



KOMAX SERVICES

komax

BENEFIT FROM OUR OUTSTANDING GLOBAL SERVICE NETWORK

Facts and figures about Komax Services

- Over 75 service stations in 51 countries on 6 continents
- Over 500 service and sales staff



Globally but locally

With our unique service network, we are always easy to reach and support you with all our know-how and passion.

Our Komax Care service contracts guarantee that your machinery is always perfectly maintained and ready to deliver the maximum output and quality.

PERFECT SERVICE FOR BEST PERFORMANCE IN THE LONG RUN

KOMAX sets new standards on the market

Our numerous services are optimally aligned to the needs of our customers and offer them effective added value.

– We consult you to have exactly the right product for any job.

– We take responsibility that your production equipment is correctly installed, set up, operated and maintained for continuous availability.

– Machines and testing systems that are always state of the art work more productively and have a longer service life.

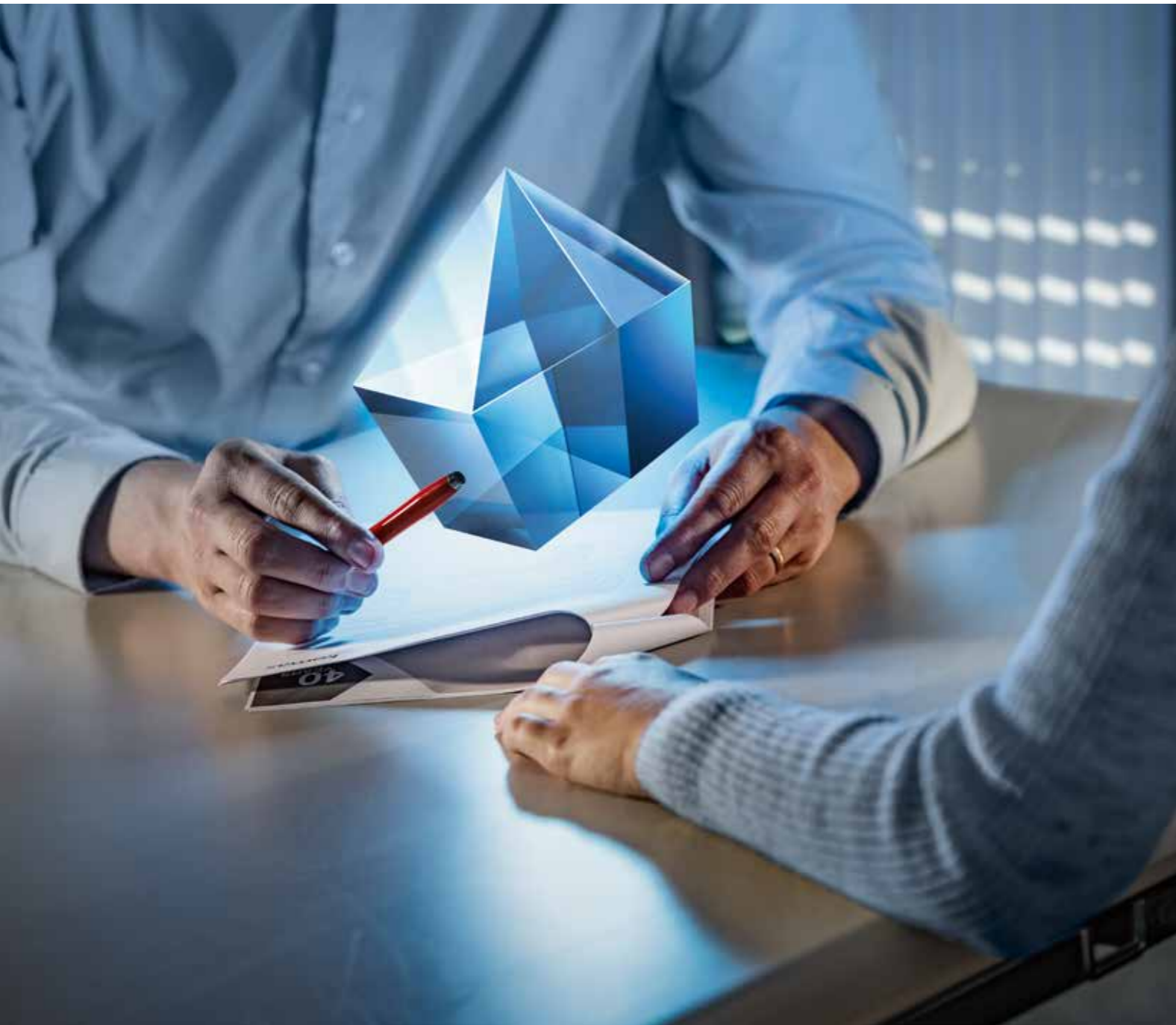
– You can rely on us to train your employees perfectly to achieve high quality and best performance with Komax machines.

Our attractive service portfolio - consequently focused on customer needs.

- 24 services tailored to requirements and a professional service contract structure
- Effective added value for the customer – wherever you need us!
- Improving your Performance, Availability, Quality and Longevity

KOMAX CARE SERVICE CONTRACTS

- We ensure high efficiency, availability and perfect quality throughout the entire machine service lifecycle.
- Our contracts are individually tailored to customer needs with a very attractive price/performance ratio.
- Let Komax do the maintenance work for you. You can concentrate on your core business.
- Best service from the market leader safeguards your investment and ensures longevity.



Komax Care Basic

- Local Helpdesk
- Standard warranty 1 year
- Access to Komax Direct
- High parts availability

Komax Care Remote

Komax Care Basic and additional:

- Local 2nd level support
- Direct remote machine access
- Access to Komax Academy incl. On.Line Training fundamentals
- Future readiness (Gateway)

Komax Care Maintain

Komax Care Remote and additional:

- 1 extensive maintenance visit
- Condition report
- Preferential conditions on maintenance parts
- Exclusive parts availability

Komax Care Optimize

Komax Care Maintain and additional:

- 3 customized maintenance visits
- Komax Connect Visualizer Basic (Online performance control and production optimization)

Options*

Additional maintenance visit | Calibration | Consulting | Emergency plan | Extended warranty | Feasibility test | Komax Connect | Komax Smart Stock | On.Site training | On.Line training | On.Class training | Out of working hours | Printer Service | Production Analysis | Software update

* All options depend on local conditions. Please contact your country organization, for local availability and details.

OUR SERVICE PROMISE – YOU CAN TAKE OUR WORD FOR IT

Performance:

Increase overall performance by up to 20%

Our service specialists use technical and market experience to boost your productivity by up to 20 %, raise your return on investment and improve the availability and service lives of your machines and test systems.

Availability:

Achieve an extensive reduction of downtime

Machine downtime is annoying and expensive. Reduce it to a minimum with Komax Care. With contractually agreed regular services, your machinery remains permanently fit and always reliable.

Quality:

Consistently high quality for years

Only a regularly maintained machine can deliver high quality and productivity over the long term. With Komax Care service contracts, we take on this responsibility for you. We ensure that your machines meet your requirements.

Longevity:

Komax Care sets new market standards

Komax products are well known for their extraordinary longevity. Regular services with Komax Care contributes that your machines will stay in perfect condition and that you will enjoy them for years to come.



INSTALLATION + SETUP

OUR SERVICE PORTFOLIO ALONG THE MACHINE LIFECYCLE



Do you want to use the full potential of your machines right from the start and start production without any problems? Then you should consider our installation and ramp-up service. You don't have to worry about transportation or installation, and you can be sure that your machines will be ready to start on time and will perfectly meet the required performance. With our Feasibility Test you have the certainty that all desired parameters of the finished product are permanently maintained.

Our Installation + Setup offerings

- Acceptance Test
- Feasibility Test
- Installation
- Ramp-up

MAINTENANCE SERVICES

Our Maintenance program is designed to perfectly support you in the daily maintenance of your machines. Of course we check and maintain the equipment, we also analyze the production process on request and regularly check the accuracy of your measuring tools. All relevant information is always available on our Komax Direct Webportal. Komax will also help to move a machine to another location.

Our Maintenance Services

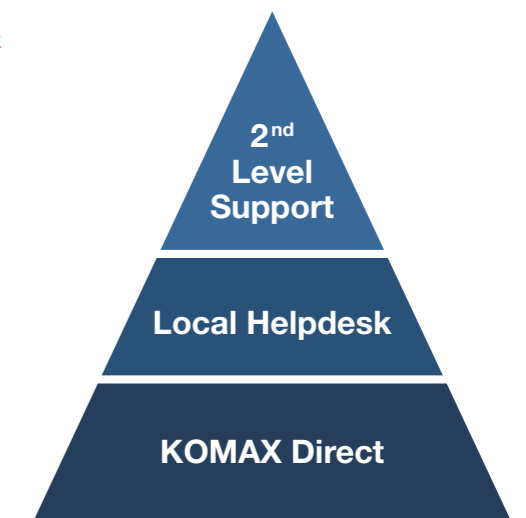
- Calibration
- Inspection
- Komax Direct
- Production analysis
- Relocation

REPAIR + PARTS SERVICES

Whenever there is a problem, our service team will be immediately at your disposal. Just contact the helpdesk by phone. If the problem persists, then your request will be passed on to local 2nd level support, that can help you directly via remote connection and the full knowledge of the global Komax service network. Of course, a service technician on site can also fix the problem, if necessary. Komax is well-known for its outstanding spare+ware parts service. A very good longterm availability and interesting storage offers like the Komax Smart Stock are services that will provide a strong performance over the whole machine lifetime cycle.

Our Repair + Parts Services

- Emergency Plan
- Helpdesk
- Komax Smart Stock
- Repair
- Spare Parts
- Wear Parts





UPGRADES + ENHANCEMENTS

Upgrade your equipment to the latest standard to work more efficiently and achieve higher and more consistent quality. To upgrade and retrofit your wire processing machines and test systems, we offer process and quality modules as well as upgrades with enhanced software. The process modules extend the functional scope of your machine; the large selection of quality modules provide process monitoring and verification of the produced quality. With software and network upgrades, you can keep your equipment up to the latest standard or enable data exchange with other systems.

Our Upgrades & Enhancements offerings

- Accessories
- Consulting
- Komax Connect
- Upgrades



CERTIFIED TRAININGS

Good training plays a key role in ensuring that your employees achieve high efficiency and quality with Komax products. And that's exactly what you can achieve with our training courses.

Komax On.Line and On.Site Training

The Komax Academy offers you a comprehensive range of training options for all products from the Komax – i.e. wire processing machines, test systems and machines for bundling and taping. We offer different types of courses: Komax On.Site Training and Komax On.Line Training. They are ideal for training new employees. e.g. operators, maintenance personnel, shift supervisors and quality control employees. The On.Site Training courses are multi-day courses held by instructors from the Komax

Academy. The courses provide in-depth training for professionals with the skill levels "Basic," "Advanced," "Specialist" and "Trainer."

Professional training with certificates that are valid worldwide

Our On.Line Training can be completed by your employees wherever they have access to the internet. Our On.Site Training courses in German, English and many other languages are held at our locations around the world. Upon request, we can do an On.Site Training course at your location.

Our Certified Trainings offerings

- Komax On.Line Training
- Komax On.Site Training
- Komax On.Class Training

VALUE PACKAGES

INDIVIDUAL AND ALL INCLUSIVE

All-in-one package

Komax offers not only machines and software, but much more - comprehensive solution concepts. Our Value Packages include service contracts, but also complementary services such as training and much more. With this comprehensive approach, we offer a convenient solution for all your requirements.

Individually for you

Our packages are individually designed service packages that are precisely tailored to the business model and wishes of our customers. Packages are not only practical because they cover a wide range of investment requirements. They also mean cost advantages and less effort, because with one signature everything is reliably delivered from one source.

What can we do for you?

Our sales team looks forward to an exchange with you. Together with you, they will work out a package that leaves nothing to be desired.



SAMPLE OFFER

Value Package for Control Cabinet Building

- Zeta 640 + Modules + Accessories
- Komax Care Maintain + Options
- Digital Lean Wiring License
- Financial Solution Leasing



TECHNICAL SUPPORT

Customer Challenge:

High machine availability
Well trained operator
Data preparation for production

Our solution:

Komax Care Service Contract «Maintain»
+ Options: Consulting and Training



EQUIPMENT

Customer Challenges:

Competitive Inhouse Production
Reduce labour cost
Set base for further growth

Our solutions:

Zeta 640



DIGITAL SERVICES

Customer Challenges:

Data-driven production
Continuous improvement
Remote Support by Komax

Our solutions:

Digital Lean Wiring Licence
Komax Connect Visualizer



FINANCING

Customer Challenges:

High initial invest
Improve cashflow

Our solution:

Leasing

FINANCING

TAILORED PRECISELY TO YOUR NEEDS

Financing or leasing

We are happy to support you with leasing or credit financing of our machines. For this purpose, we cooperate with reputable credit institutions in your area. At your request, we will prepare a tailor-made offer for you and arrange everything necessary.

Innovative business models

Komax is open to new business models in wire production. Subscription models or machine rentals are examples of these new attractive opportunities. If you are interested in such a model, please contact your Komax sales consultant. We will be happy to inform you about details and availability in your region.

Your benefits

Cash Flow Optimization,
high liquidity

Risk Avoidance

Easy Cost Calculation /
Budgeting / Forecasting

Komax – leading the field now and in the future

As a pioneer and market leader in automated wire processing, Komax provides its customers with innovative solutions. Komax manufactures series and customer-specific machinery, catering to every degree of automation and customization. Its range of quality tools, test systems, and intelligent software and networking solutions complete the portfolio, and ensure safe, flexible, and efficient production.

Komax is a globally active Swiss company with highly qualified employees and development and production facilities on several continents. It provides local support to customers worldwide through its unique sales and service network and offers services that help them get the most out of their investments.

Komax AG
Industriestrasse 6
6036 Dierikon, Switzerland
Phone +41 41 455 04 55
sales.din@komaxgroup.com

komax
komaxgroup.com