

AFTER SALES SERVICE

MOVING THE LIMITS.
TOGETHER.
CONSTANTLY.

AT YOUR DISPOSAL AROUND THE CLOCK!

If your machine or line is at fault, our 24-hour-service will assist you to make it fit for production again in no time. Our expert in-house engineers are able to help you with your machine in any situation at any time and provide quick-response support via telephone or teleservice in order to reduce downtime to a minimum.

In addition to that our highly-skilled service engineers carry out on-site repair work all over the world to make sure your machine is up and running again in the shortest possible time.

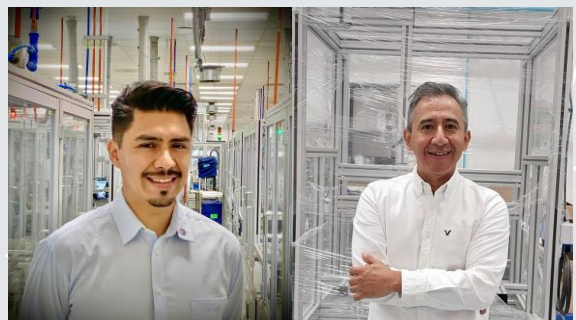
FULL SERVICE FOR YOUR BENEFIT AND SAFETY!

- **Spare parts**
Procurement and logistics as well as repair and reconditioning
- **Repair**
Quick-response deployment of our service engineers for on-site repairs
- **Consultation**
Our expert service team will be happy to provide telephone support
- **Repairs/returns**
Please carefully read the information on our website and return the filled in MRP-Form to us.
- **Maintenance**
Preventive maintenance measures at regular intervals / Early detection of wear-related failures
- **Commissioning**
Professional commissioning of your machine and/or line by highly-skilled experts
- **Training**
On site or at our premises, operators or maintenance personnel can be specifically trained
- **Retrofit**
In case your manufacturing program changes, we will be pleased to discuss an adjustment of your machine to the new requirements with you
- **Teleservice**
Allows our programmers to access your machines and program data remotely / Access to error logs of the diagnostic memory / Transparent monitoring and parallel remote control of operator functions

YOUR SERVICE-TEAM

Service Coordination:
David Castillo

Backoffice:
Francisco López



QUICK AND EASY HANDLING OF RETURNED GOODS & REPAIRS

In order to make the handling of your returns or repairs easier, more efficient and faster, Strama-MPS introduced a Merchandise Redelivery Process (MRP). By clearly and precisely allocating your returns and repairs, we can process them more efficiently.

By sending us the filled in MRP-form you already provide us with all important details regarding your return consignment in advance. Thus we can considerably reduce processing time and concentrate on fulfilling your requirements more quickly.

HOW WE HANDLE YOUR SERVICE CASE

Receipt of your inquiry/issue, etc. by phone, e-mail or service form

Please have all necessary information (e.g. machine number) available to create your message.

Acquisition of the service case into our PLM system

You will receive a ticket number by which you can check the status of your message at any time.

Classification of the ticket: spare parts inquiry, fault report, technical support, etc.

Forwarding your issue to a specialist in the company

A specialist will contact you promptly.

Response from the appropriate department to Service Coordination (initiating further steps, if necessary)

After successful processing of your issue, the ticket is set to closed in the system.

If an already solved problem should return at a later date, the ticket can be reopened by us at any time. Therefore, it is important that you give us your ticket number to allow a quick identification.

OUR 24/7 SERVICE-HOTLINE: +52 (222) 706-6806

Our technical customer support is at your disposal around the clock. Your fault report can be communicated through phone, e-mail or placed on our website using the service form. In case of a malfunction of your machine or equipment our 24-hour service gives you assistance to get them back into

production as quickly as possible. If an on-site repair should become necessary, our qualified employees will arrive on site in the shortest time anywhere in the world.

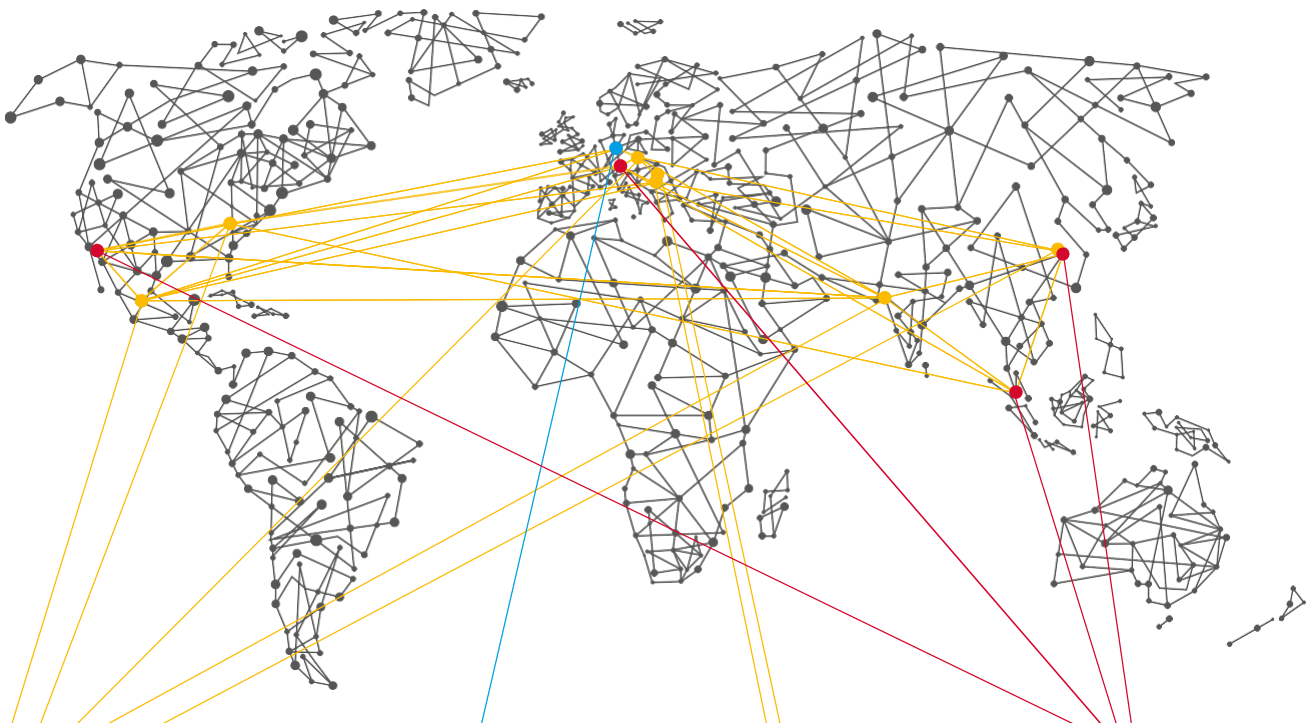
To contact our service you can also send an e-mail to servicemexico@strama-mps.mx.

POWERFUL SYNERGIES: “MEMBER OF STRAMA GROUP”

Strama-MPS develops special-purpose machinery, equipment and complete solutions for the production, assembly and testing of complex technical components and products. International technology groups appreciate our engineering expertise, the experience and the certainty: We lead your project to success.

AuE Kassel has acquired in recent years an excellent reputation with assembly lines for axles and chassis components in the passenger car and commercial vehicle sector. With its axle alignment systems AuE has long been the world market leader.

For more than 40 years, **F & K DELVOTEC** is the worldwide innovation leader for wire and laser bonders. Renowned companies and research institutes worldwide are convinced by the quality of the technology and engineering services.



GERMANY, Straubing
CHINA, Taicang
USA, Duncan
MEXICO, Puebla
INDIA, Nashik



GERMANY, Kassel



CROATIA, Cerna
BOSNIA, Orašje



GERMANY, Ottobrunn
USA, Foothill Ranch
CHINA, Taicang
SINGAPORE

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