, thickness, length, width and hardness of tablets. In 2008 we were the first ones to launch a 100% USP-compliant, fully automated dissolution testing system, the RoboDis.

Innovations such as those provide access to safe medicines all over the world. We are driven by the motivation to continue this for generations to come.

"Time and again, I am surprised by the market's awareness of the ERWEKA brand and its products. Our company enjoys an excellent reputation all over the world. This motivates us every day."

**Erik Schmidt-Staubach**  
Head of sales international



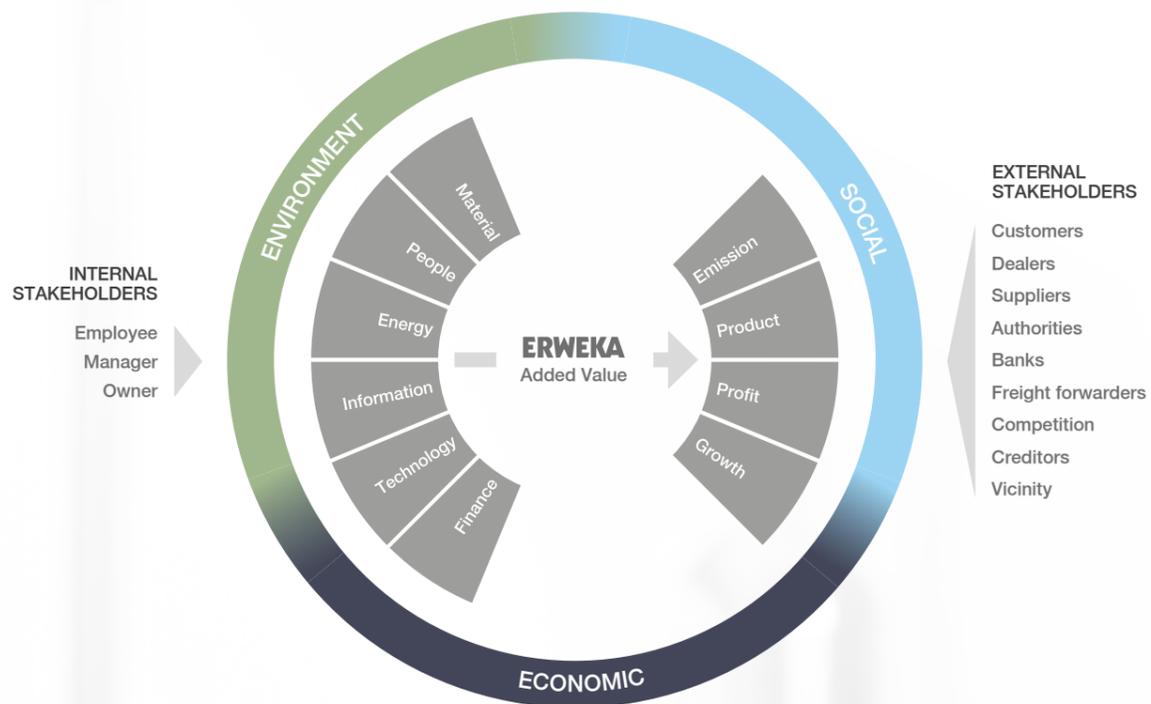
# Sustainability

as a matter of course



For us, sustainability is to be considered as an overall concept combining the three major areas economic, environment and social. We have set our own priorities in relevant areas to promote sustainable

development. These are and will be expanded continuously to anchor sustainability more firmly in our corporate philosophy.



## Corporate strategy

Our corporate strategy is market-oriented, customer-oriented and results-oriented and aimed to achieve market leadership regarding quality, service and innovation. The internal and external stakeholders have a significant impact on ERWEKA's added value. We actively integrate them in our processes to establish sustainability holistically. A large part of our profit is reinvested and forms the basis to ensure a steady increase in added value.

## Environment protection

We consider the environment protection as an important management task and are striving for relief of man and the environment by acting in an ecologically-responsible way. We are committed to minimize unnecessary environmental pollution as far as possible, reducing the impact on the environment on an ongoing basis and continuously improving energy performance. We are actively working to encourage our activities for protecting the environment among suppliers, providers and customers.

## Social responsibility

In order to fulfill our corporate responsibilities, the requirements are within the framework of the legal provisions. The economic benefits of our actions will not be achieved at the expense of personal safety and environmental protection. We attach particular importance to training and development. Our employees create quality and only they can deliver the full scope of service at the company and drive it forward.

# Foundation for the Future

## Our sustainable building in Langen

With our new headquarter we establish a surroundings and atmosphere that supports creative and collaborative work. It is a reflection of our steady growth and corporate identity, with sustainability at the heart of the planning process. The move to the new building is scheduled for 2019.

Our new office space is future-oriented and designed according to open office concepts. The classicist facade with its floor-to-ceiling windows and 60 % glass proportion, guarantees optimal lighting conditions at the workplace.

Friendly, bright colors combined with natural materials such as wood create a pleasant atmosphere. Different communication zones adjust to the employees' needs.

The new building is heated by a sustainable cogeneration unit of the city of Langen, which uses the cogeneration principle. The waste heat of power generation is used directly on-site. The productions

energy consumption and emissions are measured separately. This enables a constant control and continuous improvement of the resource consumption. The waste and wastewater concept ensures safe production processes, where the few pollutants are handled separately and are not able to harm the environment.

There are plenty of parking spaces as well as more than 50 bicycle parking slots for the employees and visitors. In addition, the property provides two charging stations for electric cars, such as our own "Smart electric" that will be used for short distances.

A comprehensive planting concept, covering 20 % of the outdoor area, provides habitats for native animals and contributes to the greening of the whole area.



# 360° Support

with our ERWEKA Services



## Service contacts

### Customer support

service@erweka.com  
+49 6103 92426-250



### Spare parts

spareparts@erweka.com  
+49 6103 92426-265



### Maintenance

maintenance@erweka.com  
+49 6103 92426-250

ERWEKA is one of the leading international manufacturers of test equipment for the pharmaceutical industry. Highest quality is our benchmark throughout product development, design and production. This consistent call for premium quality and the goal of always meeting such premium standards also define our services.

Our customers can be sure that we will handle their requests promptly and to their complete satisfaction. They can rely on the expertise of highly qualified and ERWEKA certified service staff. As the manufacturer we know our products better than anybody else. This ensures efficient maintenance and fast troubleshooting. Broad availability of original spare parts and the use of certified tools and test equipment guarantee that our service always meets our high ERWEKA standard.

## What can we do for you?

Our ERWEKA team is here to help you. If you would like to find out more about our equipment, please contact our competent sales team.



### Sales

E-Mail: [sales@erweka.com](mailto:sales@erweka.com)  
Tel.: +49 6103 92426-200  
Fax: +49 6103 92426-999



[www.erweka.com](http://www.erweka.com)

[www.erweka.com](http://www.erweka.com)



[www.facebook.com/erweka.gmbh](https://www.facebook.com/erweka.gmbh)

ERWEKA GmbH

Pittlerstr. 45  
63225 Langen  
Germany

E-Mail: [sales@erweka.com](mailto:sales@erweka.com)  
Phone: +49 6103 92426-200  
Fax: +49 6103 92426-999

Technical specifications of products described are stated without warranty and are subject to change at any time without further notice. **v.2.0.4.19**

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