

Customer Service

AP&T Customer Service

We have the tools to improve your production

You've made a major investment decision, purchased new production equipment and started up production. Now that you are using your equipment, you need to make sure that it creates the greatest advantages for your company. The gains you make today and in the future depend as much on how you use and maintain your equipment as on the equipment you choose. Availability and production rates are determined by how your production equipment is designed and built, on how the preventive service is set up, and the training that the equipment operators have received.

For us here at AP&T, it goes without saying that we will support our customers with services that improve their production. This applies to field service, preventive maintenance, rebuilds, spare parts and training. We consider it our business to support you as a customer so that you can achieve the best results.

Our services include all the tools you need to improve your daily operations and maintain deliveries to your customers.



Field Service

We know where you are. And we know how to help you.

Our service organization is built on three building blocks: availability, location and know-how.

Availability means that you can get support by telephone, fax or e-mail. If your equipment has a modem, we can also connect directly to your equipment to quickly solve your problem.

Location means that we can be on-site quickly if a problem arises that cannot be resolved over the phone or by modem. Our service organization has a presence in all major markets for fast on-site service support.

Know-how means that we have well trained personnel. They know our products inside and out, down to the tiniest detail. They service our machines with quality parts, and have all the original documentation for your AP&T equipment. In other words, you don't just have access to service personnel who will get there quickly; but will also solve your problem quickly and make sure that your AP&T equipment continues to perform as expected.

We have the resources to provide you with on-site support when you are starting up a new product, during peak production times or when you are training new employees.

With AP&T field service you get the right quality at the right time.

FACTS

- Focus: Availability for the customer
- Service centers in Scandinavia, Central Europe and North America.
- Regionally located service technicians
- Support group consisting of experienced designers, technicians and programmers
- On-site support
- Product knowledge and the right tools



Preventive Maintenance

Service - when you have to or when you want to?

Your customers are always putting pressure on timely delivery and cost. You need to know precisely how and when you can use your production equipment to fulfill those requirements.

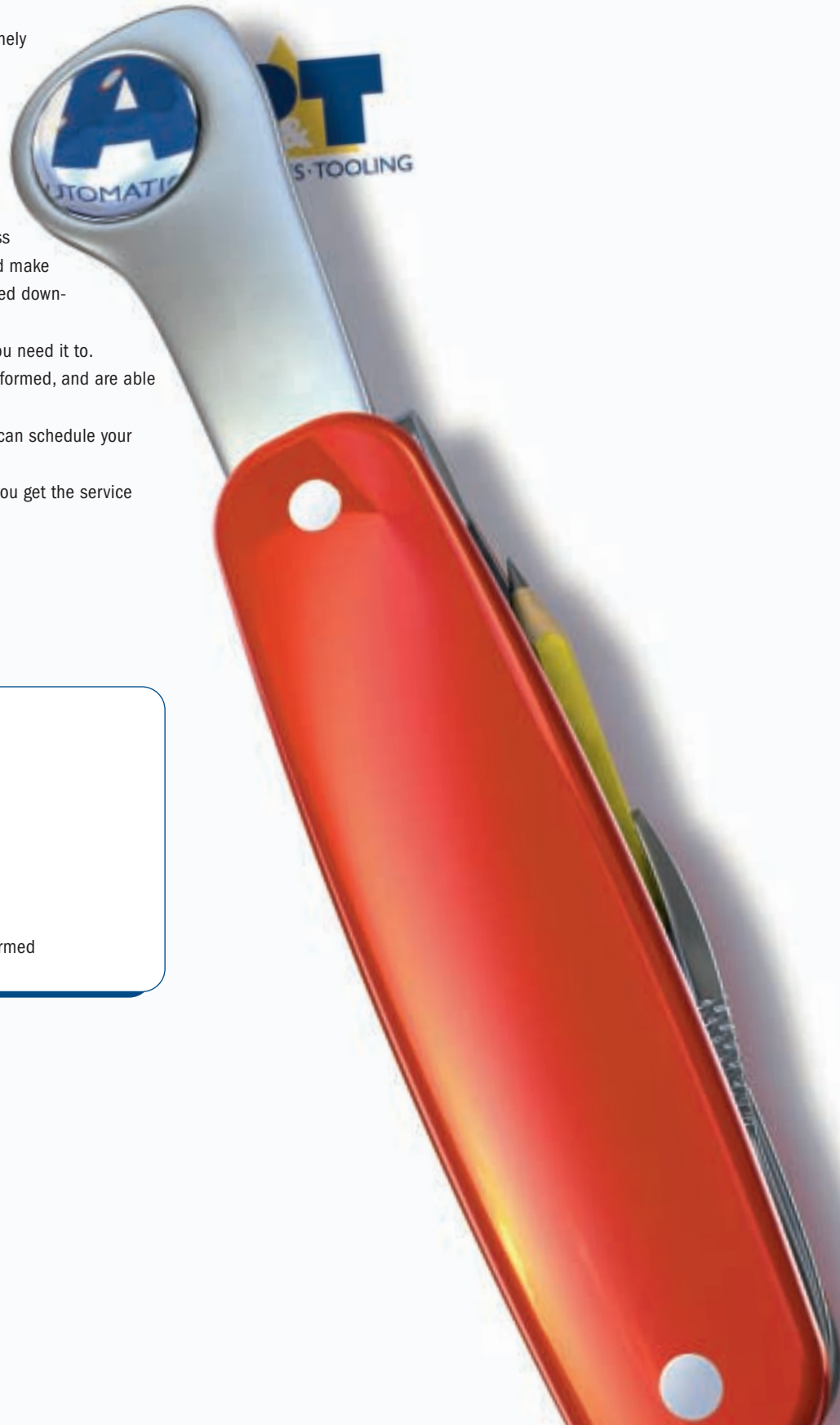
We can help you meet this challenge with preventive maintenance.

During a scheduled visit, AP&T would inspect and service your entire press, automation or press line. We would replace any worn components and make any necessary minor repairs to prevent unexpected down-time.

This gives you equipment that will run when you need it to. You also get a documented safety inspection performed, and are able to prevent unforeseen problems.

You will know when it is time for our visit and can schedule your production accordingly.

The question you have to ask yourself is: will you get the service done when you have to, or when you want to?



FACTS

- Focus: Safety and availability
- Safety inspection
- Function check
- Overall condition inspection
- Scheduled down-time
- Replacement of worn parts
- Thorough documentation of service performed

Rebuilds

Like building blocks, AP&T modules make it easier!

AP&T products are based on modules. Our design system is similar to the concept of a familiar toy set in which all the pieces fit together. We are able to give you a customized solution while using our proven equipment modules. This offers major benefits in the future when considering rebuilding or upgrading your AP&T equipment.

Using complete modules that are ready to be incorporated into a rebuild project, we know exactly how long the project will take. This means that the price is also defined from the start. You don't have to be worried that small details can't be resolved, or that the rebuild will take longer due to unexpected problems.

Here at AP&T we know that a rebuild project demands a great deal of time and energy from an organization. Making changes in production capacity and/or capabilities of existing equipment is hard work. We have that organization.

We aren't claiming that taking on such a project using our modules is simple, but it will certainly minimize the risks.

FACTS

- Focus: Shortest possible down-time
- Known modules minimizes risk
- Organization with experienced project managers
- Rebuild team provided based on needed area of expertise



Spare Parts

We understand that parts have to be on time and correct.

Spare parts is a large part of a complete customer service organization. We understand that our customers rely on their equipment and if they need parts, they have to be available right away.

Getting that to happen requires planning and high-quality manufacturing processes.

We have spare parts in stock at our service centers in Scandinavia, Central Europe and North America. This ensures the fastest possible delivery time to our most important markets.

We know that our parts will always fit AP&T equipment. We still have the original drawings for everything we have ever made, which means that you can be confident that the fit and function of our spare parts will be just as they are meant to be.

Spare parts have to arrive on time, and they have to be of the best quality. That demands a well-structured organization, and that organization is AP&T.

FACTS

- Focus: The right spare parts at the right time, for the right price
- Proprietary production of original parts
- Direct from stock or available quickly from the supplier
- Fast shipment under cooperative agreements with DHL, UPS, Airlog, etc.
- Replacement components for obsolete parts



Training

Take care of the people behind the machines as well!

Knowledge of the machines and how to create the right conditions for production are key ingredients for the most efficient production processes.

To achieve proper quality, everyone has to know their stuff - it's just that simple.

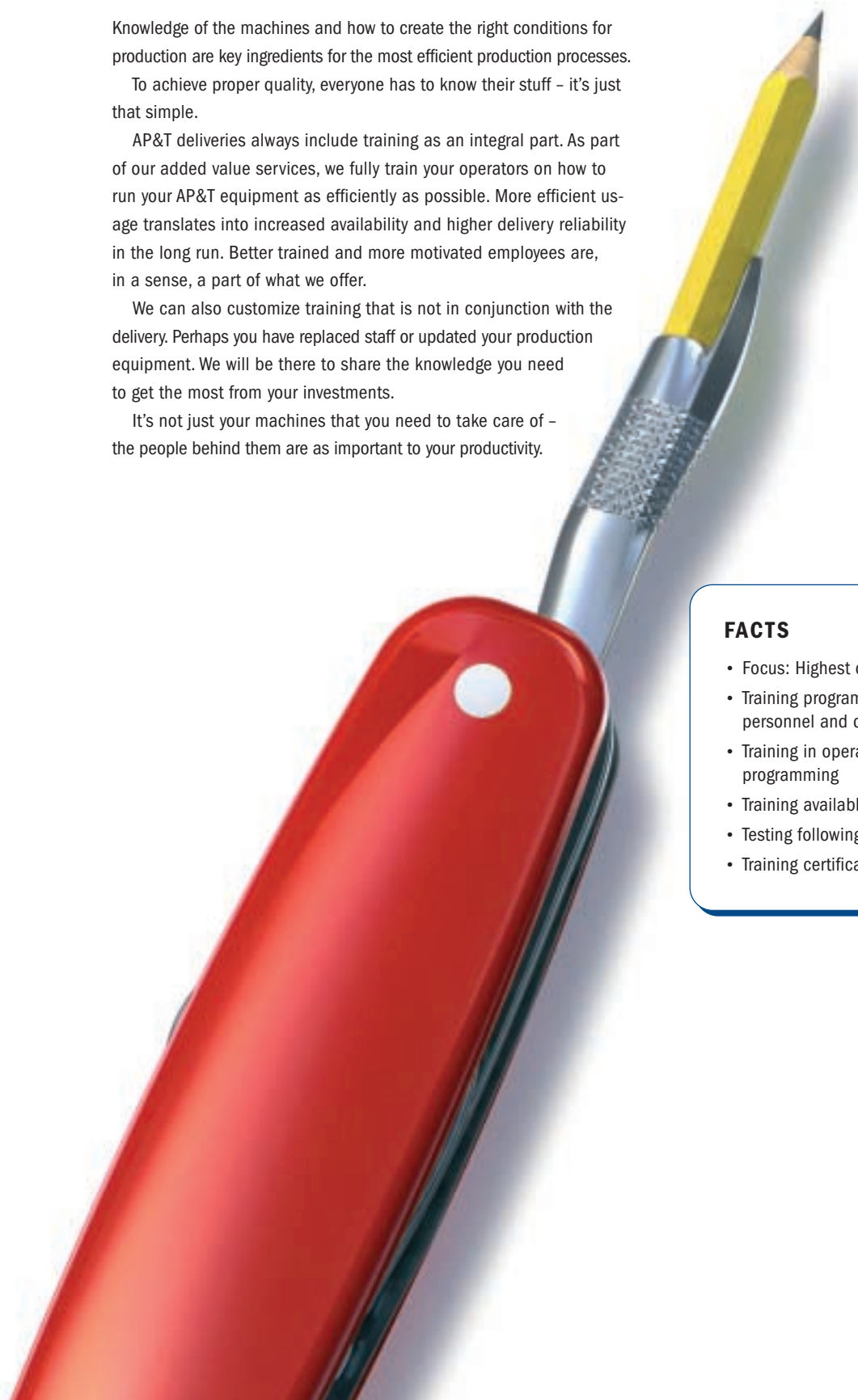
AP&T deliveries always include training as an integral part. As part of our added value services, we fully train your operators on how to run your AP&T equipment as efficiently as possible. More efficient usage translates into increased availability and higher delivery reliability in the long run. Better trained and more motivated employees are, in a sense, a part of what we offer.

We can also customize training that is not in conjunction with the delivery. Perhaps you have replaced staff or updated your production equipment. We will be there to share the knowledge you need to get the most from your investments.

It's not just your machines that you need to take care of - the people behind them are as important to your productivity.

FACTS

- Focus: Highest quality training
- Training programs created for operators, maintenance personnel and die setters
- Training in operation, electronics, hydraulics and programming
- Training available on-site or at AP&T factories
- Testing following completed training
- Training certificate and diploma



AP&T Customer Service - AP&T designs, manufactures and markets automation, presses, tools and complete production lines for the sheet metal and tube forming industry. In addition to offering products of the highest quality, we also offer our customers full service support before, during and after installation. These services will enable you to get the most out of your equipment investments. You can read more about them in this brochure.

- › **Field Service**
- › **Preventive Maintenance**
- › **Rebuilds**
- › **Spare Parts**
- › **Training**

AP&T North America Inc. ›› 4817 Persimmon Court, Monroe, NC 28110 ›› Phone (704) 292 2900
Fax (704) 292 2906 ›› E-mail info@apt-usa.com ›› Internet www.apt.se