

# SERVICE & PARTS





- » When a customer needs us, we're there.
- » Together with our partners, we've built a worldwide service and parts network of the highest calibre.
- » Maintenance agreements make costs predictable, for assured competitiveness.



# RESPONSIBILITY FOR A LIFETIME

Komptech is a leading international manufacturer of machines and systems for the mechanical and mechanical-biological treatment of solid waste and biomass, and the processing of woody biomass for use as a renewable fuel.

At Komptech, the focus is on the customer. This is clearly evident in the "best in class" ethic of our service team. Our goal is to offer the best service on the market, and we try to live up to that goal every day, for the life of a machine.



01

### Expertise

Our customers can depend on the experience of Komptech service technicians and our partner specialists around the world. With our online information system and a professional training programme, we can ensure that all service technicians are at the latest level of expertise. In addition, each competence centre has its own product specialists who can answer the especially difficult questions.



02

### Supply security

To provide fast on-site service and also make sure wear and spare parts are available quickly, we and our partners have set up a worldwide service network. Our service technicians can be at your site with the right parts at short notice.



03

### Komptech Academy

Permanent innovation to improve customer benefit requires that service technicians and parts specialists be educated regularly to keep up with developments. Through the Komptech Academy we offer a training programme of the highest level. This benefits our customers by making sure they get highly qualified, knowledgeable service technicians who can answer pretty much any question that may come up.



04

### Maintenance agreements

Highly reliable machines and predictable operating costs are important factors in business success. Maintenance agreements with Komptech and our authorized partners offer the perfect solution. Packages tailored to customer requirements, from regular machine inspection to preventative maintenance to extensive maintenance and repair agreements, all offer set, predictable costs.



- » Like our machines, our wear parts bear our logo.
- » It stands for reliability and the best value for money.
- » Our specialists have all parts on hand and can guarantee quick delivery times.

# THE BENEFITS OF ORIGINAL PARTS

## 1. Economy

Technical knowledge, high-quality materials and professional finishing ensure the longest possible service life and top reliability. This results in lower wear costs and higher economy.

## 2. Reliability

Original parts from Komptech are specially designed for our machines. They help ensure problem-free functioning and a perfect fit, for low maintenance costs and top reliability.

## 3. Warranty

It takes a thorough knowledge of the interactions in a machine to make wear and replacement parts that give maximum utility. Using original parts also makes sure the warranty stays valid, as like any manufacturer, we can only take responsibility for our own parts.

## 4. Continued development

Through ongoing further development in function, material quality and manufacturing techniques, our parts are always getting better. With original Komptech parts our customers can be sure that they are at the latest state of the art.

## 5. Value retention

When a machine is maintained by one of our highly qualified partners using original parts, the operator has fewer problems during use, and can also rest assured of high value retention that pays off when it's time to sell the machine.



01

### Perfect design

Komptech wear and spare parts are perfect for their intended use. Our experienced technicians know the stresses and demands they will have to endure, and define all the parameters that must be met. We use only high-quality materials, the latest production technologies and the best components by renowned manufacturers. This lets us make original parts of peerless quality, fit and reliability.



02

### Tested quality

Komptech has always felt that quality and long life are better than the lowest price. Wear parts in machines like shredders are subject to extreme stresses, so quality makes a huge difference. Customers who equip their machines with original parts avoid unpleasant surprises, and can depend on the highest availability and full warranty coverage. It goes without saying that our wear and spare parts are subject to ongoing quality control.



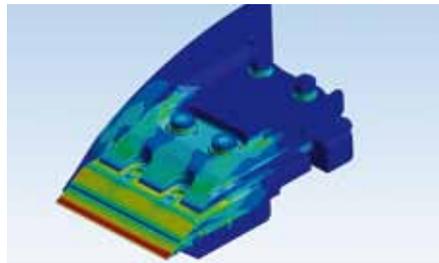
03

### Clearly evident

Komptech wear parts bear an unmistakable mark - the Komptech leaf logo on a protected area of the part. The leaf stands for reliability and the best value for money. Our parts specialists and service technicians know our parts thoroughly, so they can replace them quickly and properly even under time pressure.



» The Chippo makes the best chips, because our technicians gave it the right blades. Only they know the forces impacting the wear parts and the holders and how to counteract them.



# INNOVATION IN DETAIL

The Komptech brand stands for innovative, energy efficient machines and systems. We're also innovative in the development of new wear parts. Using modern calculation methods, we simulate anticipated stresses and design the parts accordingly. Our production experts then select the ideal materials and production processes. Finally, the new original part is intensively tested.

All of this effort is centred around maximizing user benefit. In a wear part, that translates to long life and maximum contrary resistance. In terms of maintenance, it means good accessibility and simple replacement, often with quick-change systems and in many cases even without needing tools.



01

### Multifunctional

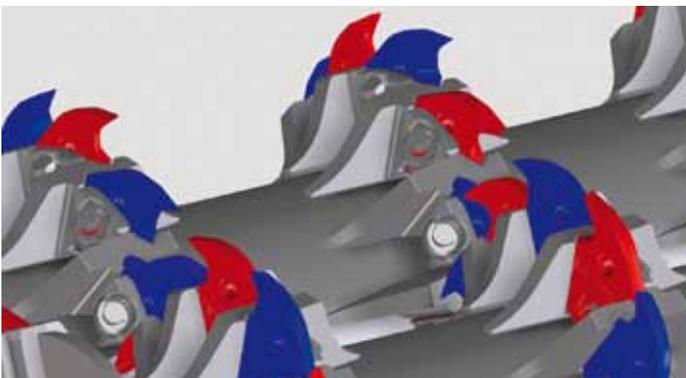
Shredded green waste for composting or precisely-sized chips as fuel - the Axtor high-speed shredder does both jobs well. It does it with a drum that can take freely swinging tools or blades in fixed holders. A key benefit is that the Axtor can switch between these functions faster than any other machine.



02

### Protected from wear

On the eXtra-Fine shredding unit of the Terminator all-purpose waste shredder, the tooth mounting isn't in the shredding area where it would be exposed to wear, but is protected within the drum tube. So even if a tooth is used long beyond its intended life, the mounting still won't be damaged.



03

### Firm hold, quick change

The Crambo all-purpose wood shredder makes quick work of rootstocks. And it won't lose a tooth if it happens to bite down on a rock. A patented mounting system prevents the tooth from coming loose even under the highest stress, while allowing quick change by unscrewing just one bolt. It can also take several kinds of teeth.



04

### Cleaning system included

The screening units on our Multistar star screens are continuously cleaned by our patented Cleanstar system. Each star has a wear-resistant cleaning finger that clears the gap to the adjacent stars at each rotation. This virtually eliminates winding or clumping of wet materials, and also protects the stars from wear.



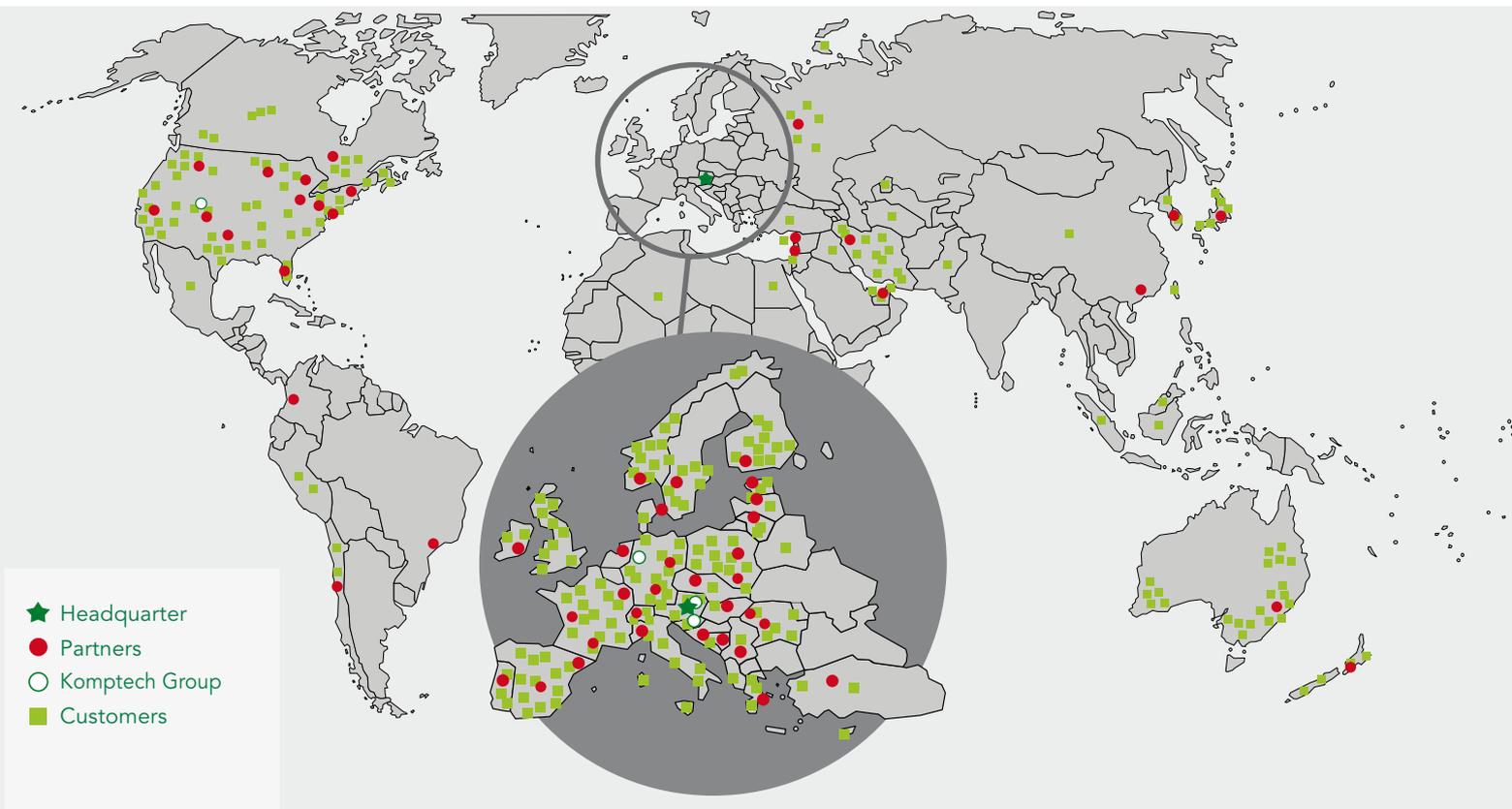
- » Perfect logistics is our daily goal.
- » In figures: Over 6000 deliveries per year to over 40 countries, and almost 20,000 different items.
- » Our promise: A highly motivated team that works to continuously improve performance.



# PERFECT LOGISTICS FOR HIGH UPTIME

The fast provision of original parts is a big part of customer benefit, because machines can't earn money if they're not running. Our trained employees use an electronic logistics system to keep tabs on parts in stock, so they can react swiftly to changed requirements.

Our logistics systems are also networked with our suppliers. Efficient order processing, comprehensive parts documentation and the expertise of our parts specialists let us deliver parts very quickly. To make sure of it, we work closely with selected international forwarders.



# AVAILABILITY GUARANTEED

Komptech machines are in use in over 40 countries. Everywhere, their owners depend on a reliable supply of wear and spare parts. And rightly so, for the most important parts are always kept in readiness at our local partner sites. To do this we use a special system that categorizes parts by their importance for machine function.

The greater the importance, the closer the parts need to be to the machine, pre-packaged and ready to ship from the respective stock. Constant coordination with our partners ensures that local stocks are always appropriate for the machines in use in the region. If there is still a bottleneck, the necessary parts can be supplied at short notice from our extensive factory stock.

- » Whether in the Australian Outback or right in our backyard, no customer wants to wait long for a replacement part.
- » Our distributors worldwide stock a good supply of wear and spare parts.
- » Stock levels are continuously adapted to the regional machine population.



- » The choice of replacement parts package, modernization or overhaul depends on the age and condition of the machine in question.
- » We prepare individual solutions based on customer needs.
- » Our specialists are always available for on-site consultation and advice.



# THE IDEAL SOLUTION FOR EVERY MACHINE

In Service, our goal is to find the ideal solution for each machine, appropriate to its age and condition. This starts with wear and spare parts packages and goes on to include modernization of subassemblies or even overhauling the entire machine.

This lets us extend our machines' service life, while updating them to meet new customer requirements. Maximum availability and the best value for money - those are the goals behind our service solutions.



01

### Packages

Our wear parts packages are modular in design and adapted to your specific needs. They simplify ordering and stocking, and are optimized in terms of shipping weight and costs. Maintenance packages are coordinated with the respective machine's maintenance intervals, and contain all necessary parts in Komptech quality. Since a small part failure can have a big impact, our production specialists put together key replacement parts in low-cost security packages, so the right part is ready to hand in case of emergency.



02

### Upgrading

We are always working to improve our machines to meet new demands. Our modular design approach makes it possible to retrofit and modernize existing machines as well. That means current machine owners can benefit from our ongoing development to improve their competitive position. Our service partners are fully informed on all options, and are always available for on-site consultation.



03

### Modifications

With stationary machines and systems, in many cases a general overhaul is a viable alternative to new investment. This can go so far as to include a replacement of the entire shredding unit and the major functional components. If necessary and if local conditions allow, we can supply substitute machines so the customer can keep working during the overhaul. And the end of the process, for a much lower investment the user has a refurbished, dependable machine.

# TECHNOLOGY FOR A BETTER **ENVIRONMENT**



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