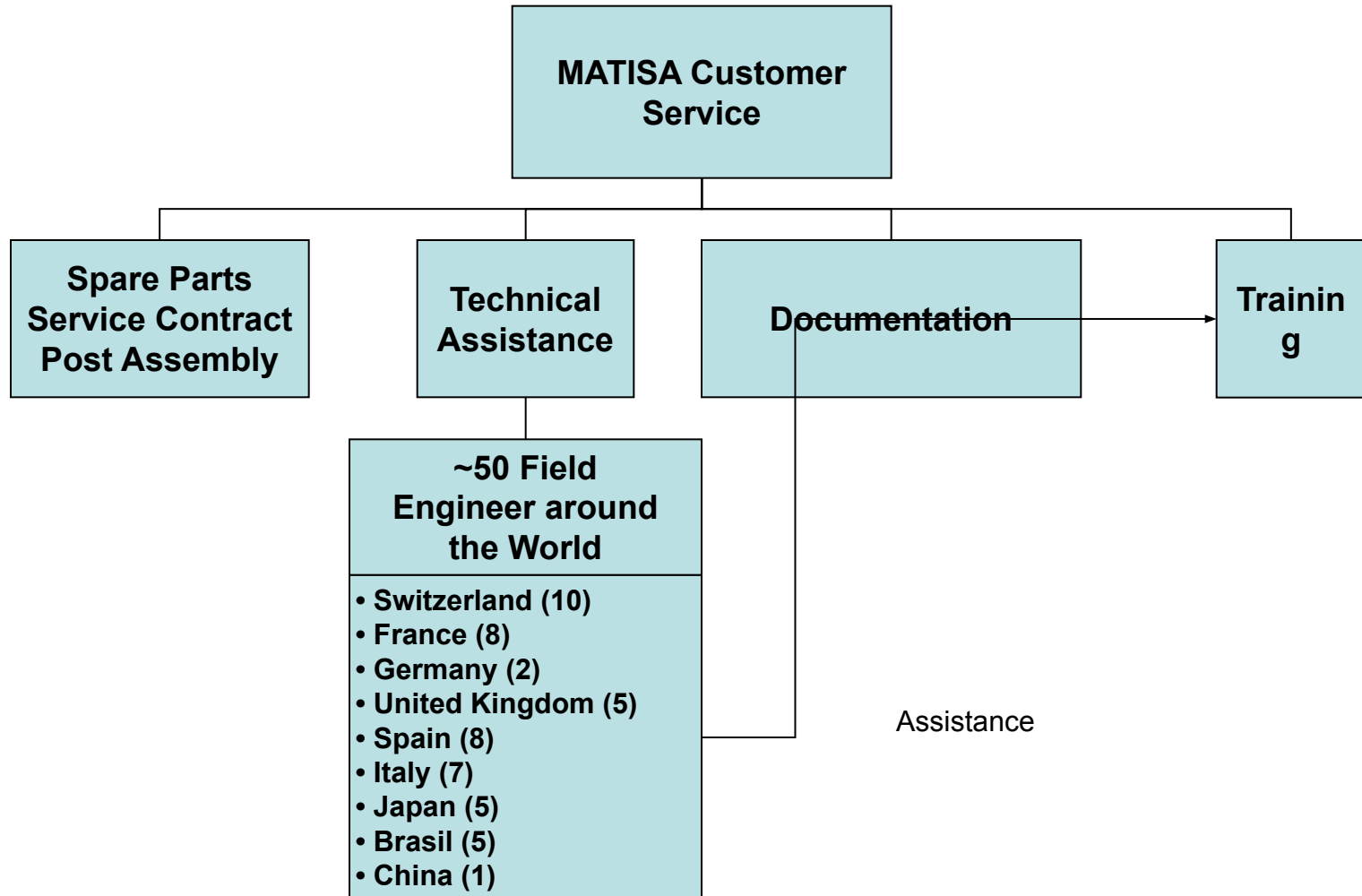


MATISA Customer Service

(Joël Meystre – Customer Service Manager)



Organisation



Spare Parts

- Delivery all around the World
- Express delivery
- Stock mini policy (6'000 positions)
- Spare parts position (15'000 positions)
- Possible consignment stock (service contract)

Service Contract

- Periodic inspection visit
- Technical advice for maintenance
- Refreshing training course
- Hot line
- Assistance during maintenance period
- Proposal for continuous technical improvement
- Full service

Post assembly

Goal:

- Keep the technical level of the machine at a very high standard
- Adapt the machine to the unavoidable change requested during his lifetime

Technical Assistance

- Approximately 50 field engineers working for the group MATISA
- Machine commissioning and repair
- Assistance for training course

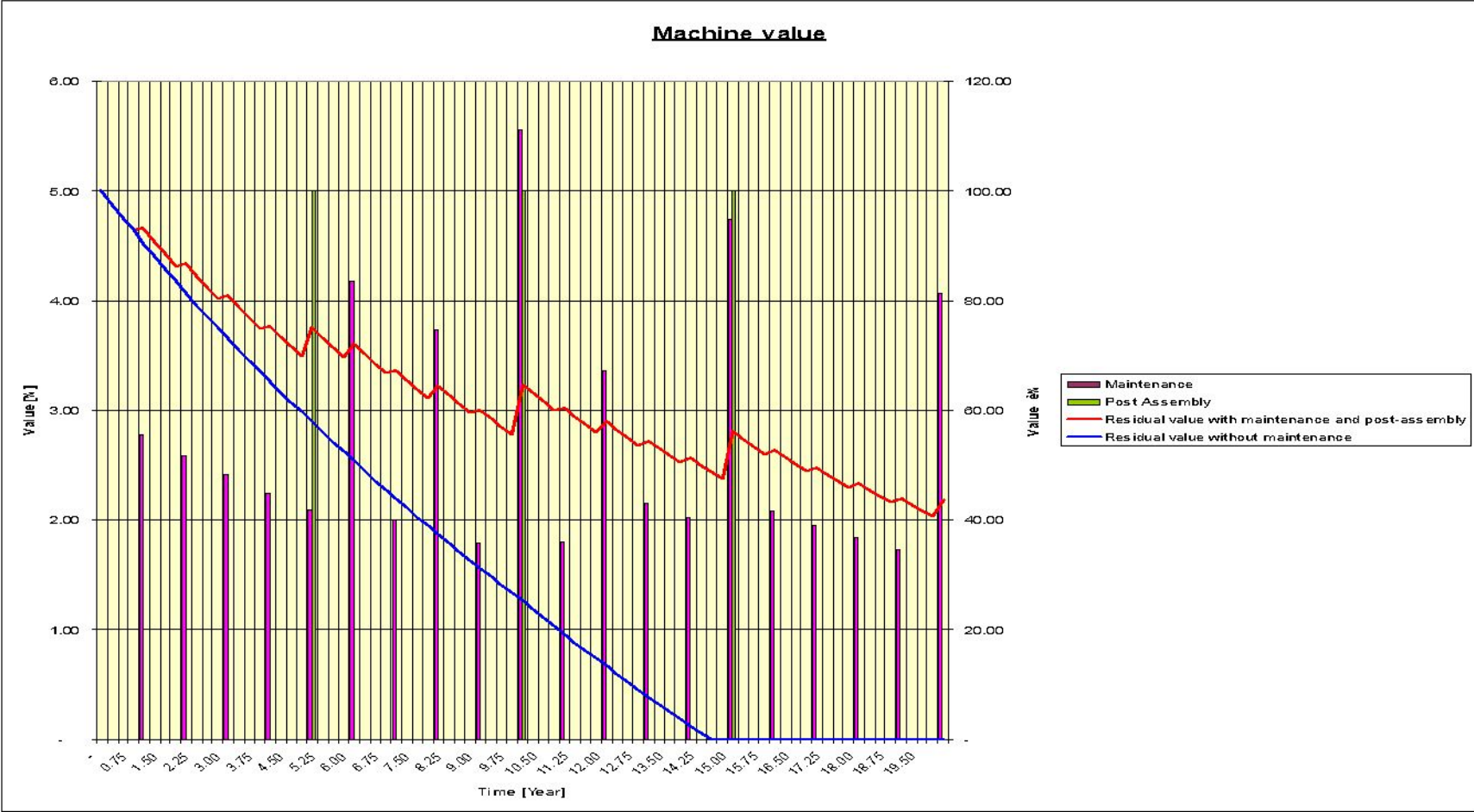
Documentation

- User Manual
- Spare Parts Catalogue
- Maintenance Plan

Training

- Assessment of new operator / maintainer
- Training course in relation with machine (theoretical and practical)
- Refreshing course

Service and maintenance benefice



Service and maintenance benefice

- Maintaining the technical level of the machine
- Keeping advantage versus concurrence
- Keeping the value of the initial investment

QUESTION?

Thank you for your attention