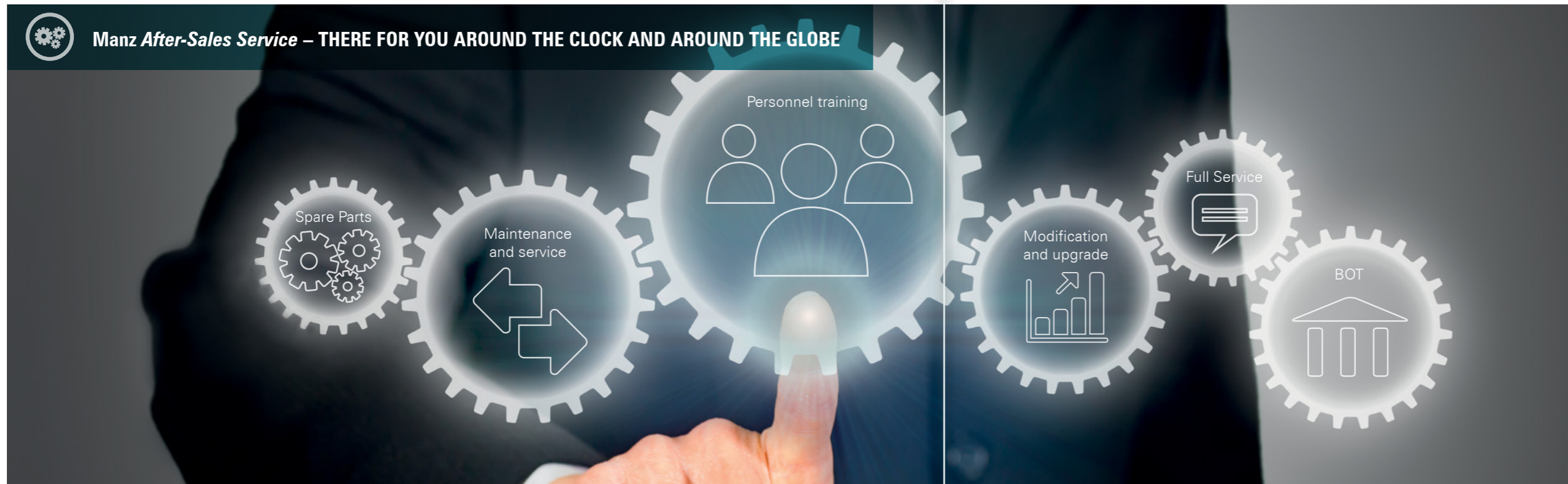


SERVICE



# After-Sales Service

**Worldwide Presence,  
Local Support**



## Our service packages at a glance

WITH US, YOU CAN CHOOSE EXACTLY THE RIGHT SERVICE PACKAGE THAT BEST FITS YOUR NEEDS. WE ARE ALSO HAPPY TO IMPLEMENT INDIVIDUAL IDEAS. OUR CUSTOMER SERVICE DEPARTMENT IS AVAILABLE AROUND THE CLOCK AND ENSURES THE QUICK PROVISIONING OF SPARE PARTS AND ACCESSORIES.

### Training of your personnel

- We train your employees and turn them into experts, both at our training facilities and on the system.
- Your employees receive detailed maintenance and operator training, on site on your system.
- We support you in the startup phase while ramping up production and instruct your employees on all necessary steps.

### Spare and consumable parts

- We advise you on parts identification and recommend appropriate spare parts packages to you that are specially configured for your machine.
- Delivery of parts is arranged via our local service subsidiaries, in order to guarantee the shortest delivery times.
- We offer you expert repair and refurbishment service, incl. replacement of parts by our expert personnel.

### Maintenance and service

- We offer maintenance contracts with specified intervals and individually customized maintenance components.
- Supplement your maintenance components with additional services such as safety tests, preventive tests and warranty extensions.
- We work with various remote diagnostic methods that are coordinated with your IT needs.
- You receive support by telephone and on-site service, 24 / 7 / 365.

### Modification and upgrade

- Want to increase your throughput? We analyze, advise and implement the necessary measures for you. We can also help you with expertise and personnel for other modification and upgrade wishes, such as:
- Modifications of product dimensions
  - Quality increases
  - Cost savings
  - Software updates
  - Retrofitting
  - Production relocation

### Full Service

Upon request, we take over the complete maintenance of your machines and systems, including spare parts supply, over a specified period of time.

### Build Operate Transfer (BOT) model

We operate your systems, organize production, take over all process including maintenance, entirely according to your requirements.

## 24h Contact

### Manz AG (Germany)

Service:  
Tel. +49 7121 9000-555  
Fax +49 7121 9000-959  
service@manz.com

Spare parts:  
Tel. +49 7121 9000-310  
Fax +49 7121 9000-959  
spareparts@manz.com

### Manz Italy Srl Sasso Marconi (BO) branch

Service:  
service\_italy@manz.com

Spare parts:  
sparepartsitally@manz.com

### Manz USA Inc.

Tel. +1 401 295 2150  
service\_usa@manz.com

### Manz Taiwan Ltd. Chungli branch

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service\_taiwan@manz.com

### Manz China Ltd. Suzhou branch

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### Manz India Private Limited New Delhi branch

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### Manz Repr. Office Korea Gyeonggi-Do branch

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service\_skorea@manz.com

Founded in 1987, Manz AG is a global high-tech equipment manufacturing company.

In addition to the CIGS*fab* turnkey production line in the Solar segment, the company focuses specifically on the automotive industry in the Electronics and Energy Storage segments.

The company, listed on the stock exchange in Germany since 2006, currently develops and manufactures in eight countries with around 1,700 employees.



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