



**KOMPTECH®**

Technology for a better environment

# Service & Parts



## Service & Parts



We are there for you when you need us. A high-level servicing and replacement parts network is guaranteed world-wide in conjunction with our partners - because efficient, high availability machines safeguard your competitiveness.

# CUSTOMER SERVICE

## Our goal

Komptech is a leading international supplier of technology for machinery and systems for the mechanical and biological treatment of solid waste and biomass.

Our motivation is summarised well by our corporate mission statement, "Customer benefit is at the heart of our collective action". We do not just build reliable and long-lasting machines of quality, we also offer you, together with our partners, an excellent level of service. We have set ourselves the target of assuming the maintenance, repair and replacement part service responsibility for every machine – over the entire lifetime of the machine.

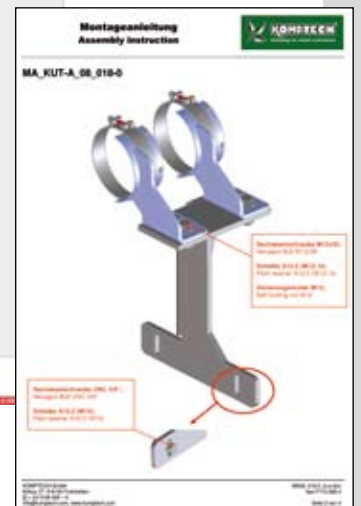
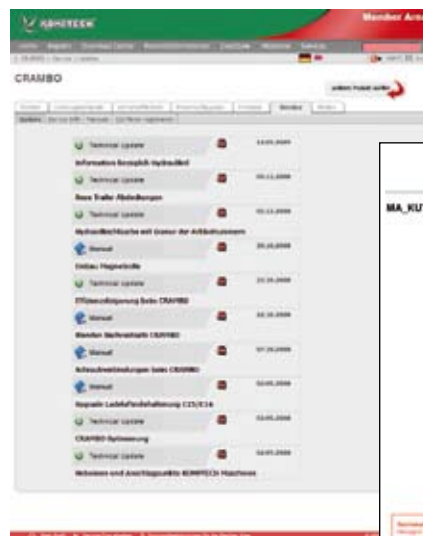


## Expertise on your side

Customers can place their trust in the experience of service technicians at Komptech and our partners across the globe.

An online service information system and a professional training program guarantee that all service technicians are kept up-to-date at all times on technical issues. As an additional support service, product specialists are available at every competence centre for particularly tricky questions.

We have built up a global service network with our partners for rapid assistance on-site and for speedy delivery of replacement and wearing parts from Komptech. This enables us to be ready to assist as quickly as possible - anytime, anywhere.



## Learning is essential

Continual product innovation requires training, held in parallel, for service technicians and replacement part specialists.

A training program of the highest standard has been developed for this at the "Komptech Academy". Top-class training is guaranteed with leading edge media facilities and specially trained teaching staff. An important part of this training is the mutual exchanging of opinions and the channelling of new requirements into our machine specifications.

How do you benefit? An excellently trained service technician with answers to virtually all your questions and continual development to increase customer benefit.



## Service & Parts



In the future, our machines and original wearing parts will carry the Komptech logo (the beech leaf - synonymous with reliability and the best price/performance ratio), **making the original clearly recognisable.**

# REPLACEMENT PARTS

## Perfectly suited

Komptech wearing and replacement parts are tailored perfectly to their use. Our experienced technicians know the specifications and loading an original part must withstand and define all the criteria that must be satisfied. Only premium quality materials and proven components from reputable manufacturers are used, resulting in original Komptech parts that boast quality, accuracy of fit and reliability.

## Quality pays

Komptech believes that quality and longest possible service life come before cheapest pricing. When wearing parts are subject to extreme loading, such as on a shredding machine, quality is a decisive criterion. The exchange of original, more wear-resistant parts from Komptech need not be performed as often, reducing maintenance costs and downtime.

Those fitting original parts to Komptech machines do not experience any nasty surprises – the highest level of operational reliability and the full Komptech guarantee can be relied upon. This is because wearing and replacement parts from Komptech are perfectly tailored, high-quality series production parts made using state-of-the-art manufacturing methods and are subject to continuous quality control.

## Easily recognisable

In the future, wearing parts from Komptech will carry a distinct mark. Our logo, the beech leaf, is embossed in a safe place. This beech leaf is synonymous with reliability and the best price/performance ratio. Our replacement part specialists and service technicians know these parts insideout, enabling quick and reliable exchange - even when under time pressure.

## These are your benefits

### 1. Cost-effectiveness

Technical expertise, use of premium-quality materials and professional workmanship mean longest possible service lives and highest levels of reliability. These yield low costs as a result of wear and tear and higher cost-effectiveness of the overall machine.

### 2. Reliability

Original parts from Komptech are designed specifically for the requirement in the machine. This guarantees smooth functioning and highest degree of fitting accuracy. Low maintenance overhead and best possible reliability are hence ensured.

### 3. Warranty

Only those who know the interrelationships within a machine can develop replacement and wearing parts with the greatest benefit for the machine operator. Warranty conditions remain applicable if original Komptech parts are used.

We are only able to assume responsibility if original Komptech parts are used.

### 4. Continued development

Continual development of the function, the material quality and the manufacturing process are all making our parts better and better. You are certainly at the leading edge of technological development using original Komptech parts.

### 5. Value retention

If your Komptech machine has been maintained by our excellently trained Komptech partners using original parts, not only will you enjoy using the machine, you will also enjoy the security of highest value retention - and you will notice it when you come to sell on the machine.



## Service & Parts

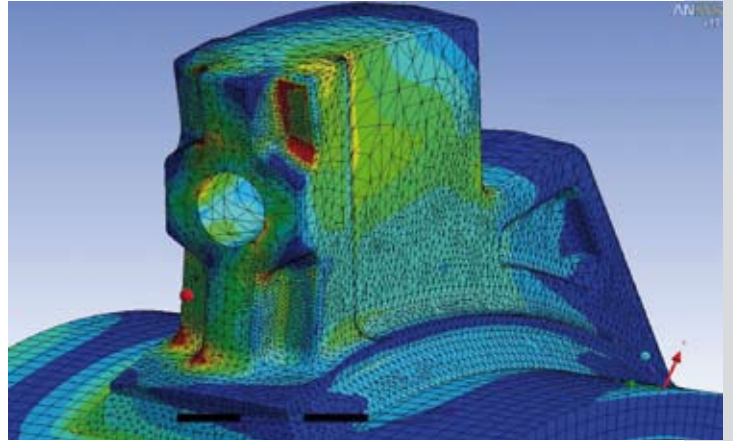


A CRAMBO is suited perfectly for shredding root stocks. This is because our designers have given it the perfect set of teeth. Only they know which forces are exerted and which anticipated loads the tooth holder can be subjected to. That is why a CRAMBO sickle tooth looks exactly how it does and no different.

# INNOVATION

The Komptech brand is synonymous with innovative, powerful, reliable and energy-efficient machinery and systems.

We also apply the word “innovative” to the development of wearing parts. Innovative solutions are found by applying special methods in the generation of ideas. Using modern-day methods of calculation, we are able to simulate expected loading and adapt the profile accordingly. The ideal material and the production process are selected in conjunction with manufacturing experts. The newly developed original part from Komptech is then subject to intensive testing.



## Continual advancement

The many innovations have given rise to a number of patents that apply directly to the wearing part and the part/machine interface. Maximum customer benefit is always at the heart of our thoughts.

Applied to a wearing part, this means product longevity and maximum level of resistance to contraries.

In relation to maintenance, this means good accessibility and simple swap-out, in many cases with quick exchange systems and sometimes even without the use of tools.



## A selection of our innovations

### **Tooth attachment on the general-purpose TERMINATOR waste shredder**

On the EXtra fine shredding unit, the tooth attachment sits protected on the inside of the roller pipe and not in the shredding area exposed to wear and tear. Damage to the holder is impossible, even if a wear tooth is used far beyond its intended service life.

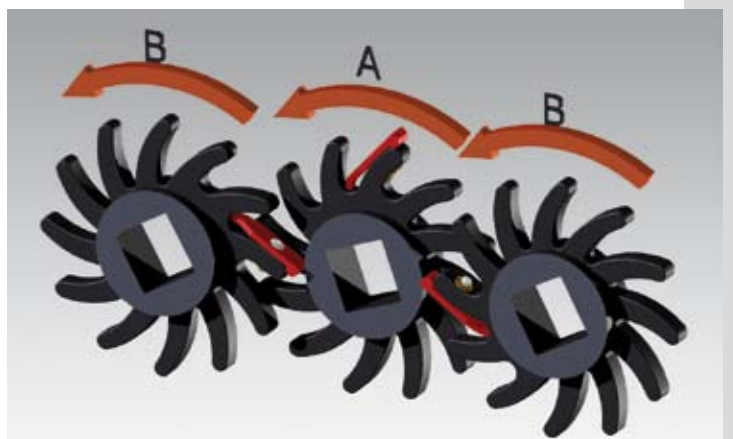


### **Tooth attachment for the general-purpose CRAMBO wood shredder**

The patented attachment system prevents any loosening of the tooth despite extremely high pressure, but at the same time allows quick exchange by releasing a bolt. Three different tooth types can be inserted into this fastener.

### **Cleanstar cleaning system for MULTISTAR star screens**

The screen units are continually cleaned by the patented CLEANSTAR cleaning system. Each star has a wear-resistant cleaning finger that clears the screen gap of the surrounding stars on each rotation. This virtually eliminates any moisture-related caking or wrap-arounds and the star screens are protected from wear.



## Service & Parts



No matter when and where a replacement part is needed, we at Komptech, together with our local partners, do everything to deliver it to you as quickly as possible. This we do with comprehensive replacement part documentation, modern warehouse logistics and a high level of commitment on the part of our employees.

# LOGISTICS

## Time is money

For us, the speedy delivery of original Komptech wearing and replacement parts represents an important contribution in safeguarding customer benefit. After all, machines lying idle are not earning money.

Experienced service technicians are on site when wearing or replacement parts from Komptech need replacing quickly. This is because optimal ease of servicing is factored into the design of Komptech machines.



## Worldwide availability guaranteed

Komptech machines are in service in more than 40 countries. Owners everywhere are relying on the assured supply of replacement and wearing parts from Komptech - understandably so as the most important parts are lying in stock at our local partners. If supply shortfalls are experienced, however, the required parts are supplied at short notice from the extensive warehouse at the manufacturer's plant.



## Ideal logistics

Electronic inventory management systems monitor stock levels in our replacement part warehouses. This enables us to respond immediately to changes in requirement – the networking of the logistics systems to our suppliers is an important factor here.

Efficient order processing, extensive replacement part documentation and the expertise of our replacement part specialists make possible the delivery of replacement parts within a short time period. The close collaboration with international shipping companies completes our logistics strategy.



## Service &amp; Parts



Maximum operational reliability combined with the best price/performance ratio – this is the thought behind our replacement parts packages. These packages include the familiar quality of original Komptech parts as well as many years' experience of our product specialists.

# REPLACEMENT PARTS PACKAGES

Our specialists know all about the hard day-to-day work Komptech machines are exposed to. Preventative maintenance for productivity and value retention is a major factor in this environment. Leveraging our many years of experience, we have put together a number of replacement part packages containing original Komptech parts which are tailored to the individual requirements of our customers. This gives you a maximum level of assurance at a low price.

## Replacement part packages

Our replacement part packages are modular and tailored to your individual requirements. They simplify ordering and warehousing and are optimised in regard to transportation weight and cost.

Maintenance packages are tailored to the service intervals of a Komptech machine and include all of the parts required in familiar Komptech quality. Together with the servicing agreements in place with your Komptech partner, your machine is provided the best possible care at all times.

Because the failure of small parts can have a massive impact, our product specialists have put together important replacement parts in favourably priced "safety packages". This way you have just the right part on hand, should the situation arise.



## Upgrades

We pride ourselves on continually developing Komptech machines and adapting them to new requirements. Modular machine designs make upgrades and retrofits possible – even for existing machines. This enables you to leverage the technical advancement of Komptech machines and to further increase your competitiveness in the market. Our service partners are up-to-date on all the options and will be glad to provide advice.



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We reserve the right to make technical changes due to ongoing development. E\_0609