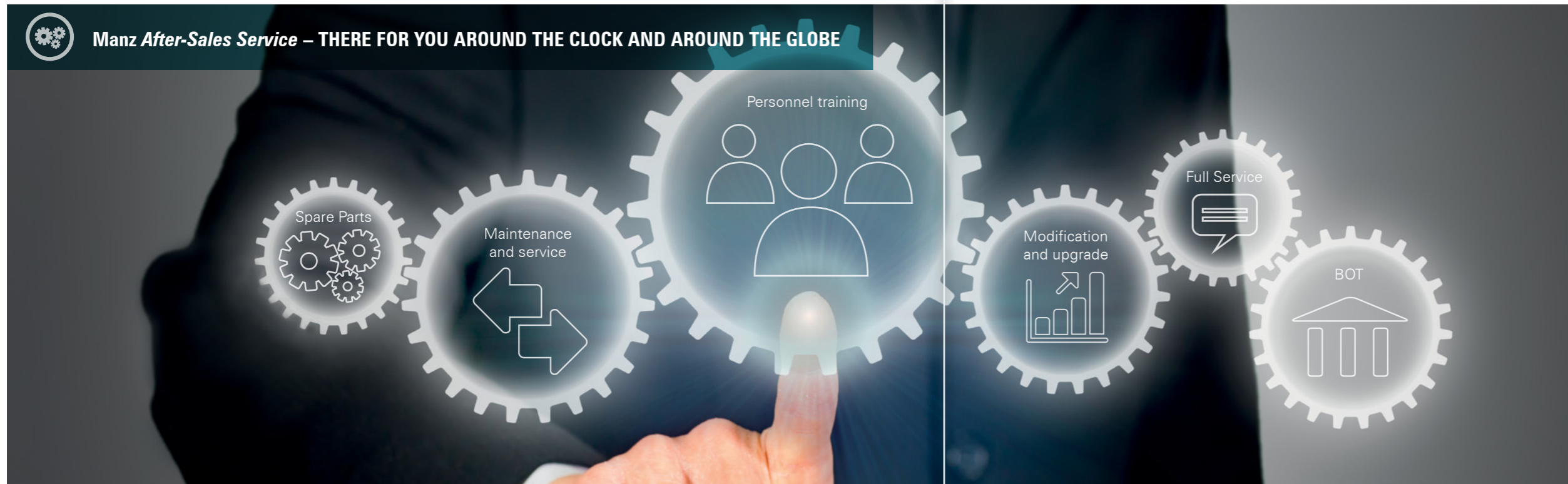


SERVICE



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

Tel. +886 3 452 9811
service_taiwan@manz.com

Manz China Ltd. Suzhou branch

Tel. +86 512 6513 6050
service_china@manz.com

Manz India Private Limited New Delhi branch

Tel. +91 98 1055 8171
service_india@manz.com

Manz Repr. Office Korea Gyeonggi-Do branch

Tel. +82 10 6808 3290
service_skorea@manz.com

Our Locations



Manz AG
Steigaeckerstrasse 5
72768 Reutlingen, Germany

Tel.: +49 7121 9000 0
Fax: +49 7121 9000 99

www.manz.com
info@manz.com